



UNIT V - SECTION 1

CHANGE GUIDE
INSTRUCTOR'S GUIDE

1. Goals

- Goal 1: To reflect on the challenge of sustaining person-centered practices in daily practice
- Goal 2: To reflect on barriers clinicians may encounter in implementing new tools into an already established clinical context
- Goal 3: To introduce the Change Guide, as the tool to assist clinicians in introducing change and implementing change
- Goal 4: To define appreciative inquiry, the theoretical basis for the Change Guide
- Goal 5: To reflect on how you can use the personal Change Guide to support your own change process

2. Concepts to Master

- a. Personal change is a process that occurs over time.
- b. How we talk about change impacts how change happens.
- c. Clinical implementation of Tools requires facilitation of a structured change process.
- d. The Change Guide Tool can help clinicians facilitate discussions with colleagues about implementing change.
- e. The appreciative approach is a method that can help facilitate change, in positive ways.

3. Reading : N/A

4. Lectures

- PowerPoint: “Implementing Change: Personal Change Guide”

5. Class Activity

Videos can be found in the section of the course website called “videos and handouts”. For this lecture use the following link and go to section called “Change Guide: http://ida.institute.com/toolbox/university_course/videos_and_handouts/unit_v/

- Class Activity 1: Personal Reflection on change
- Class Activity 2: Create 3 Mind-maps of the challenge of implementing personal change.
- Class Activity 3: Video: Watch the short video introducing the Change Guide.
- Class Activity 4: Reflections of Audiologists and Managers on Implementing Change and Discuss
- Class Activity 5: Video: Watch a short video introducing the Appreciative Approach.

6. Reflection

- a. Can you think of examples of how Appreciative Inquiry might be applied to personal change and organization change in the clinics where you practice?

7. Assignment

- a. Complete the Ida Personal Change Guide (see Homework Project Handout).

LESSON OVERVIEW: WHAT ARE WE DOING TODAY?

1. Establish learning mind-set.
2. Today we explore how we can implement or Introduce the Ida Tools in our practice.
3. PowerPoint
 - a. Begin by going over the goals of the class.
 - b. Before discussing the rationale for the Change Guide discuss the reasons why we need to consider a structured method to introduce change or implement change.
4. Class Activity

Class Activity 1-5 all occur early in the lecture. Videos can be found in the section of the course website called videos and handouts. For this lecture use the following link and go to the section called “Change Guide: http://idainstitute.com/toolbox/university_course/videos_and_handouts/unit_v/

 - Activity 1: Ask the students to consider a personal experience in which they were asked to change a behavior and to recall how the request for change was made.
 - Activity 2: Continues exploration of the topic of change by having students create 3 mind maps from different perspectives, Audiologist, Colleagues, and Managers.
 - Activity 3: Video: Change guide Introduction
 - Activity 4: Audiologist Reflections on Implementing Change
 - Activity 5: Introduction of Appreciative Approach
5. PowerPoint
 - c. Watch the reflections of audiologists on their experiences facilitating the change process in their clinics. Compare their observations with the factors you came up with in the previous activity.
 - d. Discuss in details the importance of using the appreciative approach to facilitating change.
 - e. Introduce the Change Guide Tool for Personal Change
6. Reflection
 - a. Can you think of examples of how Appreciative Inquiry might be applied to personal change and organization change in the clinics where you practice?
7. Closing
 - a. Announcements
 - b. Assignment: N/A

HOME PROJECT (INSTRUCTOR COPY)

The Purpose of this activity is to have students gain experience going through the steps of the Personal Change Guide on their own. This project requires a significant time commitment from students (approximately 3 or 4 hours), and therefore this project requires at least 6 weeks to complete from onset to evaluation of change. The objective is to familiarize students with the steps and the process of the Change Guide, so that they can better understand the process of change as they become independent clinicians.

Instructions

1. Have the students visit the following link to begin: http://idainstitute.com/toolbox/change_guide/get_started/
2. They should see that there are 2 options for the Change Guide: Personal and Team Change. Have them click on the Personal Change.
3. Have them download and print the activity worksheet Personal Change Session 1, Personal Change Session 2, Personal Change Session 3, and Personal Change Sessions 4 and 5. These can also be found in the section of the course website called videos and handouts. For this course use the following link and go to the section called "Change Guide": http://idainstitute.com/toolbox/university_course/videos_and_handouts/unit_v/
4. Have them complete the 3 exercises in the Personal Change Session 1 at home and have them bring their sheet to class for discussion at the next meeting. They will create a mind-map addressing the question: "What does Person-Centered Care mean to me?"
5. Have the students complete Change Session 2 at home after they have had the opportunity to implement the tools on at least two patients. They will then reflect on what helps and hinders change after using the tool, and will develop "My Focus Points"
6. Have the students use the information from Session 2 to complete the exercises on Change Session 3. In this session they will prioritize the changes, create action steps, and imagine the future. This exercise requires that students access the Spiderweb Tool on the Ida Institute Website. Use the following link: <http://idainstitute.com/spiderweb>
7. If students have had a chance to implement the change for 2 weeks, have them complete the exercises on Change Session 4. In this exercise, they will re-engage with the process of change and will use the Ida Triangle Tool to assess their short-term progress with implementing your goals. This exercise requires that students access the Triangle Tool. Log into the Ida website, use the following link and go to the section called "Change Guide". Find the hand-out called "The Triangle": http://idainstitute.com/toolbox/university_course/videos_and_handouts/unit_v/
8. Finally have students complete Change Session 5.

HOME PROJECT

(STUDENT COPY)

The Purpose of this activity is to have you gain experience going through the steps of the Personal Change Guide on your own. This project requires a significant time commitment from you (approximately 4 or 5 hours) over 5-6 weeks.

The objective is to familiarize you with the steps and the process of the Change Guide, so that that you can better understand the process of change as you continue to develop as a clinician and as you transition to being an independent clinician.

Instructions

1. Visit the following link to begin: http://idainstitute.com/toolbox/change_guide/get_started/
2. There are 2 options for the Change Guide: Personal and Team Change. Select "Personal Change".
3. Download and print the activity worksheet "Personal Change Session1", Personal Change Session 2, Personal Change Session 3, and Personal Change Sessions 4 and 5. These can also be found in the section of the course website called videos and handouts. For this course, use the following link and go to the section called "Change Guide": http://idainstitute.com/toolbox/university_course/videos_and_handouts/unit_v/
4. **Change Session 1:** Complete the 3 exercises in the Personal Change Session 1 at home and bring to class for discussion at the next meeting. In this Session you will create a mind-map addressing the question: What does Person-Centered Care mean to me?"
5. **Change Session 2:** After you have had the opportunity to implement the tools on at least two patients, complete Change Session2 exercises. In this session you will reflect on what helps and hinders change after using the tool, and will develop "My Focus Points".
6. **Change Session 3:** Use the information from Session 2 to complete the exercises on Change Session 3. In this session, you will prioritize the changes, create action steps, and imagine the future for your personal practice. You will need to access the Spiderweb Tool at the following link: <http://idainstitute.com/spiderweb>
7. **Change Session 4:** Once you have had a chance to implement the change for 2 weeks, complete the exercises on Change Session 4. In this exercise you will re-engage with the process of change and will use the Ida Triangle Tool to assess your short-term progress with implementing your goals. You can access the tool by using the following link and going to the section called "Change Guide". Find the hand-out called "The Triangle": http://idainstitute.com/toolbox/university_course/videos_and_handouts/unit_v/
8. **Change Session 5:** Re-evaluate your progress periodically by completing the exercises on Change Session 5.