Certificate Training Program: Session 12

Institute for Healthcare Quality, Safety, and Efficiency

Welcome!: Before We Start

- Sign-in at the back
- Pick up handout packet
- Put on your name tag
- Sit with your CTP team at your assigned table
Check-in + Reflection on Practice

_key Question:_ What are we learning, and how can we make the most of today’s session?

Curriculum Theme: Empathy & Humble Inquiry + Translating Insight to Action

Skills:
* Check-in
* Storytelling
* Setting expectations
Today’s Objectives

1. Revisit and update your roadmap for managing change, related to project work.

2. Integrate several frameworks for identifying and understanding sources of resistance in leading change.

3. Spend time more deeply analyzing why resistance/skepticism may be occurring in your project work.
Reminder: Pre-CTP Coaching
Coaching Purpose & Opportunity

• Open consultation on anything related to project work or leadership
• Get broader input than only your faculty coach
• Chance to build relationships with CTP faculty (useful during, after the course)

Still have lots of dates open for 2\textsuperscript{nd} half of CTP!
• Sign up w/ Essey at the back
Change Revisited

Dan Hyman & Read Pierce

Key Question: What key steps of leading change will be vital in our project work over the next few months?

Curriculum Theme: Empathy & Humble Inquiry, Transformation, Translating Insight into Action

Skills:
* Using a Leadership Framework to Create Change
* Reflection
* Inquiry
* Feedback
Break

Systems thinking

Translating insight into action

Transformation (individual, team, system)

Empathy and humble inquiry

Resilience and human performance
Understanding and Moving Through Resistance

Gail Armstrong, Read Pierce

**Key Question:** How do we motivate and influence people who disagree with us, or are producing resistance?

**Curriculum Theme:** Empathy & Humble Inquiry, Resilience & Human Performance, Transformation

**Skills:**
- Influencing Others
- Meeting Management
- Sensemaking
- Powerful Questions
- Knowing the Audience
Appreciative Debrief

Patrick Kneeland

**Key Question:** What are we learning, and how can we make the most of the next 2 weeks?

**Curriculum Themes:** Resilience & Human Performance + Translating Insight to Action

**Skills:**
* Reflection
* Goal-setting
* Appreciation
Next Steps by end of July
(Details to follow via email)

1. **Due Today:** turn in eval, nametag

2. **Advance your Project work**
   - Finalize baseline data
   - Finalize data collection plan
   - Determine potential PDSA cycles
   - (Launch PDSA cycles)

3. **Sign up for future pre-CTP coaching sessions**
   (12:30-12:55)
2018 CTP Ground Rules

Expectations of Participants

• Hold each other accountable to the ground rules
• Minimal side conversations
• One person speaks at a time
• Phones on vibrate
• Laptops for IHQSE notes only
• Step out to take calls
• Respectful interactions, be open to other points of view
• Food and drink any time
• Be present
  – Do what you need to do to be present

Expectations for Program

• Hold each other accountable to the ground rules
• Time for breaks
• Start and end on time
• Materials distributed ahead when possible/useful
• Faculty be present
  – Minimal side conversations