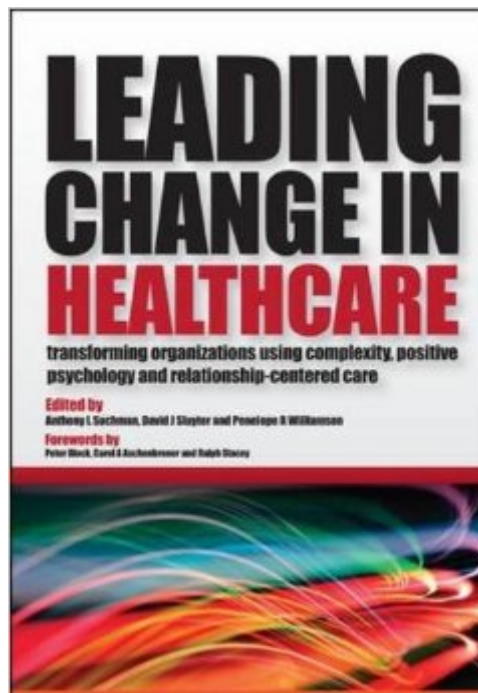


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# Leading Change In Healthcare: Transforming Organizations Using Complexity, Positive Psychology And Relationship-Centered Care



## Synopsis

The challenge of transforming organizational culture is at the heart of many key movements in contemporary healthcare, and understanding culture change has become a core leadership competency. However, much current practice is based on antiquated and psychologically unsophisticated theories, leaving leaders inadequately prepared for the complex task of implementing change. *Leading Change in Healthcare* presents relationship-centered administration, an effective new evidence-based alternative to traditional culture change methodologies. It integrates fresh insights and methods from complexity science, positive psychology and relationship-centered care, enabling a more spontaneous and reflective approach to change management. This fosters greater organizational awareness and real participation, as well as improved productivity and creativity, as well as staff recruitment and retention. Case studies drawn from primary care, hospitals, long-term care, professional education, international NGOs and other settings, rather than emphasizing the end results, are demonstrations of how to apply relationship-centered administration in everyday practice. *Leading Change in Healthcare* is a key resource for all practitioners, students and teachers of healthcare management, medical educators, and leaders in all areas of healthcare provision. 'We need a new way of seeing, a new way of leading - and the authors provide a clear guide and resources for the path ahead. *Leading Change in Healthcare* offers hope - and a method. A daily dose is just what the change doctor ordered.' from the Foreword by Carol Aschenbrener

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## Customer Reviews

Most of the healthcare professionals I know struggle with doubts about whether they can make a difference within their organizations -- the boss is a know-it-all micro-manager, their staff lack motivation, another budget cut has descended along with morale. This book arrives as a practical and world-broadening resource no matter how challenging one's workplace -- rich with insights and examples immediately useful and inspiring to any healthcare professional searching for how to make better use of their precious energy (I believe the book's title is too narrow--it's not just for those who see themselves as change leaders). For those new to the language of relationship-centered administration, here is the best introduction you could hope for. For those fortunate to have been learning from these teachers/authors for a while, here is the compendium we've been awaiting. The guiding theme and question is "how can we attend to this issue, this person, this work in more relational way?" Among the many practices and principles illustrated here that I found especially useful: \*how emergent design is richer than our traditional ways of planning (eg, without the burden of having to pretend we have answers, we can be more curious and hence less anxious and better observers of what's influencing people's behavior today) \*aspirational, instead of mainly constraint-based, thinking \*process-oriented as well as results-oriented metrics \*interviewing prospective staff with such questions as: "please tell me story from your work in healthcare that was a great experience or is an example of why you work in this field, something that made you proud to be doing what you do.

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