

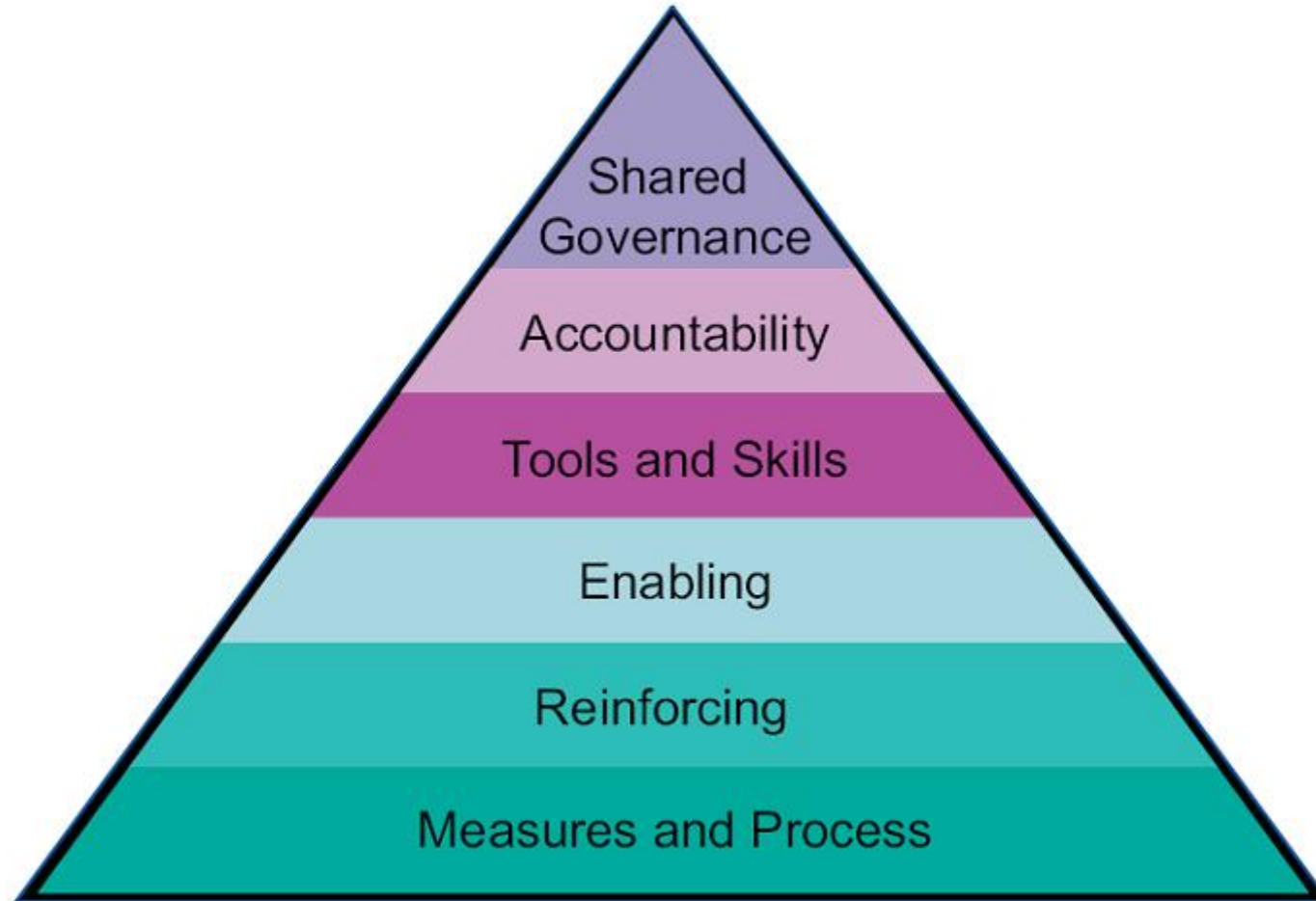
# Change Management (Core)



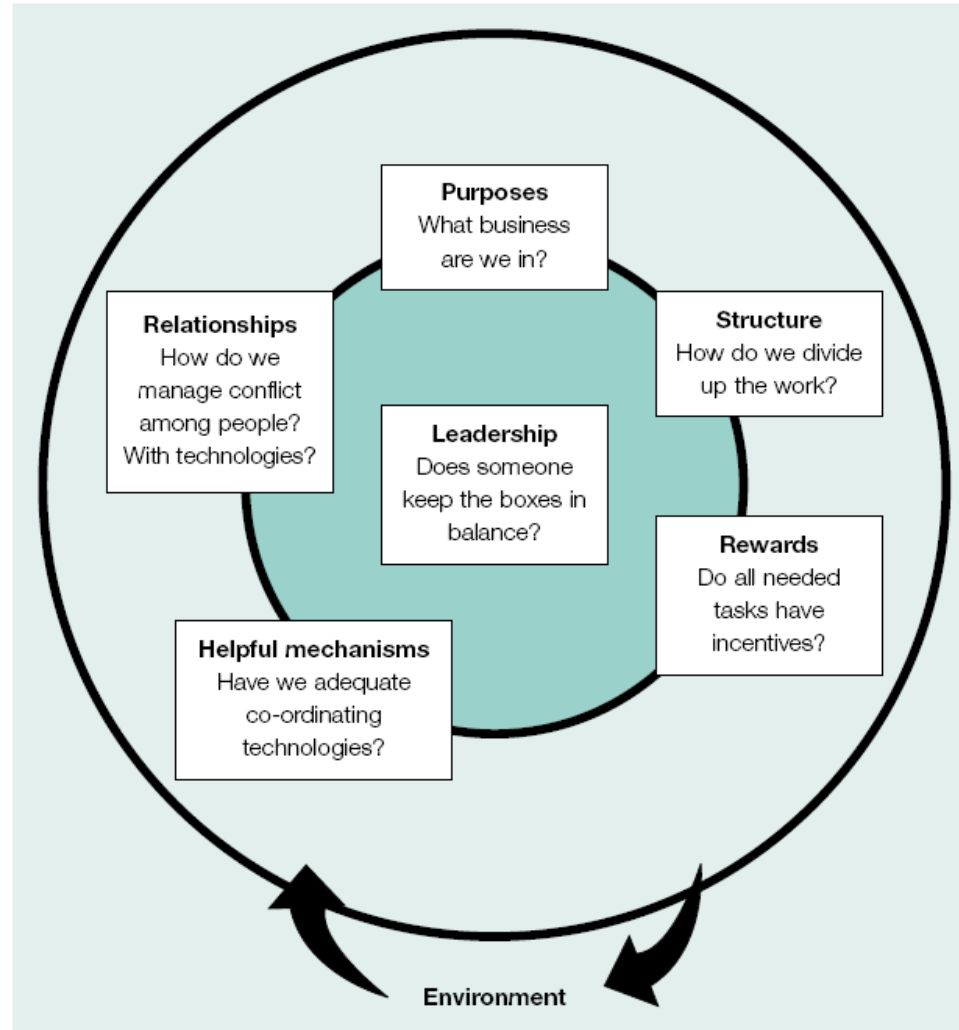
# Principles of Change

- Organisational Readiness Assessment – Making the case for change
- Weisbord's Six-Box Organisational Model
- 7S Model
- PESTELI
- Five Whys
- Theory of Constraints

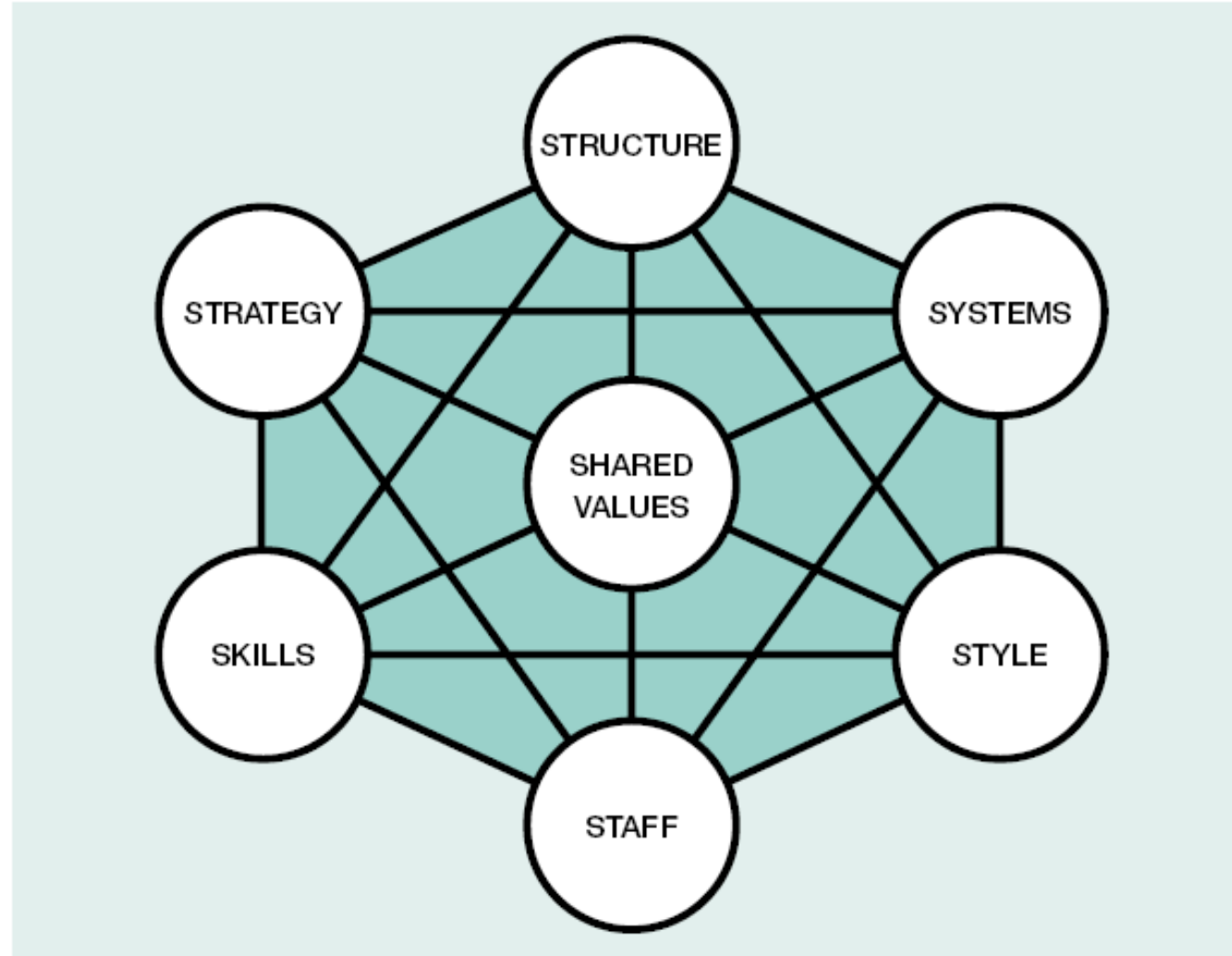
# Organisational Readiness Assessment



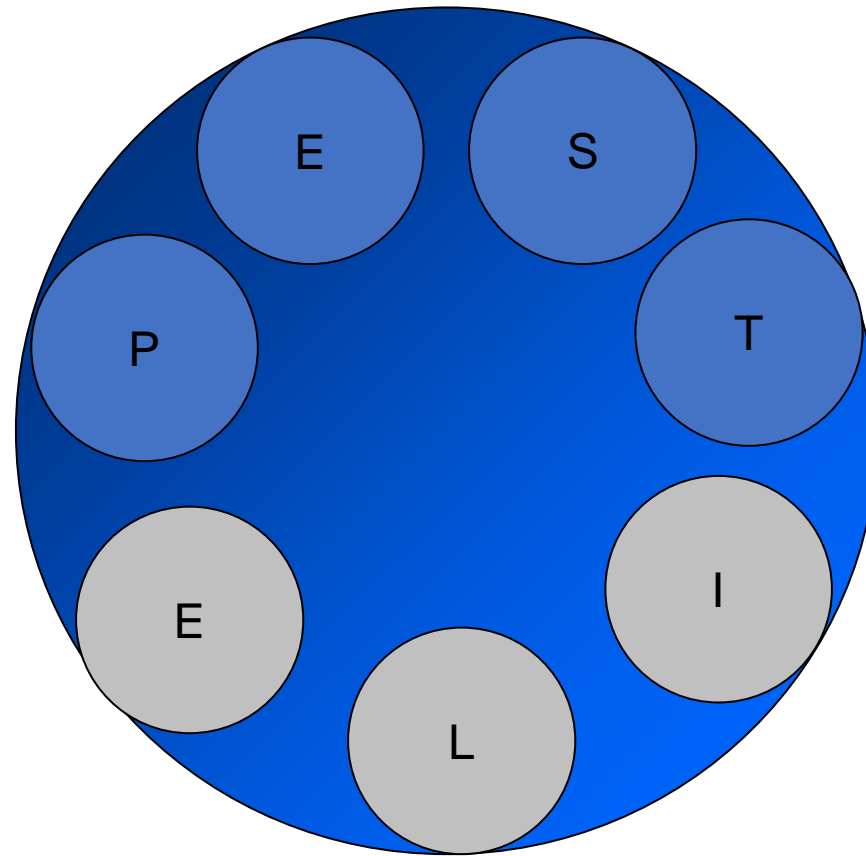
# Weisbord's Six-Box Organisational Model



# 7S Model



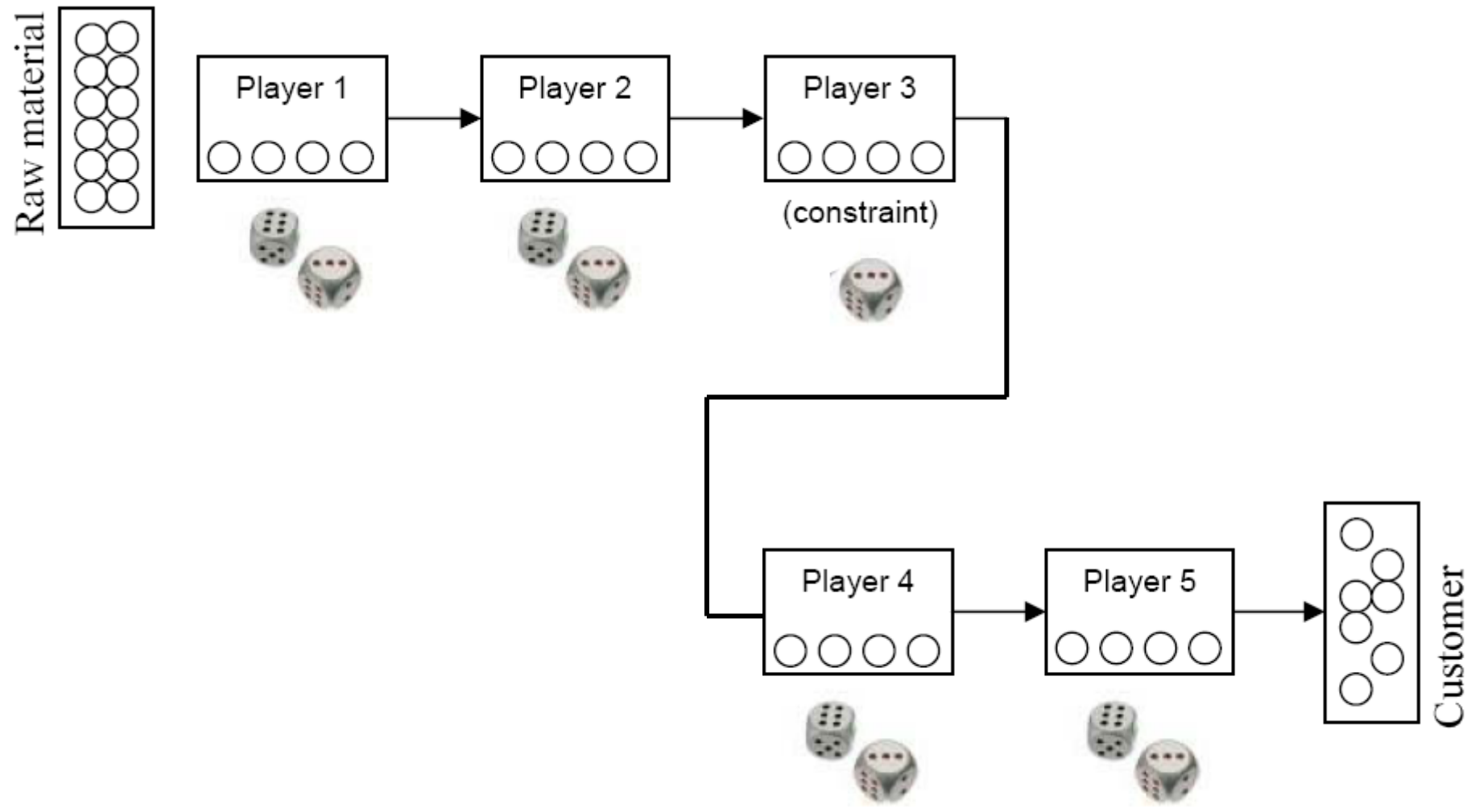
# PESTELI



# Five Whys

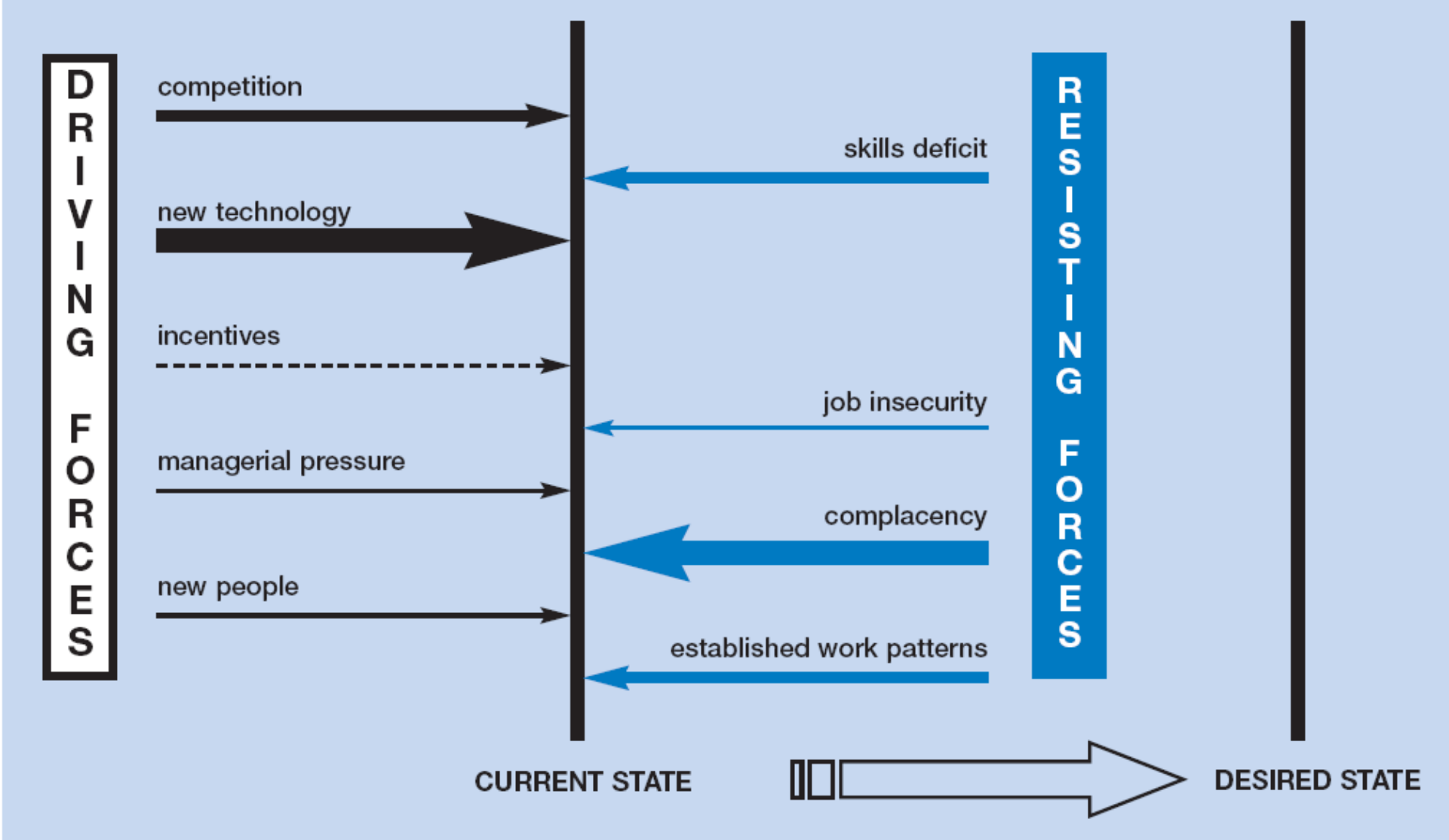
<p><b>Problem situation: an inpatient complains that her request for a bed pan has been ignored.</b></p>		
<p><b>1</b> Why?</p>	<p>Nursing assistant A failed to bring it</p>	
<p><b>2</b> Why?</p>	<p>She was sent by staff nurse B to assist other staff in dealing with another patient whose needs were more serious</p>	<p>A failed to mention to B that she had been asked to bring a bedpan</p>
<p><b>3</b> Why?</p>	<p>The team was about to hand over to the next shift and while preparing for the handover there were fewer staff available on the ward</p>	<p>B had not invited A to hand back any outstanding tasks</p>
<p><b>4</b> Why?</p>	<p>The handover system needs attention</p>	<p>Staff nurse B would benefit from some training in communication skills</p>
<p><b>5</b> Why?</p>	<p>It is a while since the handover system was discussed on the ward and some aspects are not being observed</p>	<p>Appraisal has been allowed to slip during recent shortages of staff</p>

# Theory of Constraints





# Resistance to Change



Break

