

# Thriving on Change™

*From Good to Great –  
Putting the Patients First*



THRIVING  
on CHANGE

*From Good to Great -  
Putting the Patient 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 Hippensthal, RN, Tom Baker Cancer Centre, AB*

