

From Chaos to Coherence: Change Management for Administrators and Educators

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Disclosures

- Nothing to disclose



Learning Objectives:

- Identify our skills, attitudes and knowledge related to change in the workplace.
- Recognize the need for a continual process of change in the workplace.
- Identify positive, productive and practical methods to personally implement meaningful change.



Change in the Workplace Activities



**When I think of “change in my workplace”,
the first word that comes to my mind is:**

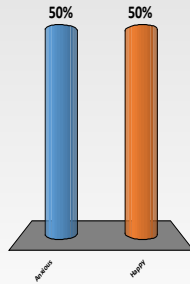


Change in the Workplace Questionnaire



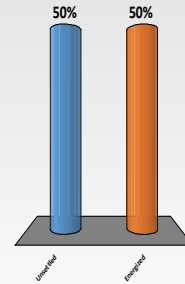
When I think of change in my workplace I feel:

- A. Anxious
- B. Happy



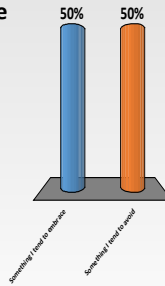
When my work environment changes, I feel:

- A. Unsettled
- B. Energized



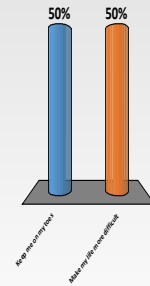
Change in the workplace is:

- A. Something I tend to **embrace**
- B. Something I tend to **avoid**



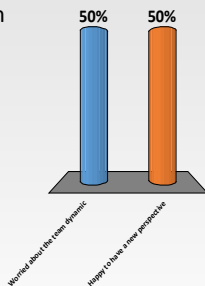
People who make me change at work:

- A. Keep me on my toes
- B. Make my life more difficult



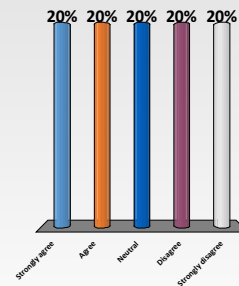
When new people are hired at work, I feel:

- A. Worried about the team dynamic
- B. Happy to have a new perspective



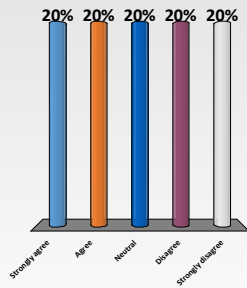
When it comes to change in the workplace, I try to find out how it might affect me:

- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly disagree



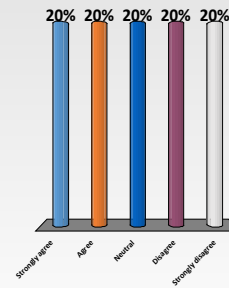
I look for solutions to problems created by change:

- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly disagree



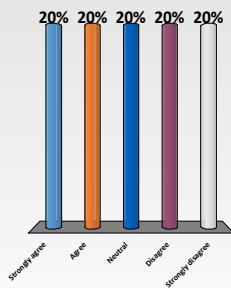
I am comfortable leading change:

- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly disagree



I know specific strategies for creating and sustaining change in the workplace:

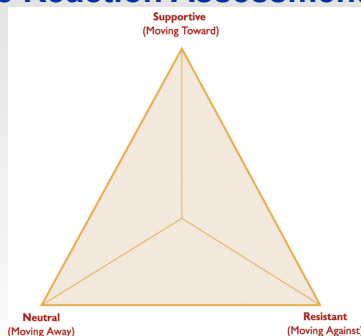
- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly disagree



When I think of “change in my workplace”, the **first word** that comes to my mind is:

- Ack!
- Good
- New challenges
- New environment
- Uggggggg
- Uh-oh
- Concern
- Turn-over
- Positive
- Change in personnel
- Additional Work
- New

Change Reaction Assessment Model



DO PEOPLE REALLY **HATE** CHANGE?



Sometimes.....



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Tip #1: Give the Change “Edges”

What will remain the same?	What will we lose?
What will be modified?	What will we gain that is new?

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Tip #2: Put People First

1. Inspire people with a purpose
2. Give people the capabilities they need to succeed during transition
3. Instill a culture of continuous learning
4. Practice Inclusive Leadership

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Tip #3: Consider Authorship vs. Ownership

Ownership

- Here is the change.
- Here is why we are making the change.
- Here is how we will make the change.
- I want you to own this change.

Authorship

- Here’s what needs to change
- Here’s why we need to change it
- **I am empowering you to decide how the change will happen and how we will monitor it**

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When the winds of change
blow, some people
build walls and
others build windmills.
-Chinese proverb

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Tip #4: Helping Others During Changes

Think – Pair - Share

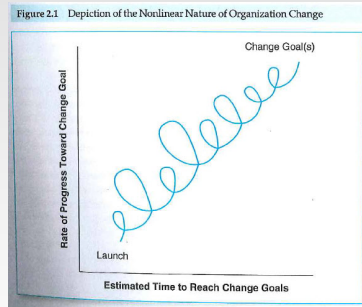
- How do you know if someone is resistant to a change? What specific actions do you observe?
- How do others know that you are supportive of a change? What are your specific actions?



Tip #5: Helping Ourselves During Changes

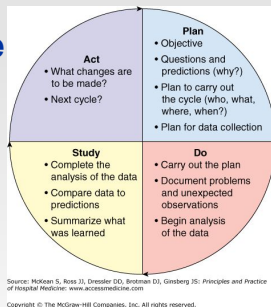
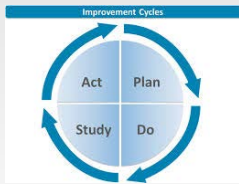
- **Resistance to change** is #4 in a list of the most career-limiting work habits. What can we do??
 1. Recognize when we're resisting
 2. Look for the opportunity side of the equation
 3. Make it less dramatic
 4. Release emotional attachments

What does (successful) change really look like?



Burke WW, Organizational Change: Theory and Practice 4th edition. 2014.

Small Cycles of Change



Source: Hoken S, Ross J, Dresler DD, Brozman GJ, Ginsberg JS: Principles and Practice of Hospital Medicine: www.accessmedicine.com
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Learning to Love Change



My Life's Work



My Life's Work



"A workplace is a living organism; it has to continue to shed its skin. Methods have to change. Focus has to change. Values have to change. The sum total of those changes is transformation." *Andrew Grove*



References

- Burke, WW. Organizational Change: Theory and Practice 4th edition. 2014.
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- HRDQ. Change Reaction Instrument.



Thank you!!

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