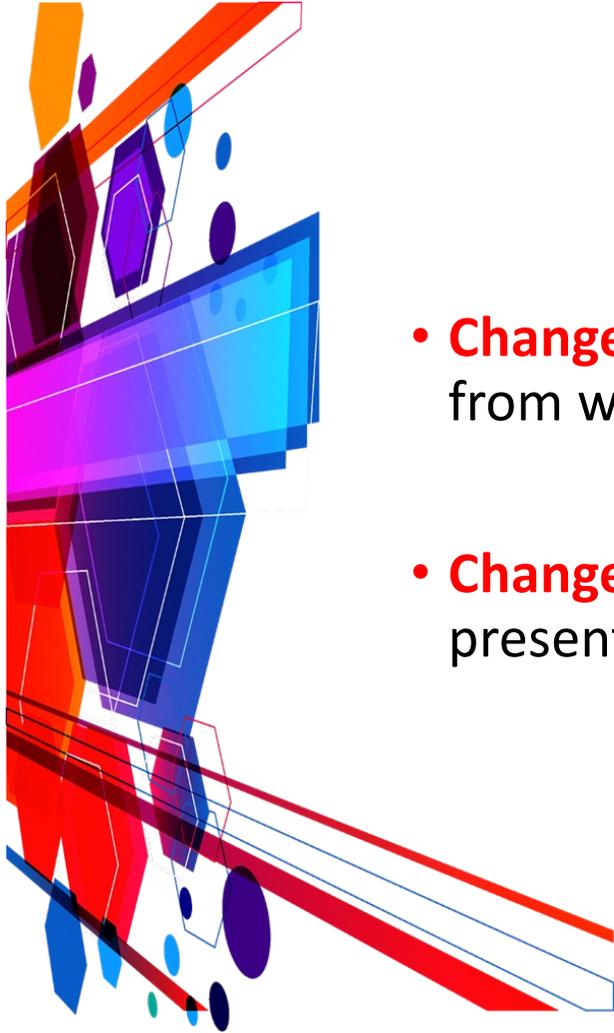


Professional perspectives and Issues

Lecture 5: change

ASS. LEC. Alyaa Amer Kamil



Definition of Change

- **Change is** the process of making something different from what it was.
- **Change is** coping process of moving from unsatisfactory present state to a desired future state.

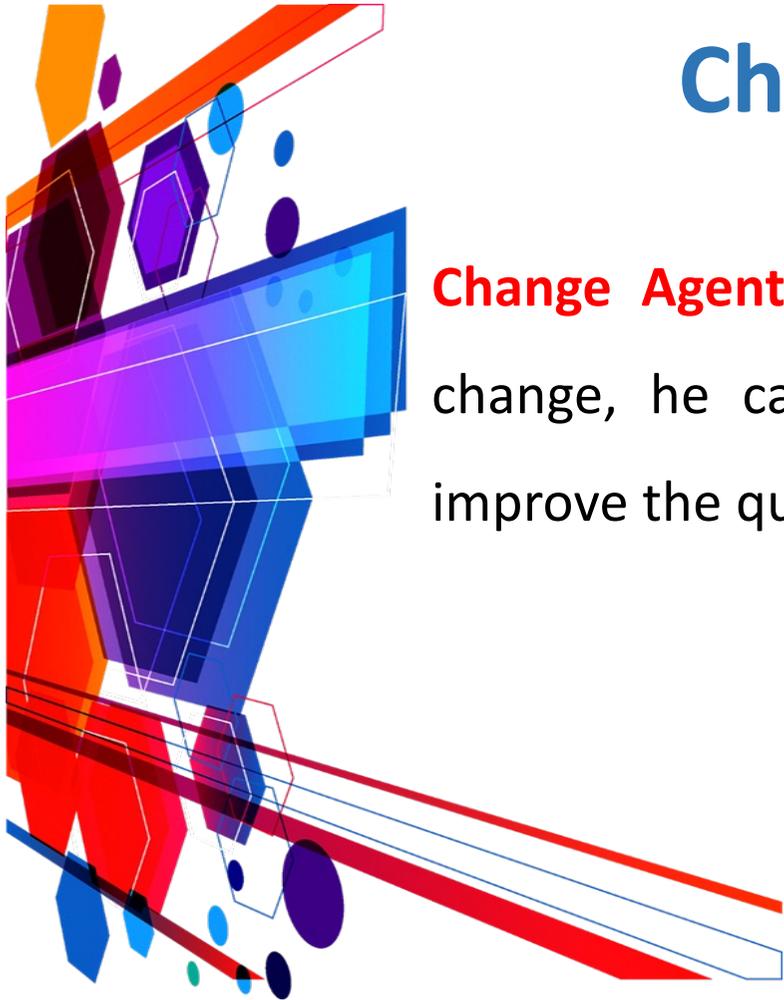
Change word means

- C** cause to be different.
- H** helping others to understand the most.
- A** achieving the required outcome.
- N** new thing differs from the originally way.
- G** give a partial or complete difference.
- E** exchange with another.



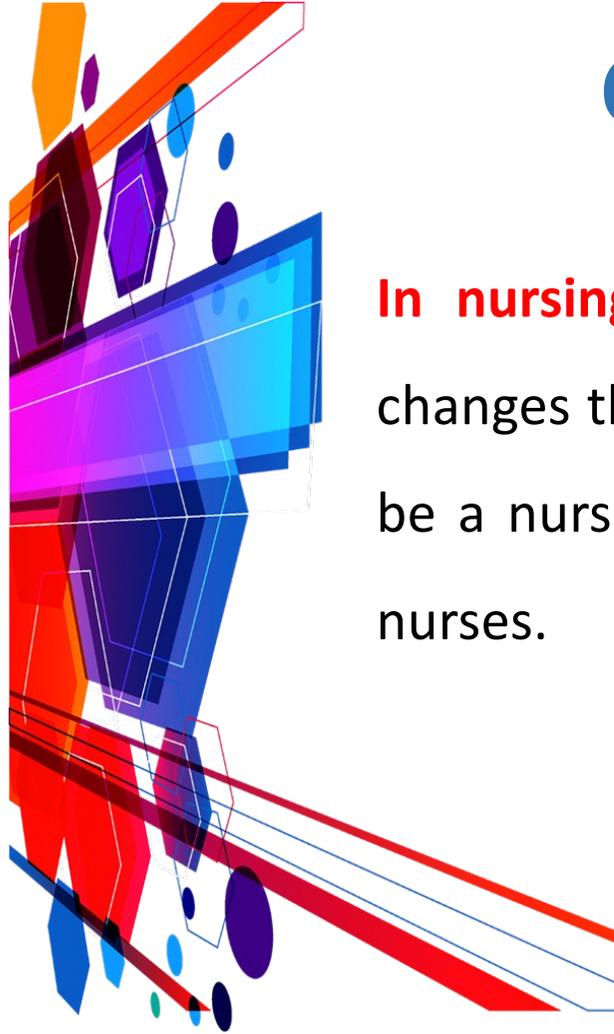
Change Agent

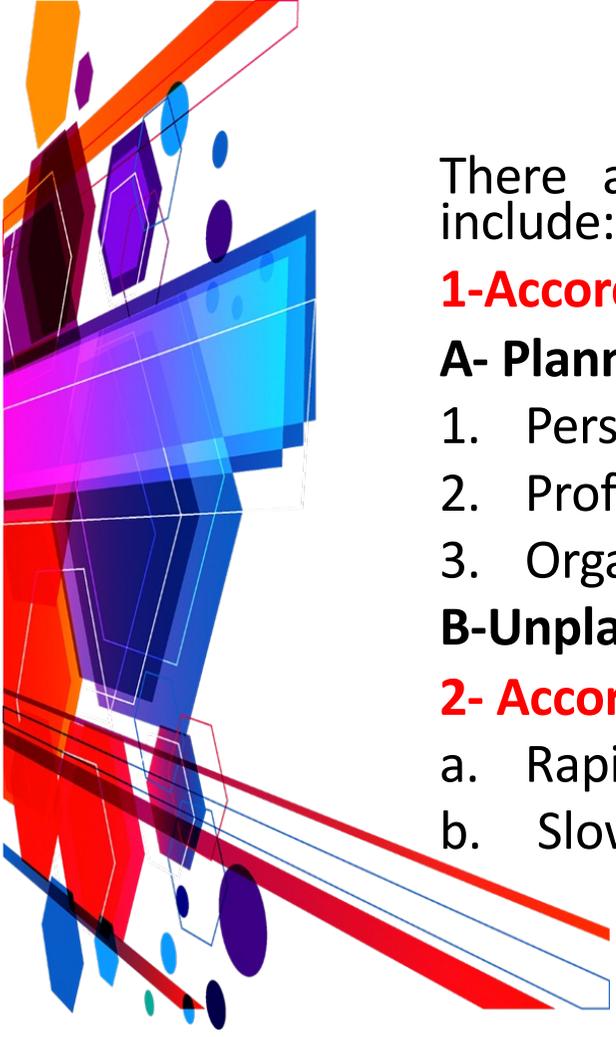
Change Agent: is someone who works to bring about change, he can suggest changes to control costs and improve the quality or offer new services.



Change Agent in nursing

In nursing, change agent is a person who brings about changes that impact nursing services. The change agent may be a nurse leader, staff nurse or someone who works with nurses.





Types of change

There are many classifications for the types of change include:

1-According to the degree of planning:

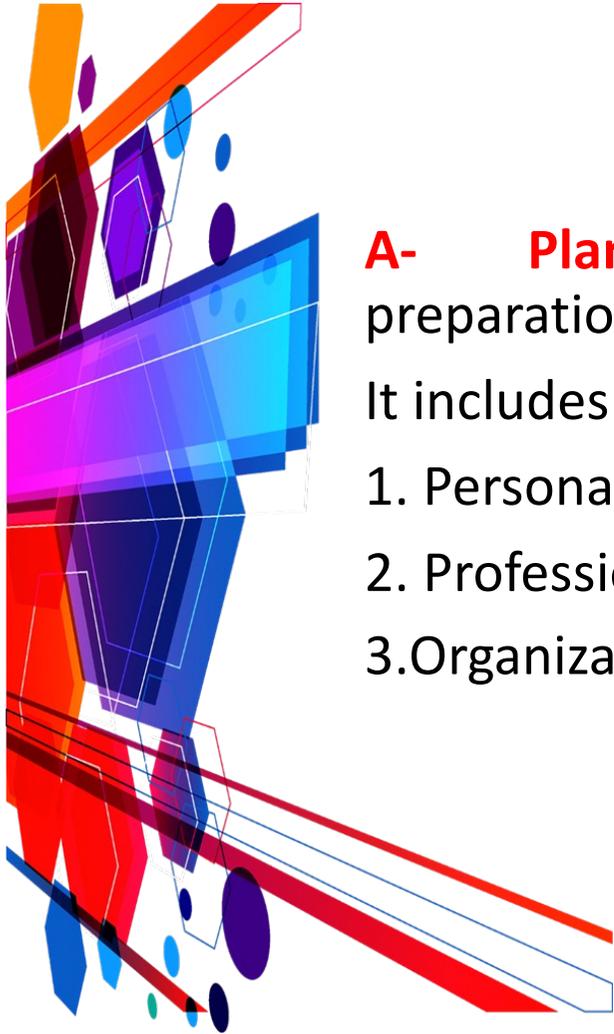
A- Planned change

1. Personal change
2. Professional change
3. Organizational change

B-Unplanned change

2- According to implementation time:

- a. Rapid change
- b. Slow change

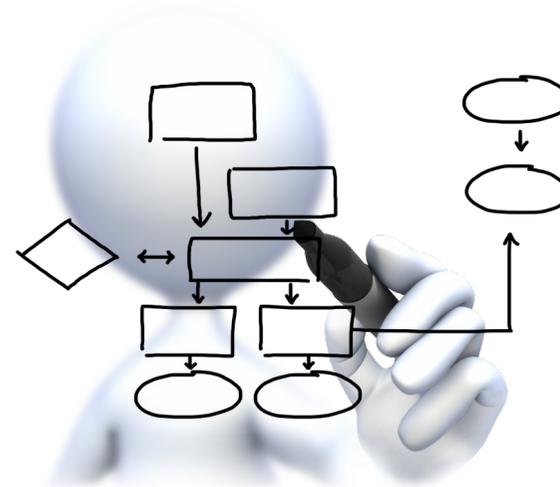


Types of change

A- Planned change: that performed after careful preparation and study of the conditions and requirements.

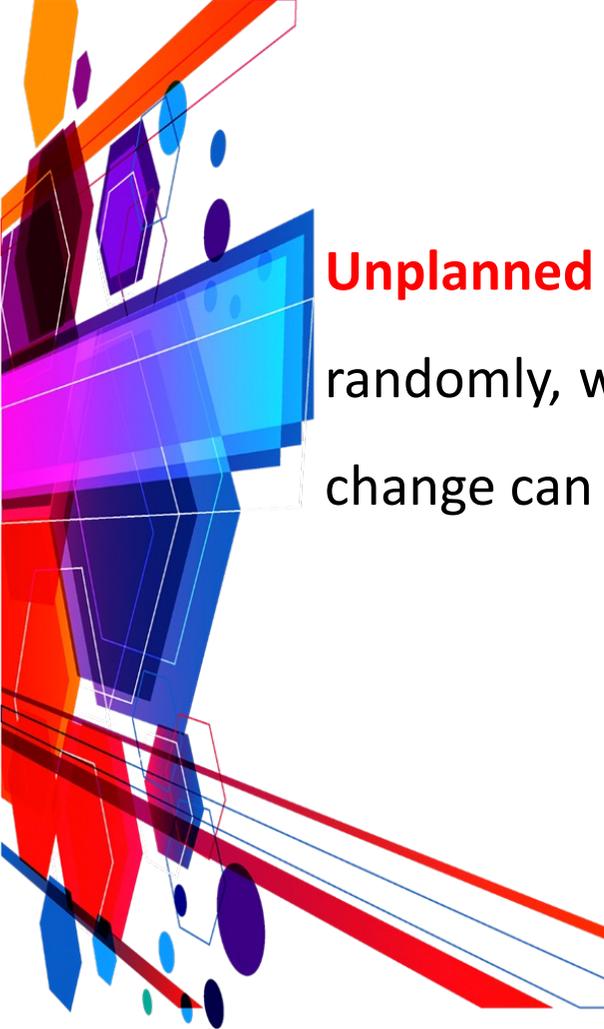
It includes :

1. Personal change
2. Professional change
3. Organizational change



Planned change

1. **Personal change:** is change made voluntarily for your own reasons usually for yourself improvement. E.g.; this may include changing your diet for health reasons.
2. **Professional change:** it may be change in position or job such as obtaining education that will benefit you in a current position or allow you to be prepared for a future position. **Professional change involves extensive change in both personal and professional lives.**
3. **Organizational change:** which is a planned change in Organization to improve efficiency. Organizational change that is planned and purposeful is generally better accepted. Organizations that adapt successfully to change are able to adapt quickly to new marked condition.



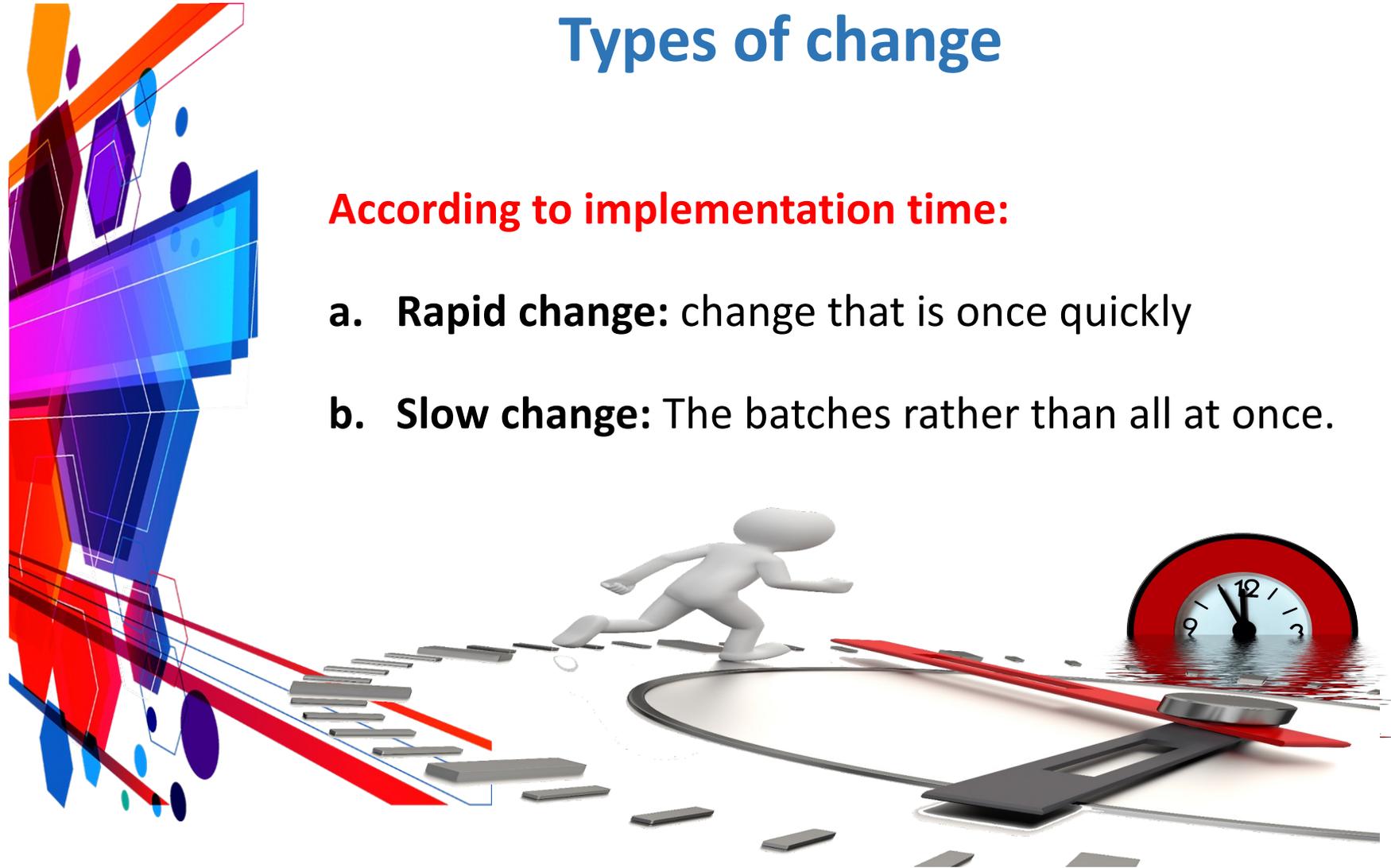
Types of change

Unplanned change: a change that happens automatically and randomly, without any prior preparation, the response to this change can be positive or negative.

Types of change

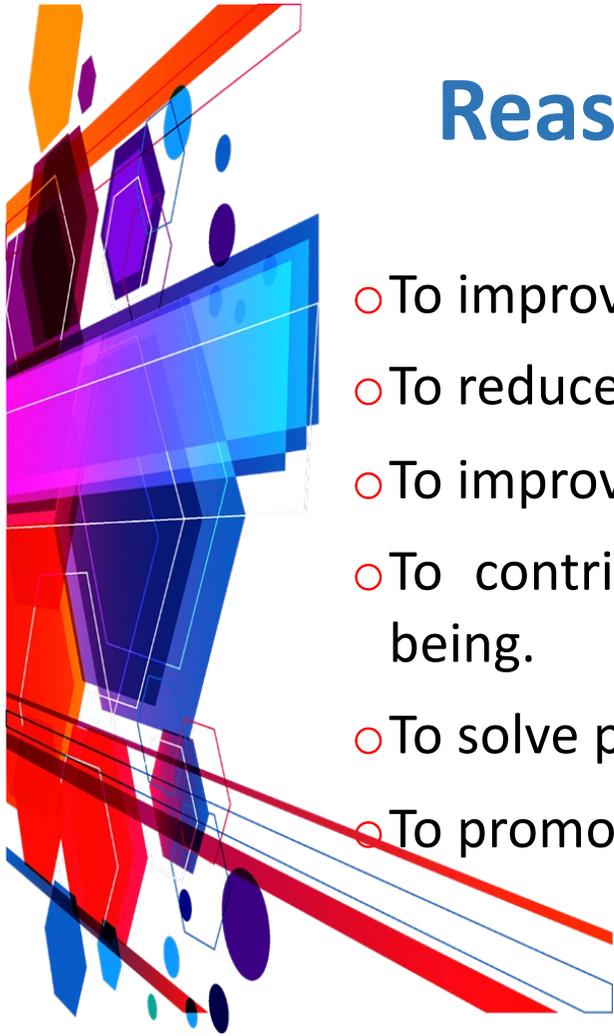
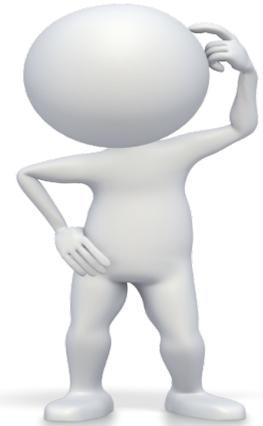
According to implementation time:

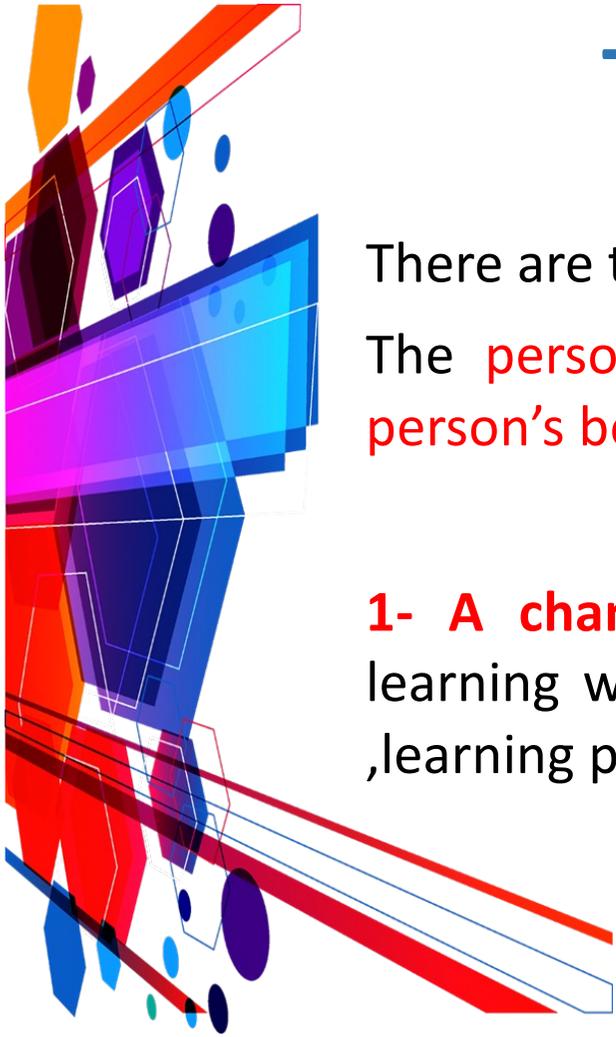
- a. **Rapid change:** change that is once quickly
- b. **Slow change:** The batches rather than all at once.



Reasons/Needs for change

- To improve efficiency
- To reduce unnecessary workload for some group.
- To improve the means of satisfying economic wants.
- To contribute to individual satisfaction and social well-being.
- To solve problems.
- To promote human work environment



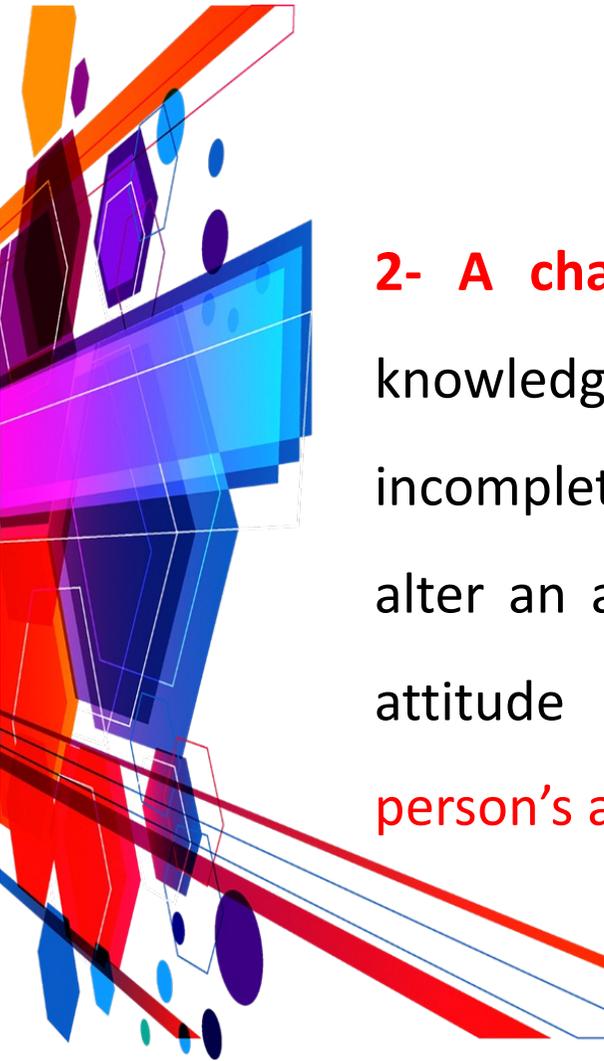


Targets of Change

There are three possible targets:

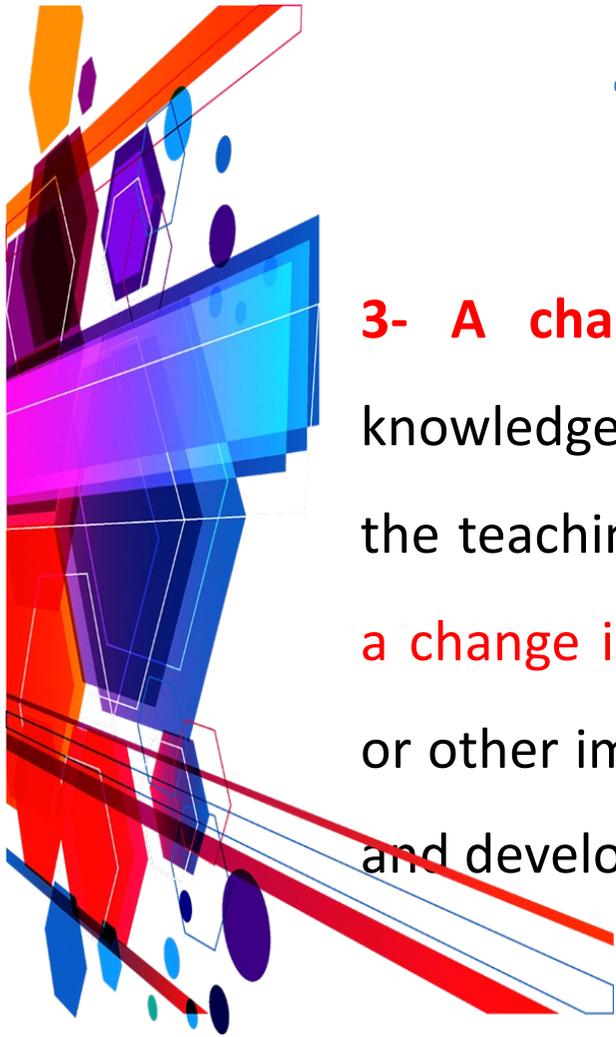
The **person's knowledge** ,the **person's attitude** and the **person's behavior**.

1- A change in knowledge: is the result of successful learning which can be accomplished through the teaching ,learning process.



Targets of Change

2- A change in attitude: May result from a change in knowledge when previous beliefs are found to be false or incomplete, in addition may result from a conscious effort to alter an attitude through value clarification. This change in attitude often follows a behavior change because the **person's attitude and behavior must be consistent.**

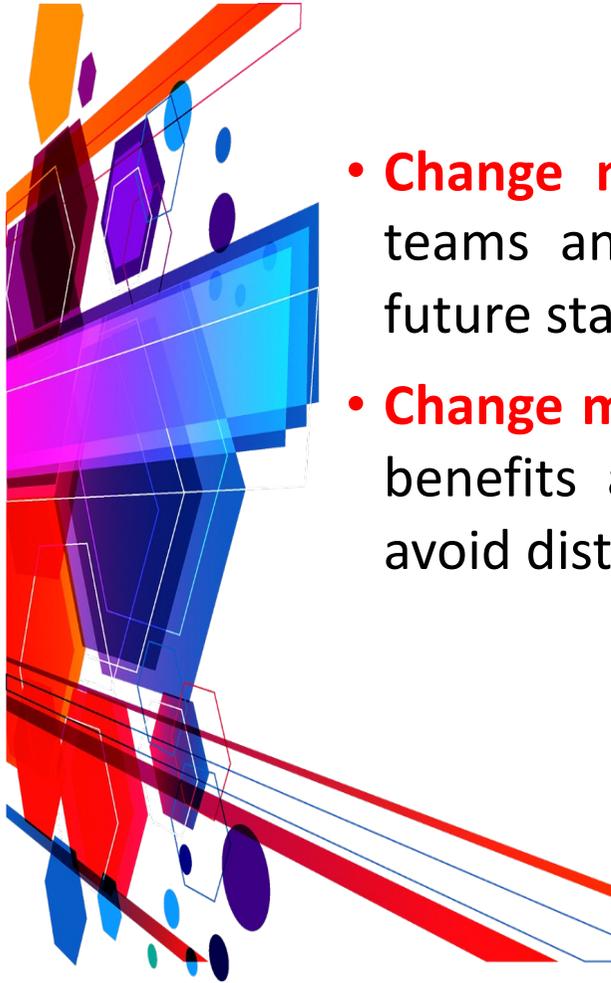
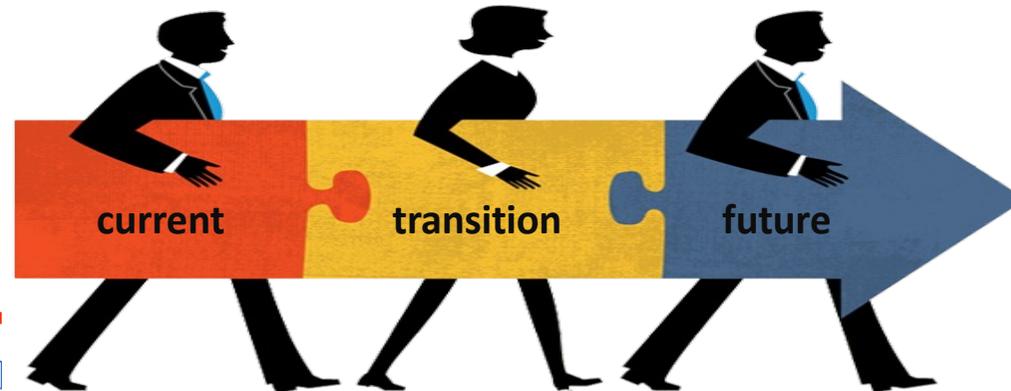


Targets of Change

3- A change in behavior: May result from increased knowledge or from an improvement in skill acquired during the teaching -learning process . **A change in behavior follow a change in attitude or a change expectations** whether self or other imposed or may be the result of the normal growth and development process.

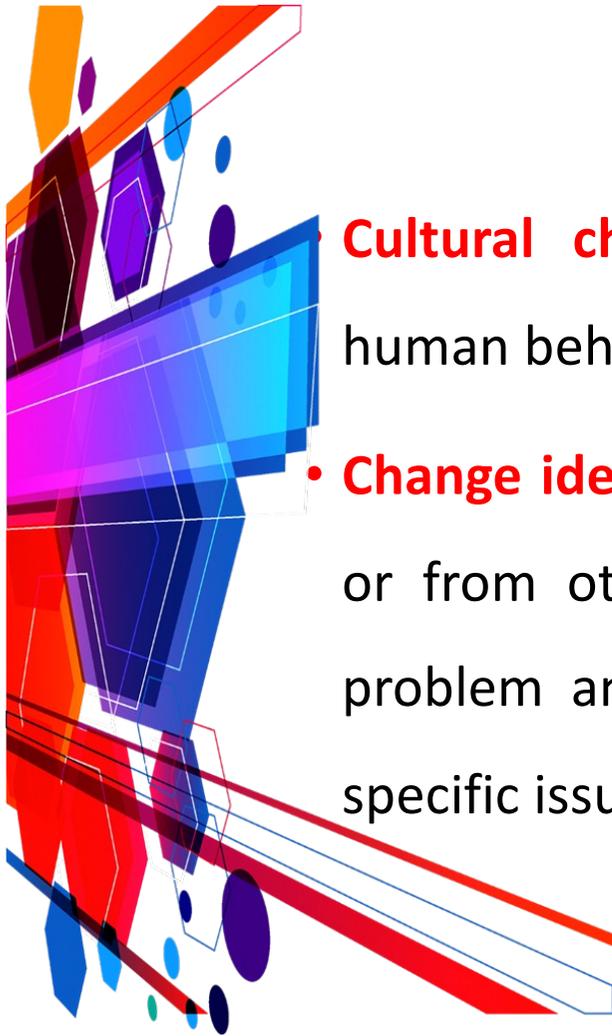
Change management

- **Change management** is an approach transition individuals, teams and organizations from a current state to a desired future state.
- **Change management's goals** is to maximize any organization's benefits and minimize the change impacts on workers and avoid distractions.



Change management

- **Cultural change** is one of the hardest things because human behavior does not easily change.
- **Change ideas** can come from research, best practices, or from other organizations that have recognized a problem and have demonstrated improvement on a specific issue.

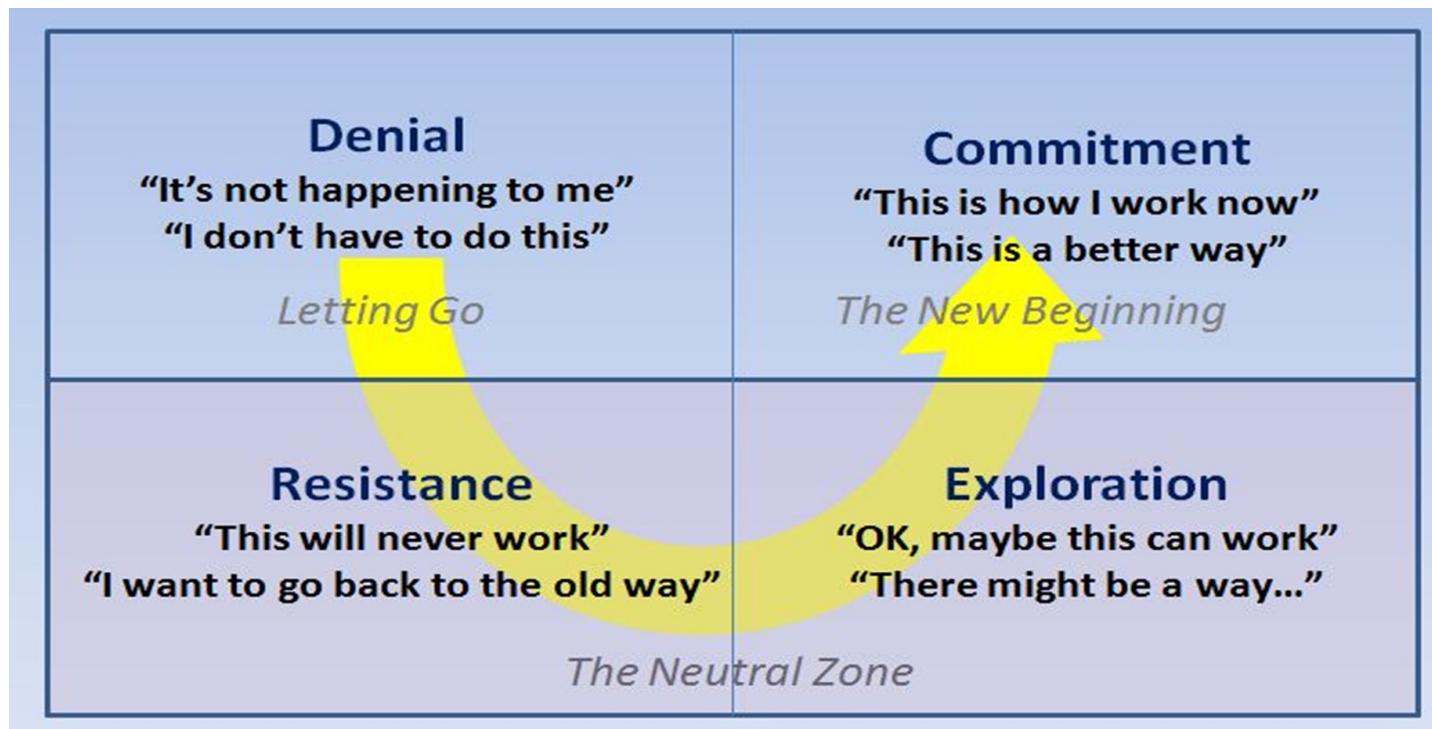


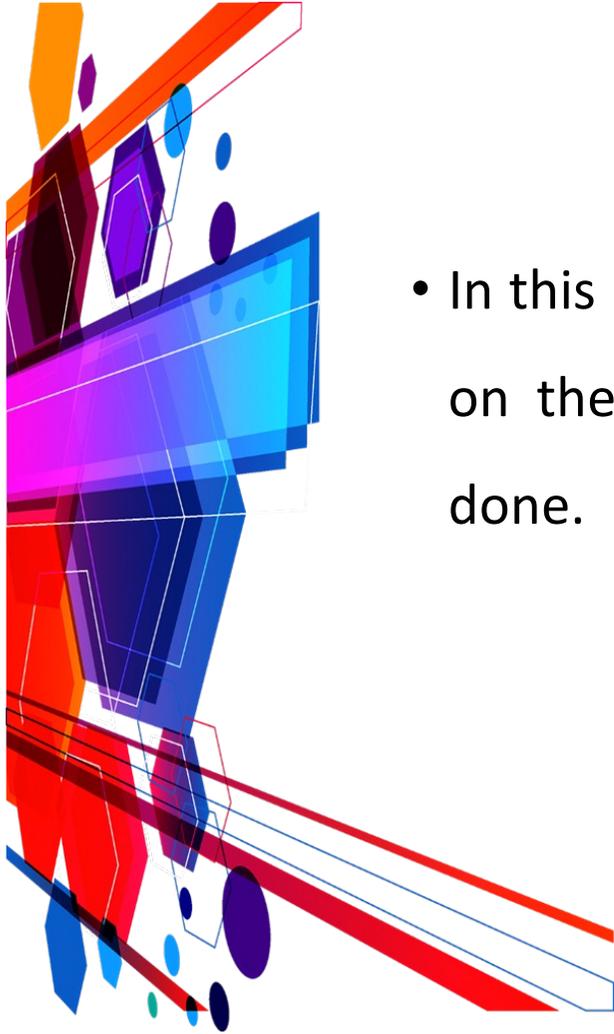
Why are people afraid of change?

- Fear of unknown .
- Lack of competency.
- Connect with old way.
- Low trust.
- Poor communication



Change phases





Phase 1: Denial

- In this phase individuals go through withdrawal and focus on the past. There is activity but not much work gets done.

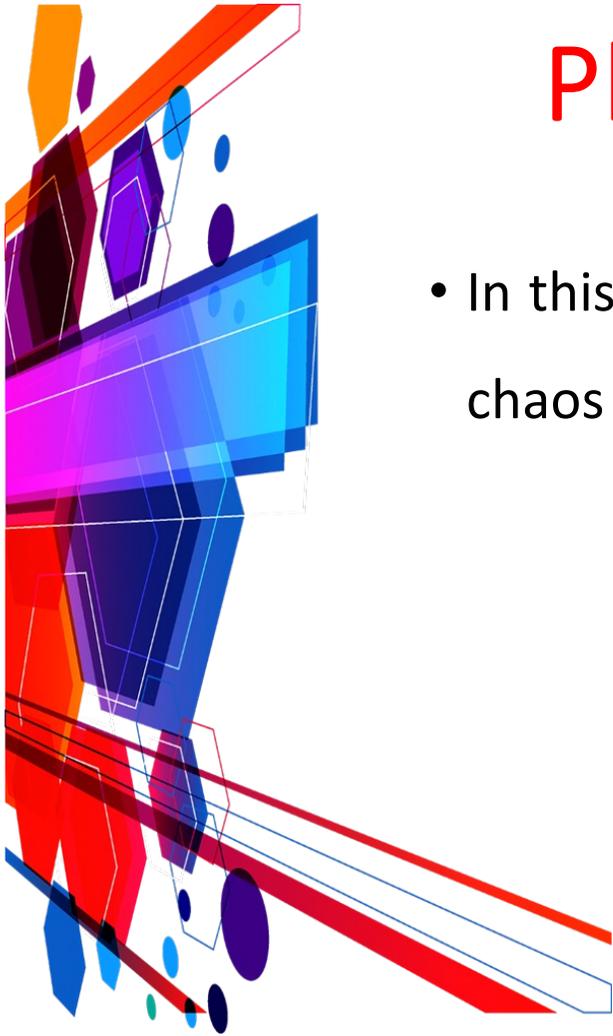
Phase 2: Resistance

- In this phase be prepared, because you will see anger, guilt, anxiety and depression. This will be the most difficult stage for manager.



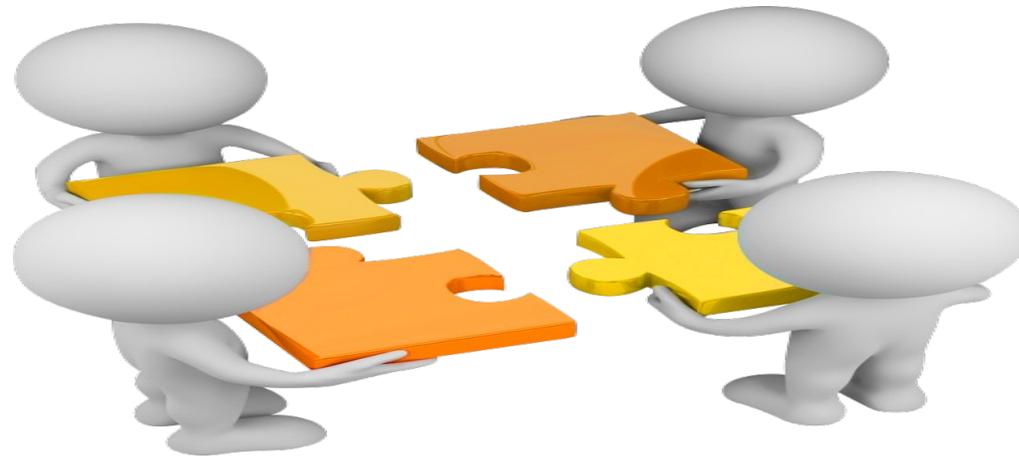
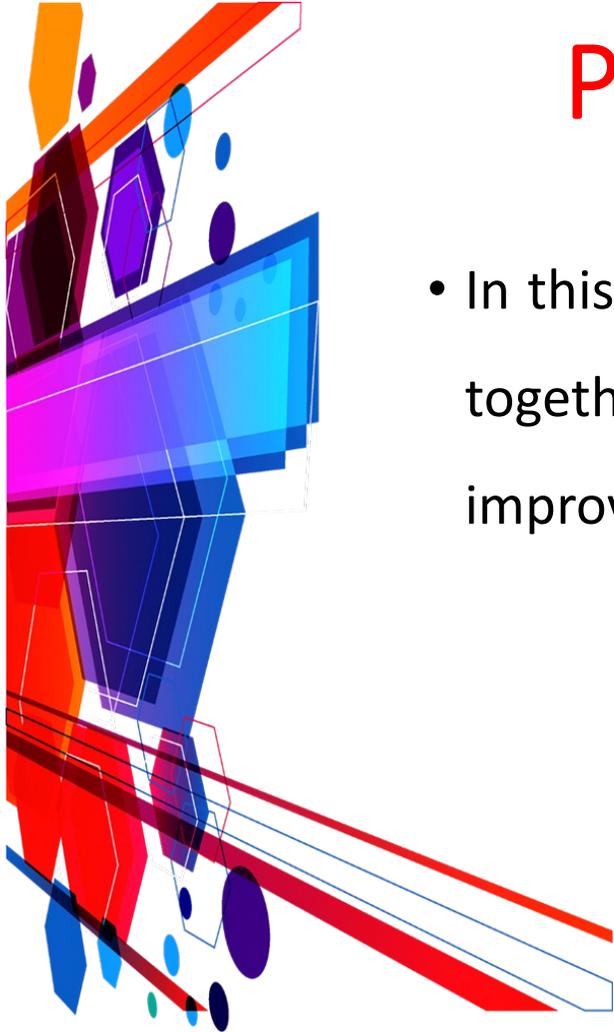
Phase 3: Exploration

- In this phase there will be confusion, over-preparation, chaos and energy but will likely notice a lack of focus.



Phase 4: Commitment

- In this final phase of change the staff will start working together. seeing better cooperation from the staff and improved focus in which setting long term goals.





The role of the nurse in change management

The American Association of Critical Care Nursing **set 6 standards** to involve the nurse leader in change as:

Standard **1**: skilled communication

Standard **2**: true collaboration

Standard **3**: effective decision making

Standard **4**: appropriate staff

Standard **5**: meaningful recognition

Standard **6**: reliable leadership



Thank you