

Management Development

MANAGING THE PROCESS OF CHANGE

- Planning
- Communication
- Participation
- Risk taking
- Implementation
- Follow up

Change... we've all run full speed ahead into a wall of resistance. Sometimes the resistance is valid, other times not. Either way, it must be resolved for a successful transition to occur. Change in the healthcare industry is no longer optional. It's a necessary risk that must be taken to compete in today's market. Every manager must learn to manage change and use it to their advantage.

Objectives

Upon completion, participants will be able to apply a variety of techniques and methods that will help them with the difficult, but ongoing, task of managing change. Specifically, they will be able to:

- Describe the importance of planning and be able to create plans for change with their staff;
- Use communication as a tool to help facilitate and manage change;
- Describe the importance of participation and use specific techniques to involve, coach, and support their team and activate their expertise;
- Manage and minimize risk for themselves and their staff, while improving outcomes;
- Successfully implement change with a minimum of surprise.

Program Content

Focus and set priorities

Identify and plan for targeted results • Dynamics of change • Strategies for change • Planning for change and for what could go wrong

Master communication skills

Prepare and plan for effective communication • Communication skill building • Using effective communication to facilitate and manage change

Teambuild for the best participation

Real participative management • Involving the right people, right from the start • Coaching and supporting your team • Activating experience at all levels

Igniting expertise means taking a risk

Organizational, departmental, and individual goals • Problem solving • Positive approaches and winning attitudes • Cooperation • Believing in staff • Minimizing risk for managers and staff • Is it really easier to get forgiveness than permission?

Implement and follow up

Managing conflicts • Plan for implementation (contingency planning) • Resisters, foot draggers, and saboteurs • Manage and enable change • How to keep the pressure on