

Becoming an Effective Change Catalyst

Equipping Professionals to Enable and Sustain Change

PROGRAMME DESCRIPTION

Healthcare is constantly evolving - new workflows, technologies, safety priorities and patient expectations require teams to adapt quickly without losing momentum or morale.

The programme will equip participants with practical and patient-centred change management approaches to confidently initiate and support change, using tools that are easy to apply.

*Participants should bring an existing or upcoming change initiative to practice the tools during the programme.



DURATION: 1 DAY

PROGRAMME CONTENT

This programme covers:



MODULE 1
Plan, Inspire, Launch and Sustain



MODULE 2
Practical Tools and Effective Meeting Techniques



MODULE 3
Hands-on Activities and Discussions



MODULE 4
Personal Action Planning and Next Steps

LEARNING OUTCOMES

At the end of the programme, participants will be able to:

- Learn about the four-phase Framework (Plan, Inspire, Launch and Sustain) and how to select and apply tools from each phase to support change within each operational context
- Identify key stakeholders using the ARMI Framework and learn how to assess influence levels to develop targeted engagement strategies
- Practice core facilitation tools such as the 15-Words technique
- Learn about stakeholder mapping and operational assessment frameworks
- Create structured communication plans and facilitate productive meetings using the PAGER Framework
- Assess progress through the Helping vs Hindering Factors and Change Assessment Analysis
- Prepare WWW action plans to embed and enable organizational change



TARGET AUDIENCE

Staff who are leading or supporting change, including

- Doctors (Associate Consultant and above)
- Nurses (Senior nurse and above, ward/unit leads)
- Allied health professionals (Senior Allied Health Professional and above)
- Pharmacists (Senior Pharmacist and above)
- Administrators (Assistant Manager and above)
- Staff involved in Quality Improvement, Patient Safety, Patient Experience, Service Excellence, Projects and Transformation work

ABOUT THE ORGANISER

Officially established on 19 July 2002, the NHG College plays an instrumental role in facilitating the continuous learning and development of our workforce, as well as, promoting systems improvement and driving leadership development in NHG Health. NHG College collaborates with renowned institutions and industry partners to build the pipeline and collective capacities of our leaders, educators, healthcare professionals and staff to support NHG Health in serving and managing the health of our patients and the population.

For enquiries on patient safety and quality improvement courses, please visit our website by scanning the QR code below or email us at: nhggroup.college@nhghealth.com.sg.

