

## **RESISTANCE ISN'T THE ENEMY: IT'S A VALUABLE RESOURCE – 1.0 CE\***

### **COURSE DESCRIPTION:**

Change is the underpinning of performance improvement initiatives in healthcare. Leading change is hard work, and while some efforts are successful, others are not. When change initiatives fail, the temptation is to blame the failure on “resistance” of those who wouldn't get on board. In healthcare, resistance to change has been attributed as a key constraint to performance improvement. In this presentation, we will discuss how resistance, understood as valuable feedback, can be a powerful resource to help increase the likelihood of successful change implementation.

### **OBJECTIVES:**

1. Recall the myths of resistance and traps that thwart change.
2. Discuss the critical partnerships of change.
3. Identify tools that can transform resistance into an important resource that can be used as energy for effective change implementation.