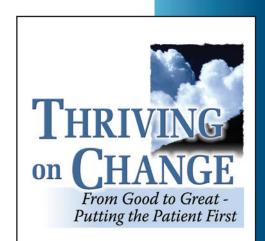
## Thriving on Change<sup>™</sup>

From Good to Great – Putting the Patients First



## **MISSION:**

How to Survive and Thrive In the Midst of Chaos

## YOU WILL LEARN HOW TO:

- ▶ Translate the complex and confusing forces of economic and cultural change into a momentum to motivate and empower frontline staff to put patients first.
- ▶ Develop a proactive internal communication plan to overcome everyone's F.E.A.R. of change.
- ▶ Develop a strategy for dealing with the paradigms of conventional "that's the way we've always done it" wisdom and make change a positive way of life.
- ▶ Choose one of three critical change strategies that is the most relevant to your organization's unique situation and needs.
- ▶ Implement 8 relevant practical tactics and techniques to empower everyone to embrace change and make it a helpful tool for continuous improvement and increased patient satisfaction.

## SEMINAR ATTENDEES SAY IT BEST:

"The speaker strikes at the heart of the matter, clearly articulates issues affecting our organization's activities, and offers a wide variety of actions to choose from."

- Howard Classen, CEO, Natividad Medical Center

"This teaches us to thrive on change. Great job engaging the audience. Very applicable to hospital sector. An entertaining day."

- Chris Sulway, Planning Project Manager, St. Michael's Hospital, ON

"Wonderful. Makes you feel like you're not the only person going through change and that we will all survive and thrive. Great points and light hearted!."

- Sue Hippensthel, RN, Tom Baker Cancer Centre, AB

