

Making Change Work for You and Your Organization

By Melodie Turk, MHA



COLLEGE OF
URGENT CARE
MEDICINE

70%

Introduction



- Family Oriented
- Food, Games, and Dogs
- Planner, Change Manager
- Life-Long Learner – MHA
- Learning Experience Director, UCA

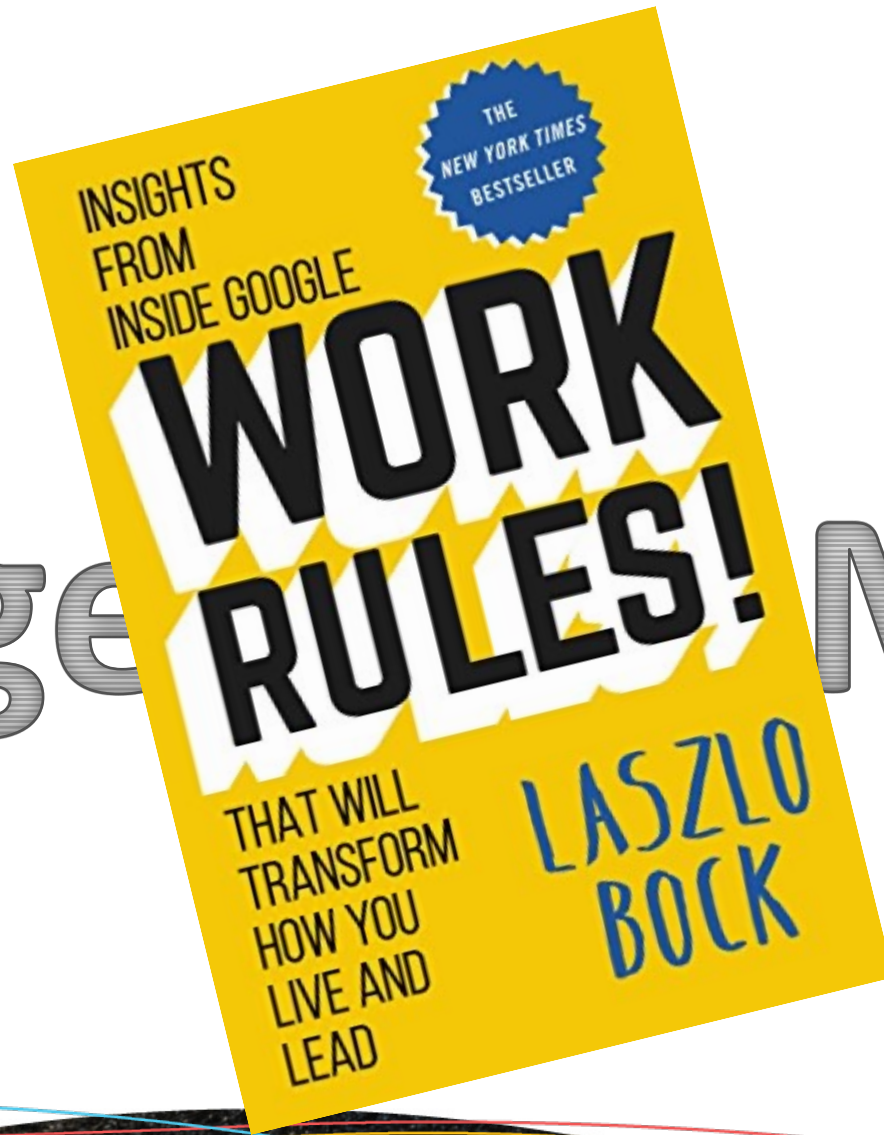
Why Change?

Reasons for Change

- Merger with another company
- Growth causing new staffing hierarchy
- Additional service lines added
- New regulations/laws
- New leadership
- Manager went to a conference
- Leader reads a new book



Change Matters



A

Awareness – Of the need for change

D

Desire – To participate and support the change

K

Knowledge – On how to change

A

Ability – To implement desired skills & behaviors

R

Reinforcement – To sustain the change

Changing What Really Matters

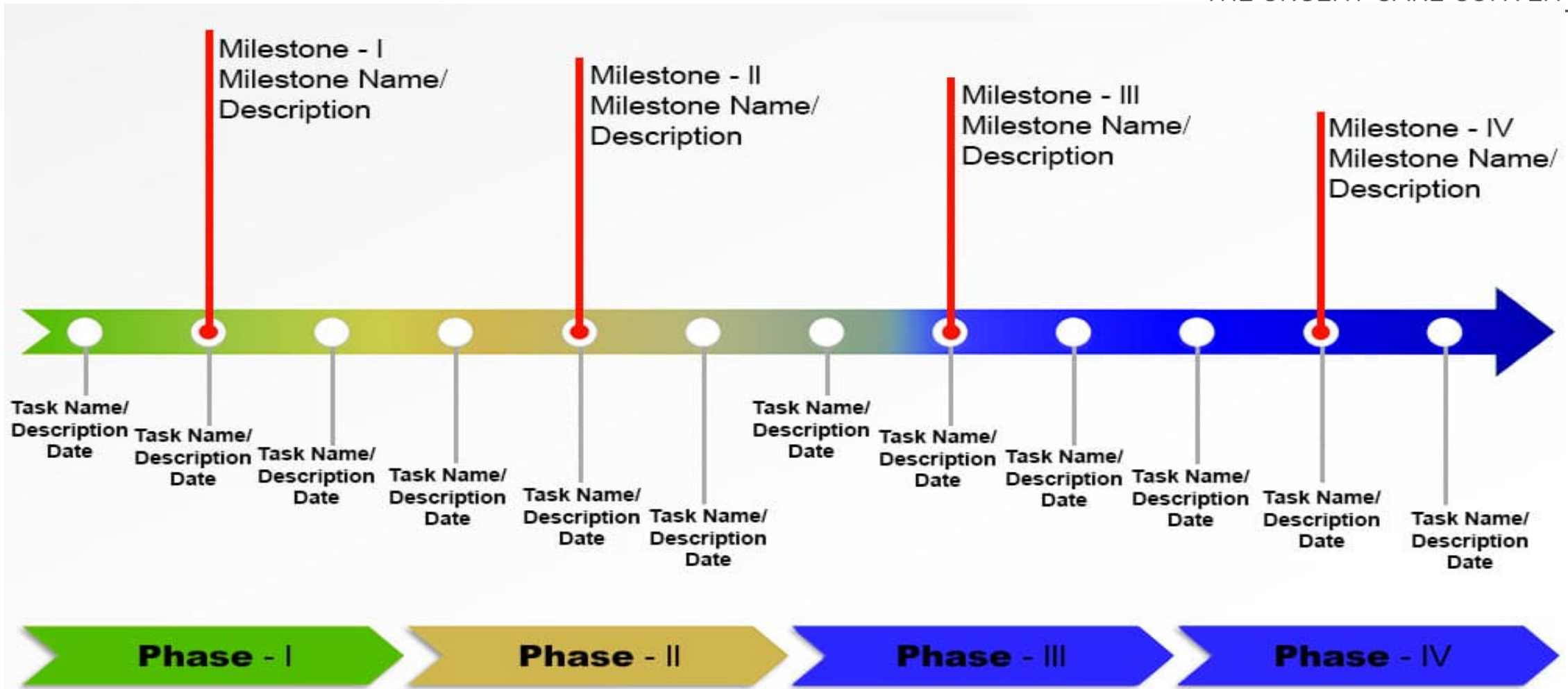


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Milestone Roadmap



Decrease Stress

Making it Less Stressful

- Do share what's happening
 - Do be brief
 - Do share important information that will impact them
- Do share what's NOT changing
- Do share with the right stakeholders

Don't show off	Don't show off the immense change plan
Don't use	Don't use the word "change"
Don't give	Don't give the long list of changes that will happen
Don't tell	Don't tell everyone when everyone isn't impacted

Automation



Incremental Change



Turn the heat up
1 degree at a time

Incremental Changes

Epic



Change What Really Matters



Decrease Stress

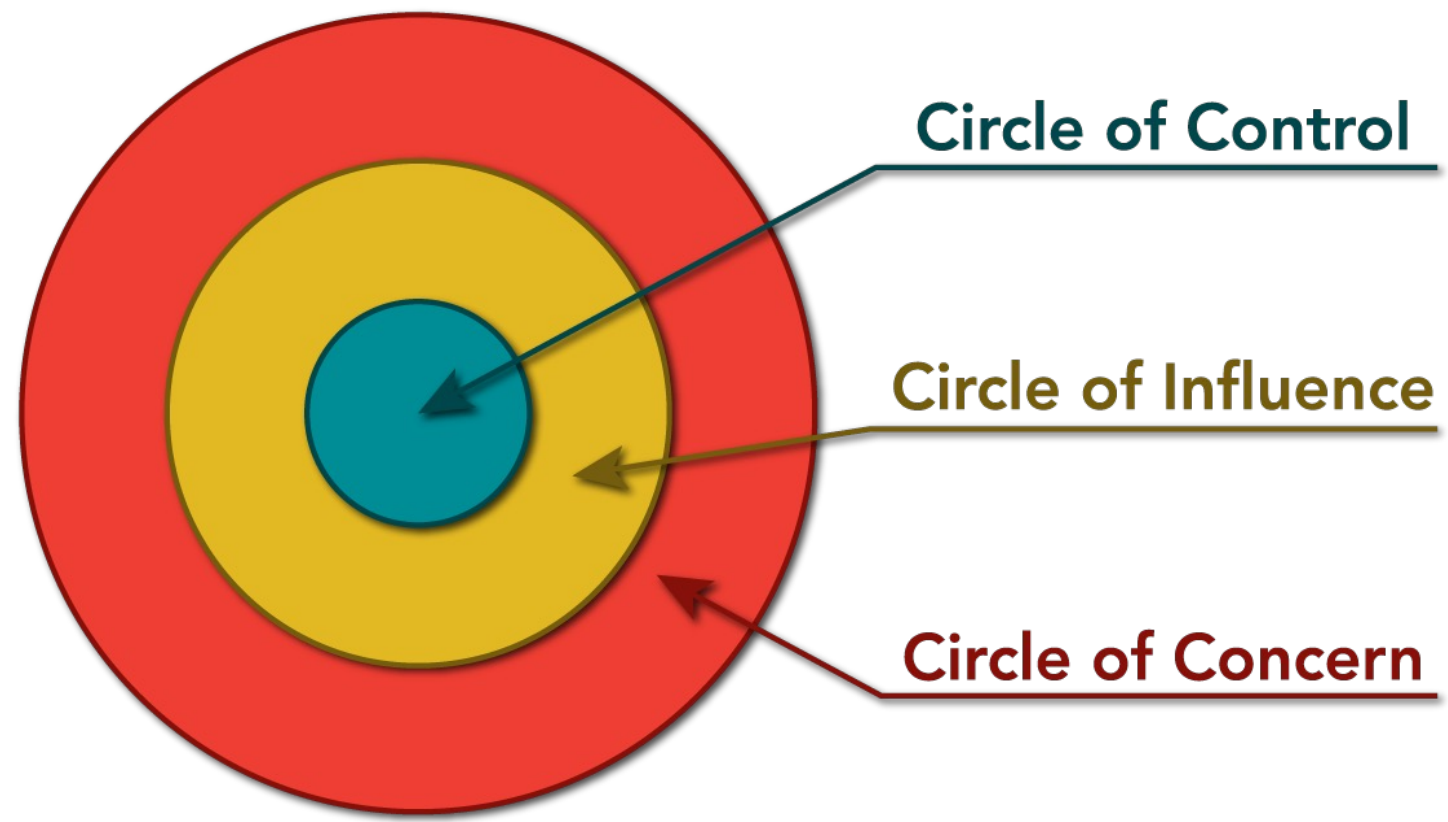


Make Incremental Changes

DRIVING **CHANGE2023**

YOU

Safe Environments



Living Your Change Priorities

Calendar
Reflection

Aligned
Talking Points

Saying Yes &
Saying No



Change What Matters



Decrease Stress



Make Incremental Changes



Create Safe Environments



Live Your Change Priorities

DRIVING **CHANGE2023**

THANK YOU

Session Evaluation

- Your feedback is valuable, take a moment to complete the survey for this session.
- To claim CME, you must complete a separate survey available after the convention.

* How likely are you to recommend this **content** to a colleague?

Not likely at all Neutral Extremely likely

0 1 2 3 4 5 6 7 8 9 10

What did you find most valuable about this **content**?

What would have made this **content** better?

Contact Me

- mturk@ucaoa.org
- #amomentwithmelodie
- LinkedIn: @MelodieTurk
- Tiktok: @MelodieTurk1
- Twitter: @MelodieTurk
- YouTube: @MelodieTurk

Resources

- ADKAR, How to Implement Successful Change in Our Personal and Professional Careers, <https://urgentcareassociation.org/product/adkar-change-management-book/>
- How to Overcome Information Overload: Complete Guide 101, <https://ivypanada.com/blog/information-overload-101/>
- Decomposition Project Management for Large-Scale Projects, <https://monday.com/blog/project-management/decomposition-project-management/>
- Building Trust Inside Your Team, <https://www.mindtools.com/aqdolgk/building-trust-inside-your-team>
- Prioritize Your Work, <https://zapier.com/blog/how-do-you-prioritize-your-work/>
- The #1 Secret to Amazing Time and Calendar Management, <https://www.entrepreneur.com/living/the-1-secret-to-amazing-time-and-calendar-management/324976>