

EP.1

ARE YOU PREPARED FOR CHANGE?

Change is inevitable; however, it doesn't have to be a negative experience. We can alter our perception around change when we're prepared for it. When you're proactive vs. reactive, your experience is completely different when that transition occurs.

As a team, take the time to have a discussion around these key topics:

- In what ways are you and your department being proactive?
 - It's important to remember, progress over perfection when putting these systems and processes into place.
- Establish where have you been as a department.
 - You can't set smart goals without knowing where you've been and where you're starting from.
- Determine where your department is going.
 - Do you have goals and a vision statement?

Different ways to prepare for change within your practice:

- Have an on boarding plan for new team members.
 - Having a solid system and clear expectations can make the transition less stressful for all parties involved.
 - Make sure to encourage new team members to ask questions! That's the best way to learn.
- Determining a SOC (Standard of Care) for all departments. This is imperative.
 - Make sure you have it written down!
- Have tangible materials that a new team member can take home and learn from.
 - Training manuals can include videos, pictures, presentations, podcasts, meetings with agendas, etc. Get creative, everyone learns differently!
- Have a plan for up training and cross training different team members.
 - This in return will increase the efficiency within all departments.