



MINDSET CHANGE

AIM

Develop a shared understanding of what person-centered care means to you as a group.

DURATION

Preparation: 30-60 minutes

Session: 1 hour

PREPARATION

Supplies

- Sticky notes and pens
- Flip chart or whiteboard

Note:

- Consider why you want to integrate person-centered care into your clinic. Be ready to describe it to your team in an exciting way that will help them get on board with your vision. For example, you might highlight that person-centered care:
 - Has been shown to increase the effectiveness of appointments, decrease hearing aid return rates, and improve overall client satisfaction
 - Has been shown to be empowering for staff and enhances job satisfaction
 - For more inspiration, check out our [Myth Busters](#) investigating how person-centered care can be good for clients and business
- Use an [appreciative approach](#) to get the most out of Mindset Change.

SESSION PROGRAM

Step 1: Share your goal and the ground rules

In this step, you will:

- Share why you have arranged this meeting and what you hope to achieve today.
- Share ground rules for the session:



- Listen carefully to what everyone has to say
- Ask open-ended questions
- Be non-judgemental
- Focus on the positives and what works well today
- Give appreciative feedback

Step 2: Describe person-centered care

In this step, you will:

- Ask people to write down on sticky notes what they think person-centered care is and what it looks like to them

Step 3: Create a mind map and discuss

In this step, you will:

- Create a [mind map](#) on the wall by grouping everyone's sticky notes together by topic:
- Write "person-centered care" in the center of your white board or flipchart paper.
- Place your stick notes on that white board or flip chart.
- Group the sticky notes by the ideas that are related.
- Themes such as "collaboration" or "communication skills" will soon emerge. Identify those themes and write them down.
- Use the themes to define your shared understanding of what person-centered care is. Write this down and save it. This will be used again if you embark on Practice Change.

Step 4: Reflect

In this step, you will:

- Summarize the activities you have completed.
- As a group, reflect on the question: "What has changed here today?"
- Thank everyone for participating
- Photograph the mind map for later use

(Optional) Continue on to Practice Change

Take advantage of the momentum you've built during Mindset Change and take action using Practice Change.

- As a group, have a look at the [Ida toolbox](#) and pick one counseling tool that you believe will help you meet your goal. If you and the group are new to the Ida tools, we recommend that you start with the Motivation Tools to help your clients reflect on why they want to take action and what prevents them from doing so.

- Ask participants to try the tool out with at least two clients before proceeding to Practice Change. Consider arranging a training session on the tool if needed.
- Schedule personal time to prepare for facilitating Practice Change.
- Schedule your team's time to complete Practice Change.