



RECOVERY FROM ADDICTION



Undaunted Courage

Tom Mosgaller

October 20, 2011

**Government
of Alberta** ■

 *Norlien Foundation*

 Alberta
**family
wellness**
initiative

TWO THINGS

ONE

- Role/Responsibility of a Change Leader
- Opportunity and Obligation

TWO

- Holding the gains
- Framing the future

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These are the best of times...


There is an opening right now because old answers don't fit the new questions

These could be the worst of times if....

We don't look out the window and see what has not yet come into view



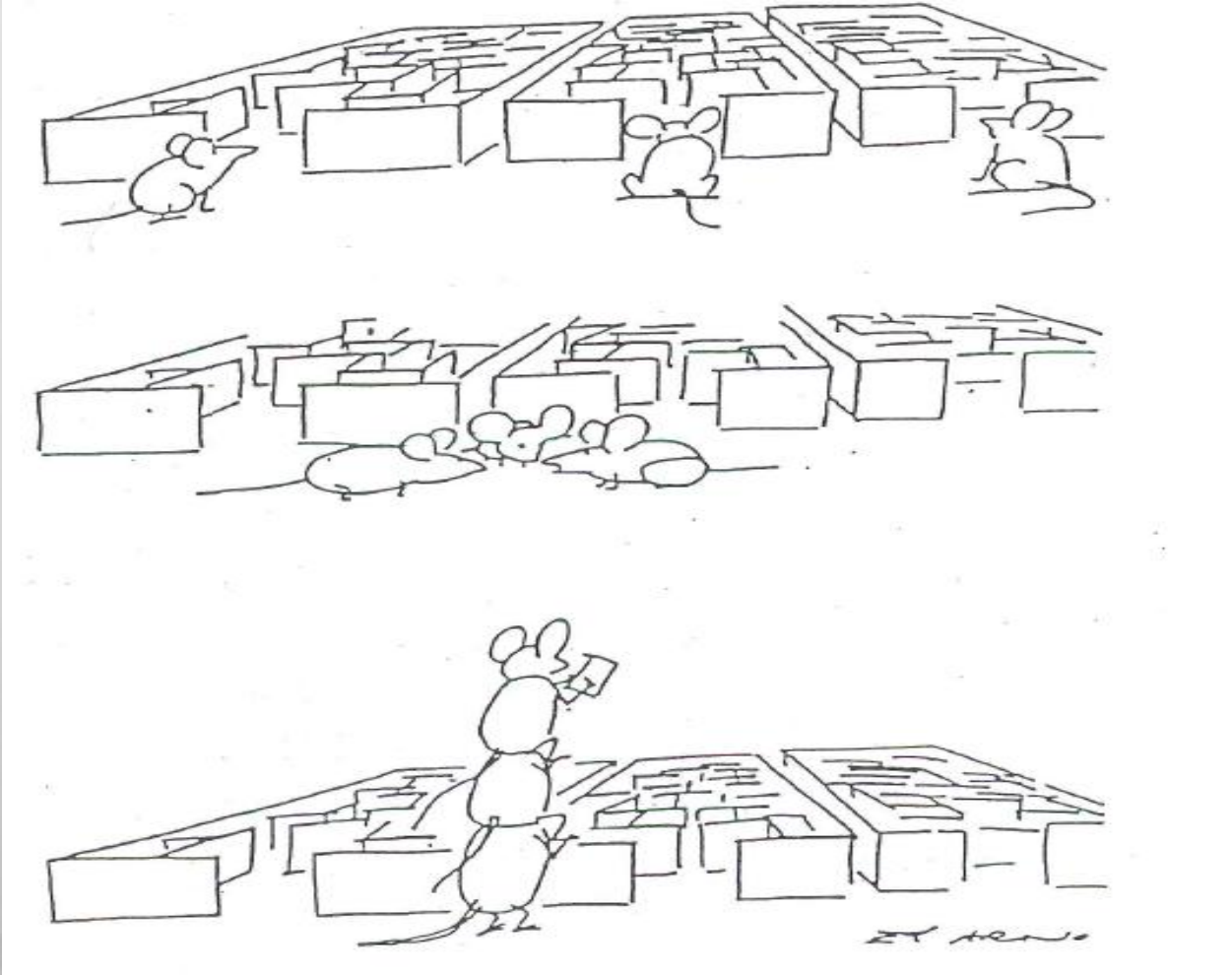
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-
- 
- Planes without Pilots
 - Libraries without books
 - Cars without driver
 - Insert your own

“What has not yet come into view”



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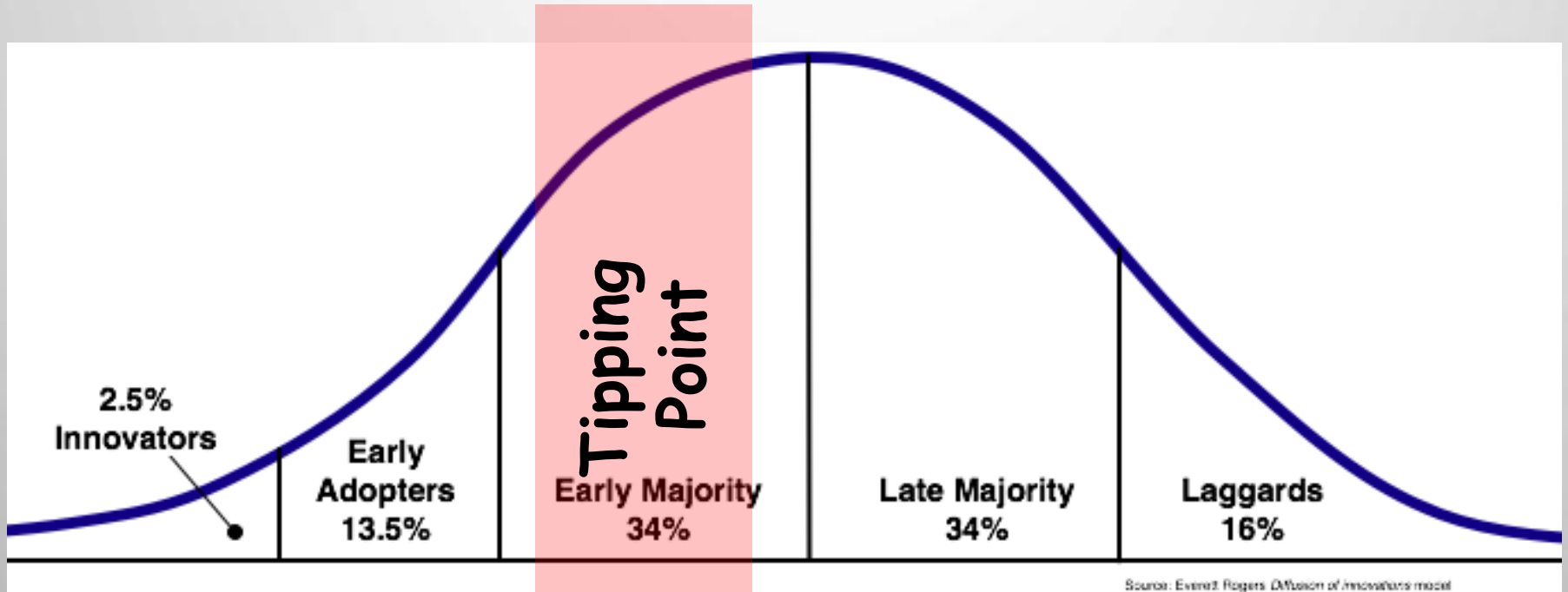


Redland

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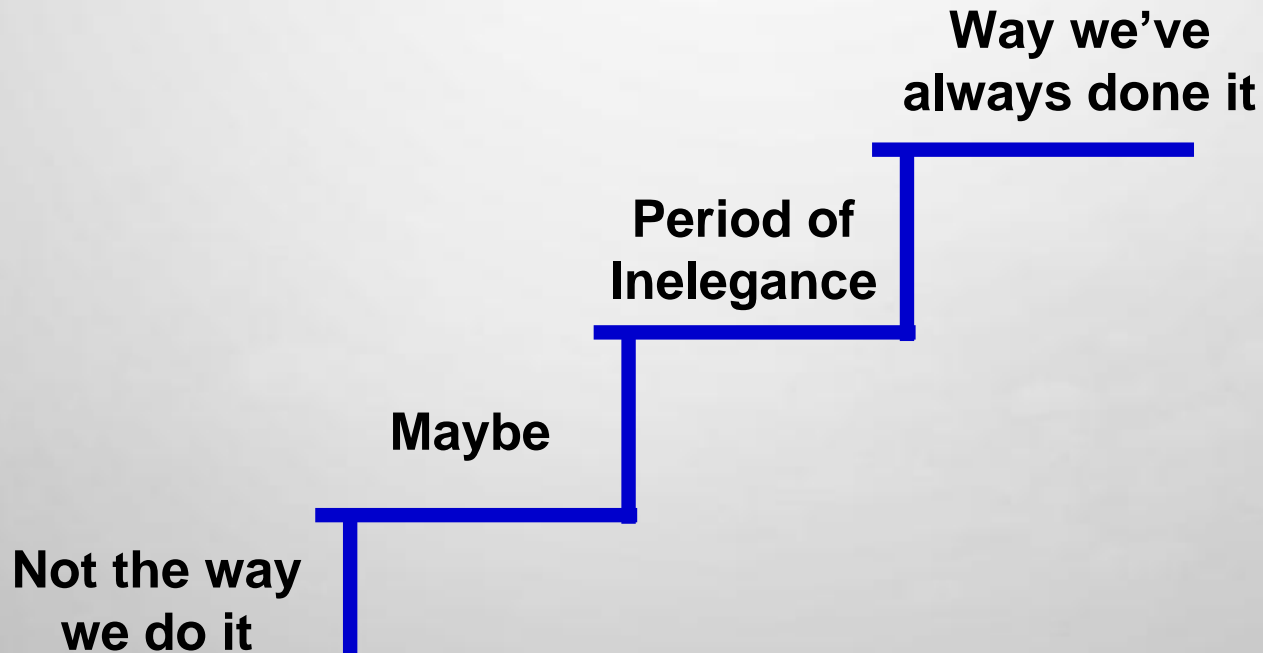
“DIFFUSION OF INNOVATION”

EVERETT ROGERS



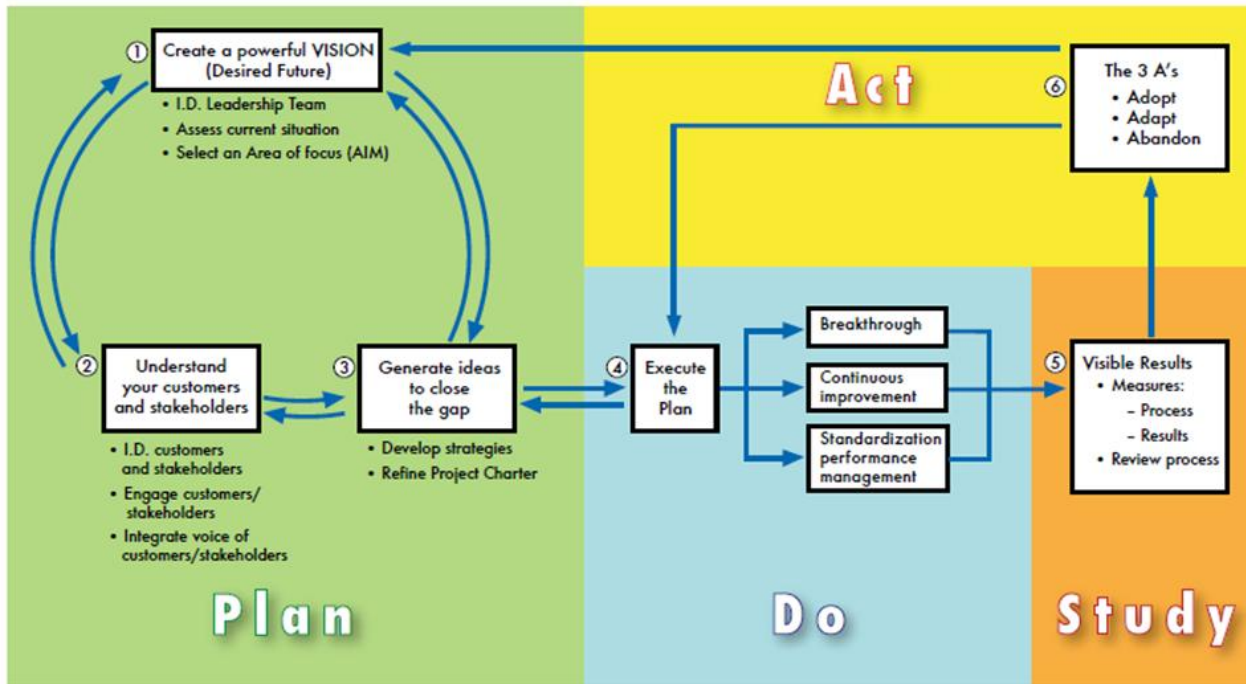
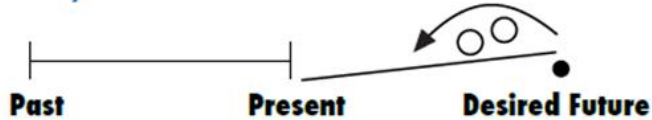
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X – COUNTRY SKIING



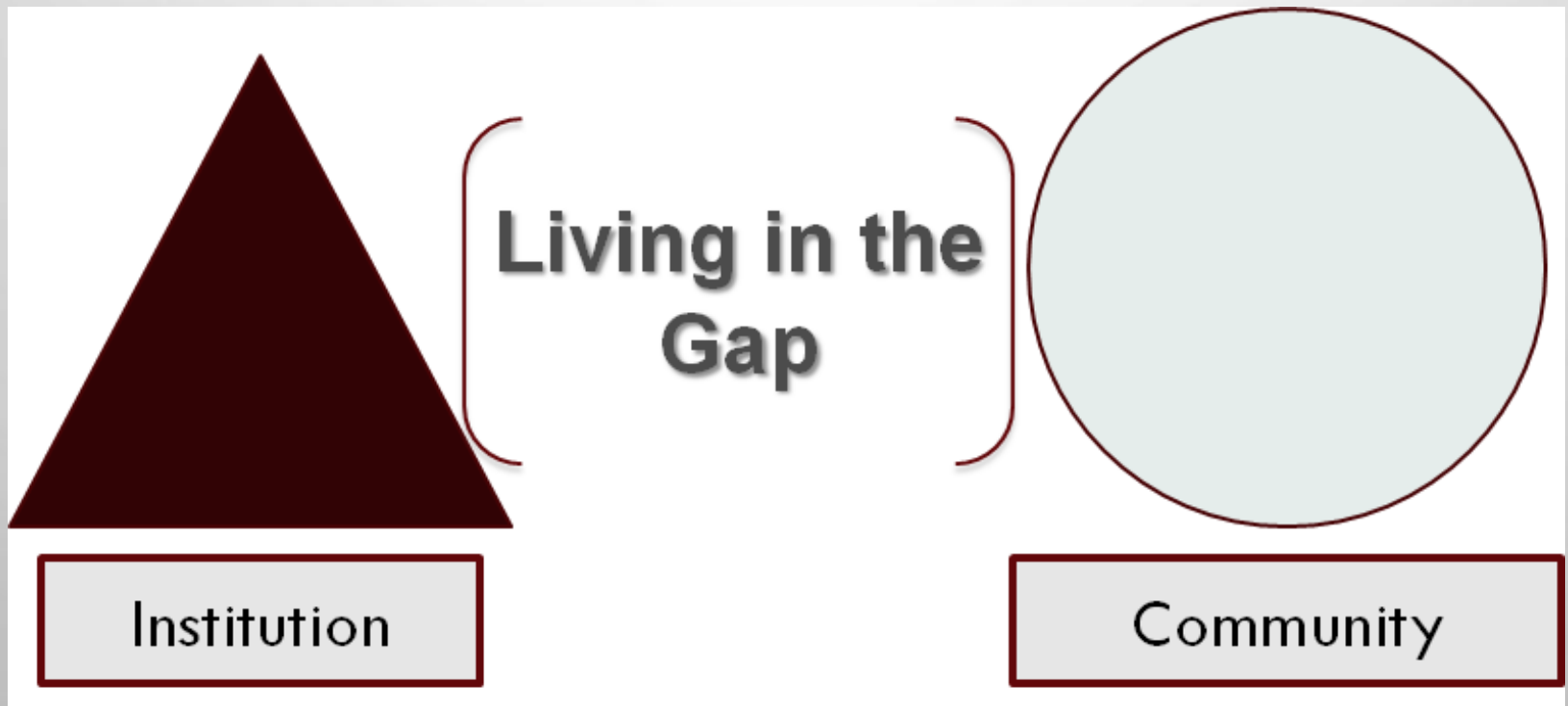
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NIATx™ Whole Systems Change Workout



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THE GEOMETRY LESSON



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DEFINITION OF QUALITY

QUALITY of _____:

- Care
- Service
- Product
- Experience



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DEFINITION OF QUALITY

QUALITY is what makes it possible for your customers to have a long term love affair with your product or service

A faded background image of a road signpost. The signpost has two directional signs: 'Redland' pointing left and 'Rosebud' pointing right. A checkered flag with a white arrow pointing down and to the right is attached to the signpost. The background is a light, hazy landscape.

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CHARACTERISTICS OF A CHANGE LEADER

- Respected
- Able to influence others
- Works well in the GAP
- Sense of humor



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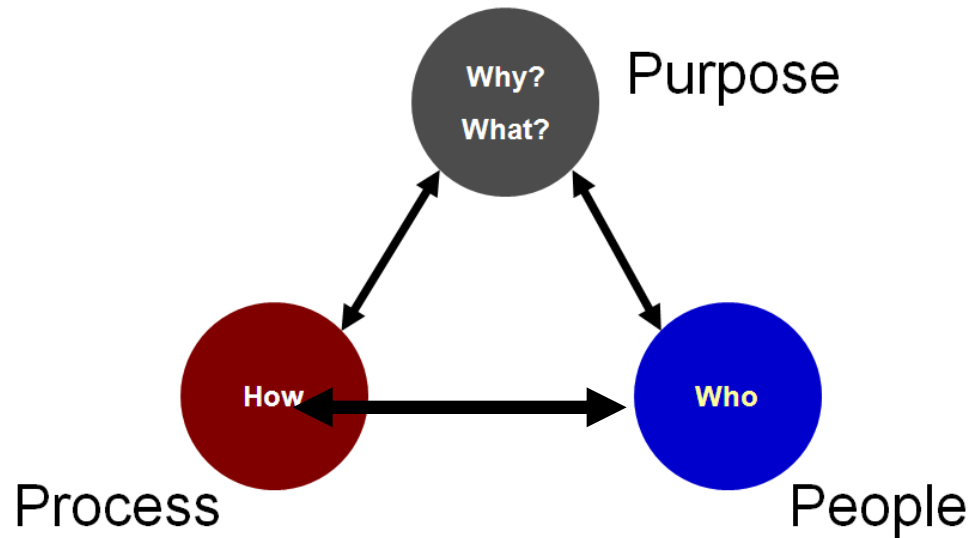
ROLE OF A CHANGE LEADER

- Determine need
- Establish relationship
- Diagnose
- Create intent
- Translate into action
- Stabilize
- Sustain



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The **3 P's**



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ALL WORK IS A PROCESS



W. Edwards Deming

Poor **processes** account for 85% of the problems in serving customers.

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5 CRITICAL QUESTIONS

1. What is relative advantage?
2. Does it fit with our existing values?
3. Is it simple enough to understand?
4. Can it be piloted?
5. Are the results obvious?



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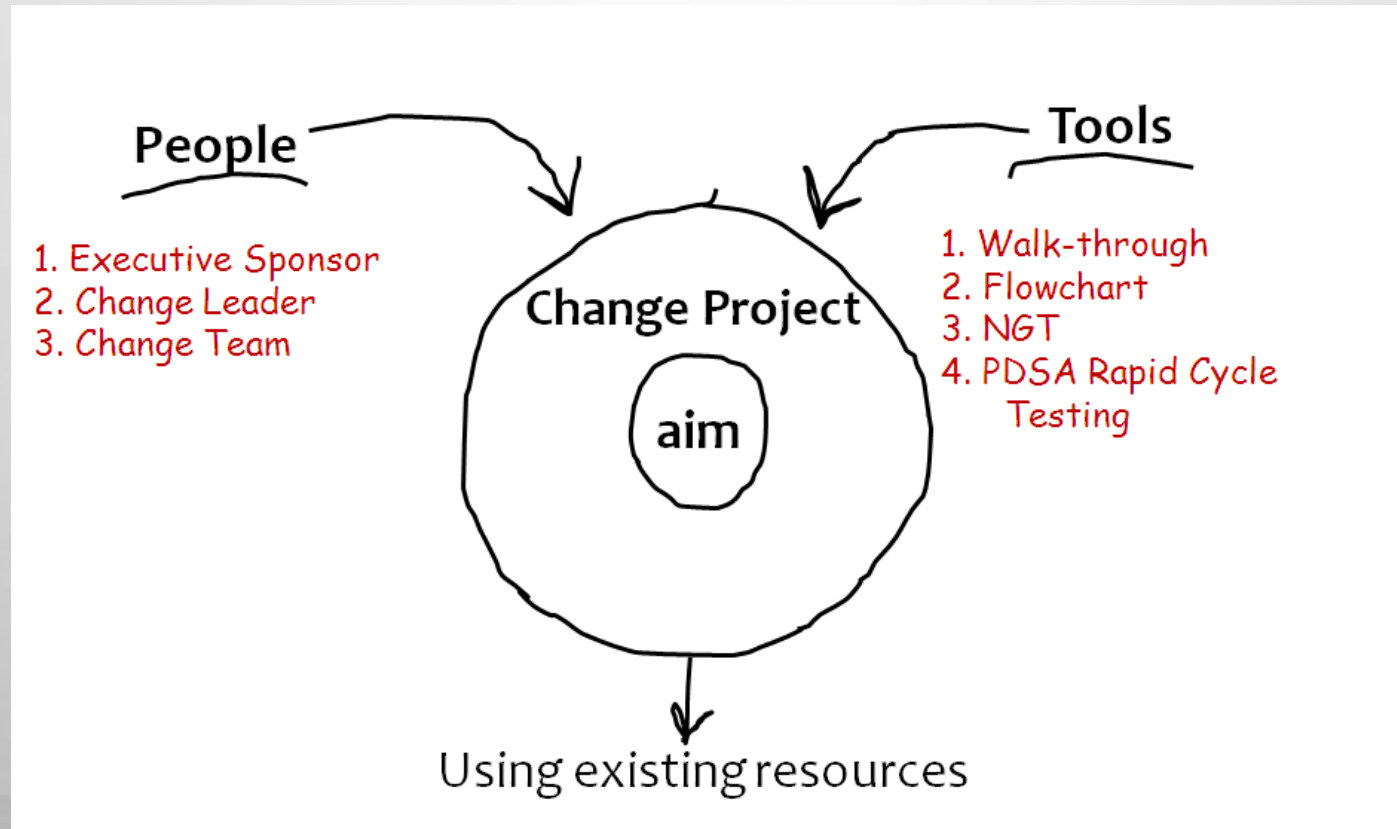
5 KEY ASPECTS OF HEALTH INTEGRATION

1. Nature of relationships
2. How/Who makes decisions
3. How power defined – acquired – used
4. How conflict is handled
5. How learning is supported



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THIS IS THE NIATX MODEL



WHAT STRUCK YOU?



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QUALITY IN DAILY WORK

“Thus in all ways I will leave my community greater and more beautiful than it was transmitted to me.”

– Pericles

Athenian Oath



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