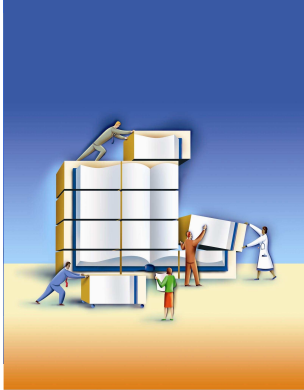


Change Champions: How to succeed when we return home?

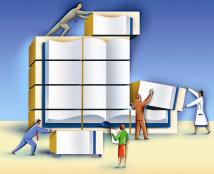
Focus on Process & Content

Prague Czech Republic
November 1, 2005

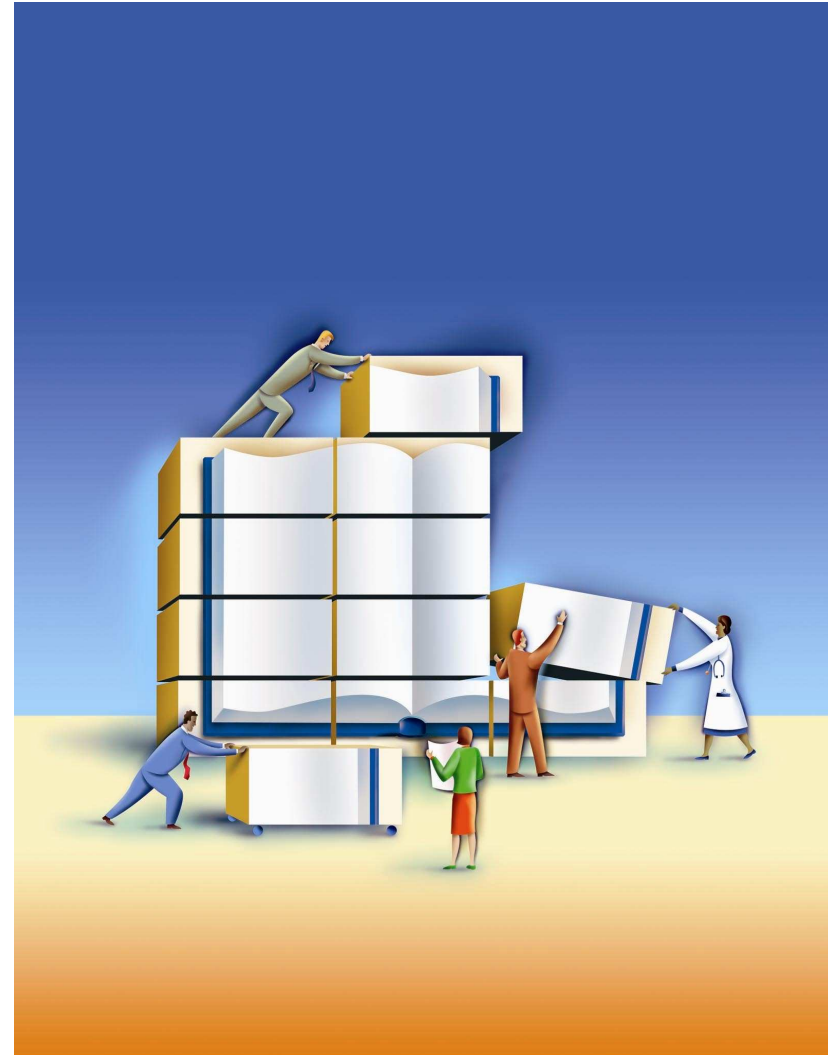


James A. Rice, Ph.D.
President
International Health Summit
Vice Chairman, The Governance Institute
jrice@ihsummit.com

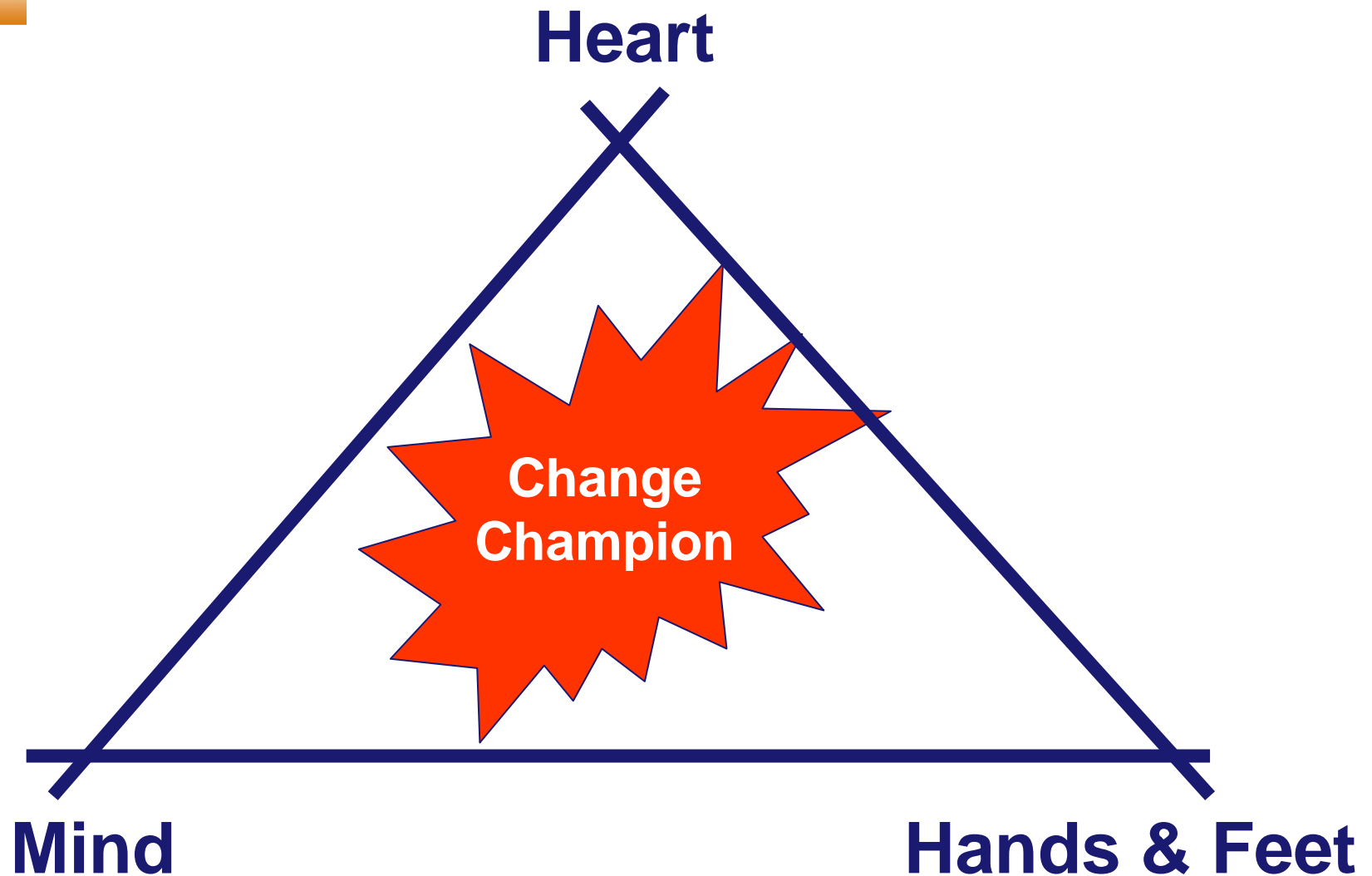
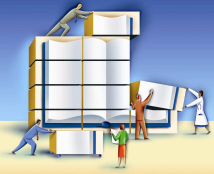
Building Blocks for Success at Home

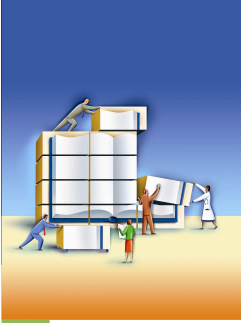


- ❖ the need for follow-up and follow-through
- ❖ the power of the front line to earn a bottom line
- ❖ change must happen, and it must be sustained, but change is not easy
- ❖ High “EQ” more than High “IQ”
- ❖ remember the Babushka stories



Wisdom from Babushka in Zimbabwe

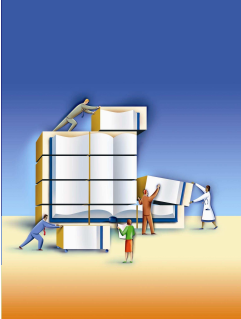




Wisdom from Jim's Grandmother:

- ❖ Do not do nothing because you can not do everything
- ❖ Life by the yard is hard, but life by the inch is a cinch
- ❖ How do you eat an elephant? One bite at a time
- ❖ “Radical Incrementalism” or “Transformational Change”?

www.cambridgeihlp.org



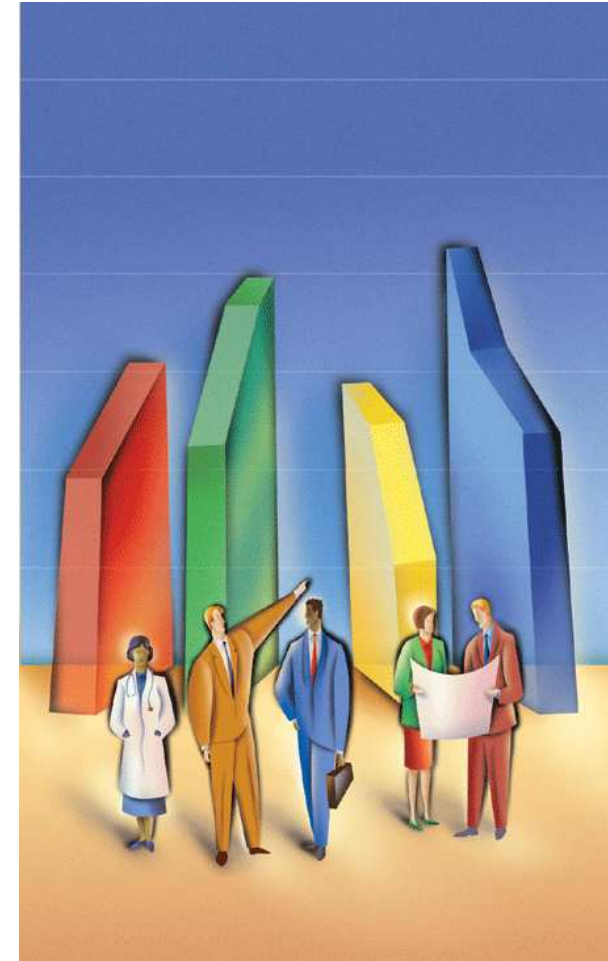
Avoid Common Failure Factors of Change

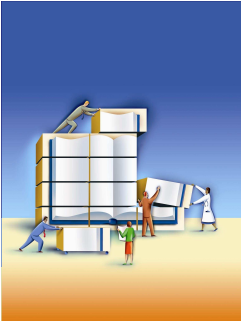
- 1. Allowing too much complexity**
- 2. Failing to build a substantial coalition**
- 3. Underestimating the need for a clear vision**
- 4. Failing to clearly communicate the vision**
- 5. Permitting roadblocks against the vision**
- 6. Not planning and getting short-term wins**
- 7. Declaring victory too soon**
- 8. Not anchoring changes in corporate culture**

Embrace 8 Steps for Change



- 1. Establish a sense of urgency**
- 2. Create a coalition**
- 3. Develop a clear vision**
- 4. Share the vision**
- 5. Empower people to clear obstacles**
- 6. Secure short-term wins**
- 7. Consolidate and keep moving**
- 8. Anchor the change**



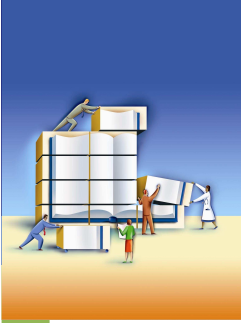


“Aikido” Engagement Technique

“Power without speed wastes effort. Speed without focus wastes time. Focus without preparation too often misses the target. These are the proper tools of a philosopher warrior ... speed, focus and preparation.”

Shaolin Monk advice to Jim Rice during karate training at the Shaolin Martial Arts Training Center, Mount Songshan in Henan Province, Central China, June 2000

www.cambridgeihlp.org



Aikido Action Planning

- ❖ Definition: Tool to use quick definition of obstacles to get a job done to a positive advantage ...to define a practical action plan for results that have a greater chance to actually be implemented!

- ❖ Rationale for this tool?
 - Recognizes human tendency to think first of what can go wrong, or what would get in way of successful achievement of a defined goal;
 - Enables group to dump baggage of negative insights that can block their creativity for new ideas of how to accomplish something (a little catharsis frees the soul and opens the mind);
 - Offers a legitimate role for the curmudgeon to offer negative comments about likely potholes in road that you would want to fix anyway
 - Allows fast group engagement so they feel more ownership of the process results, i.e. increase chance for execution to occur.

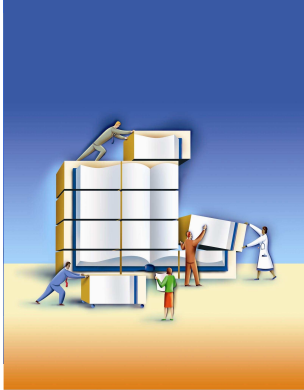


Aikido Action Planning Technique:

- ❖ Step 1: fast brainstorm of everything group can think of that would frustrate achieving the job at hand(obstacles to goal);
- ❖ Step 2: group prioritizes to the top 3-5 obstacles based on their judgment about the relative importance and likelihood of the obstacle (use simple or complex voting to save time)
- ❖ Step 3: assign each one of the top obstacles to a small group and ask them to quickly define the top 3-5 practical ways to remove, reduce or work-around the obstacle;
- ❖ Step 4: ask full group to listen to small group reports, and then list all the actions that could be taken to attack the top obstacles, add added ideas that are stimulated by this discussion;
- ❖ Step 5: group prioritizes the long list of possible actions into the top 3-5 actions regardless of obstacle they are associated with... this list becomes the core of your overall action plan to accomplish the original job or goal.. It will be about 85% of a great plan... further discussion or work by experts could add ideas for the rest of the 15% success that you may want
- ❖ Step 6: Write of the Action Plan with timetable and accountabilities and get it done and celebrate your success in small steps along the journey of implementation

Return home safely

Serve patients and citizens wisely



999 Action Plan

999 Action Plan



❖ Next 9 days

❖ Next 9 weeks

❖ Next 9 months