



Advancing humanity  
through work

**STORIES  
RULE!**

# Leading & Collaborating Through Transformational Change

#bettertogether

[www.1-degree.ca](http://www.1-degree.ca)

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General Practice Services Committee

# Our conversation today

1

**Connect** on what transformational change & leadership is

2

**Share** stories & anecdotes to illustrate key ingredients to mobilize meaningful change – vision (cause), courage, collaboration

3

**Inspire** meaningful action, next steps to serve you in your transformation!

1. What is the “PROBLEM STATEMENT” with the current culture/situation? Why change?
2. What is the vision that can INSPIRE, cause alignment?
3. How can we harness COURAGE to connect with the HEART to mobilize change?
4. How can we leverage COLLABORATION to take a “we” vs. “me” orientation?
5. What is the overall SYSTEM shift AND incremental CHANGES needed to shape sustainable change?



# 4<sup>th</sup> Revolution & Change

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- Change is part of the fabric of the universe and evolution
- We live in the beginning of the 4<sup>th</sup> revolution – the digital and cyber-physical era – agility is at a premium!
- The pace of the 4<sup>th</sup> industrial revolution pace is impacting everything



How is the BC primary care change impacting YOU?

# 3 Types & Continuum of Change



“SMALL c CHANGE” (Behavioural shifts)

(Belief & Collective shifts) “BIG C CHANGE”

BC Primary Care Change?

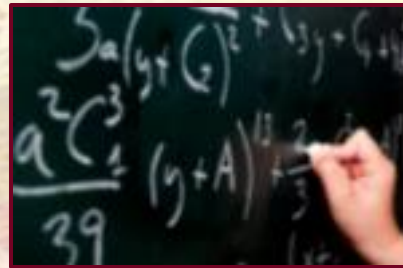
# ALL 5 levels needed in Transformational change!

## 5 Level Leadership

Spirit



Intellect



Imagination



Heart



Hands







## PAST – OLD SCHOOL LEADERSHIP



## FUTURE – NEW SCHOOL LEADERSHIP

**“Command & Control”, Autocratic**

**Empowering**

**Top Down**

**Inclusive**

**More Head**

**Head + Heart + Imagination**

**Controlling decisions**

**De-centralized decisions**

**Motivate (light fire *under*)**

**Inspire (light fire *within*)**

**Outside in Focus - extrinsic**

**Inside out Focus - intrinsic**

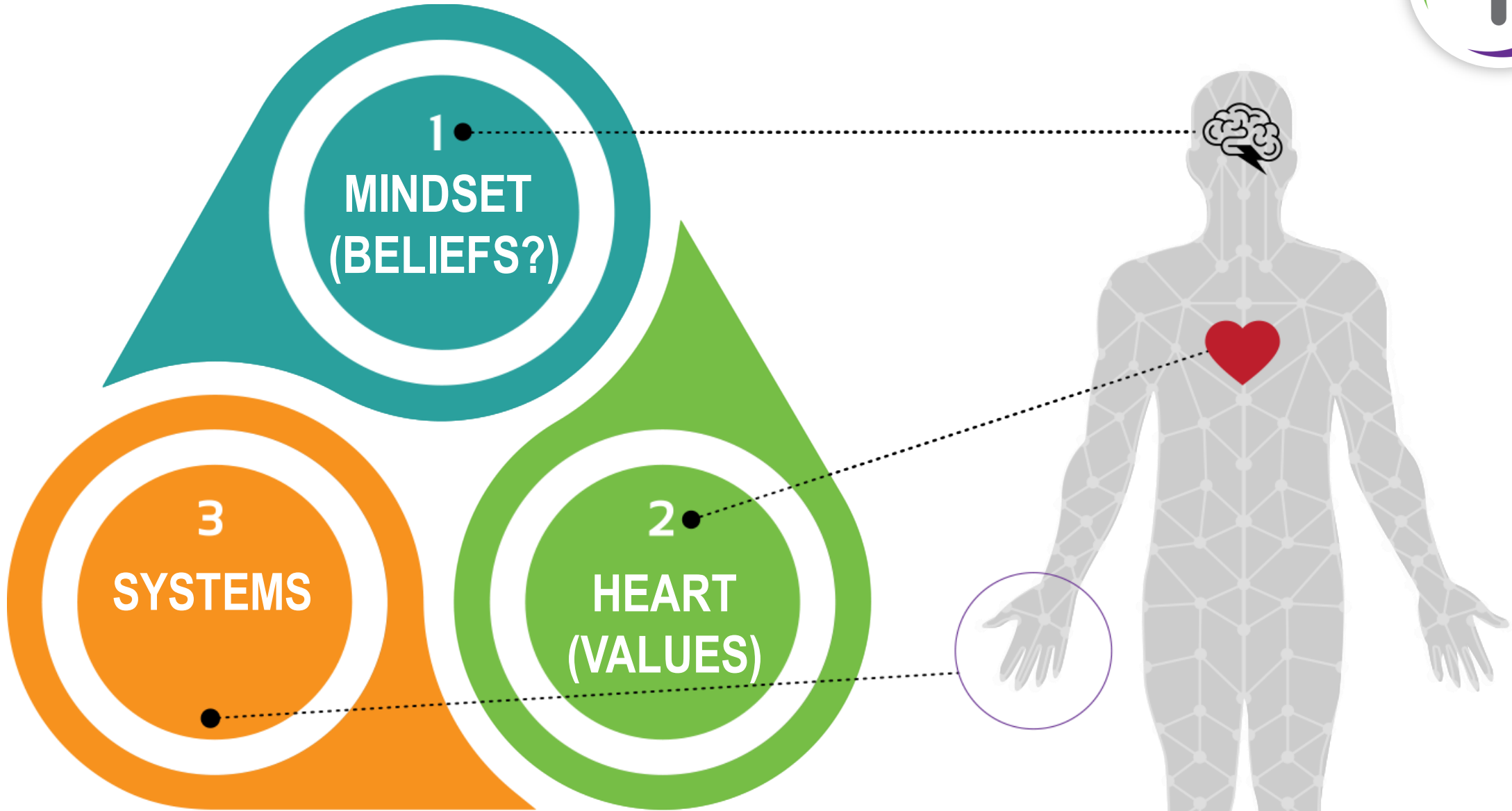
**Go it alone**

**Collaborate, Co-create**

**Compliance**

**Commitment**

# Transformational Leadership Key Dimensions





# 1-degree Transformational Leadership Principles



1

The pre-condition for change is HIGH TRUST environment – work on this first & always

2

CLARIFY THE “PROBLEM STATEMENT ” if nothing changes – awareness of CURRENT

3

CO-CREATE DESIRED STATE/VISION for how success *feels*

4

When in doubt be MORE INCLUSIVE – trust the wisdom of the team

5

LEVERAGE STRENGTHS to shift paradigms

6

CHALLENGE & REMOVE SACRED COWS- build momentum with visible wins so that change isn't flavor of the day

7

ORGANIZATIONS DON'T CHANGE, PEOPLE DO. “Be the change” or it's B.S!

# COURAGE

I want to be in the arena. I want to be brave with my life. And when we make the choice to dare greatly, we sign up to get our ass kicked. We can choose courage or we can choose comfort, but we can't have both. Not at the same time.

*- Brené Brown*



**Heartfulness  
AT WORK**

# Starbucks Onward – Leading with Vision & heart to transform!

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- Vision (cause) inspires change
- Values mobilize change (ie. courage, collaboration,
- Clear Values create Value
- Growth is not a strategy...
- The speed of the leaders, is the speed of the gang



**How can you better lead with vision,  
heart to cause transformation?**



**COLLABORATE**

Teamwork begins by building trust.  
And the only way to do that is to  
overcome our need for  
invulnerability.

*- Patrick Lencioni*

# TRANSFORMING & ALIGNING YOUR CULTURE

what is your 1-degree shift?

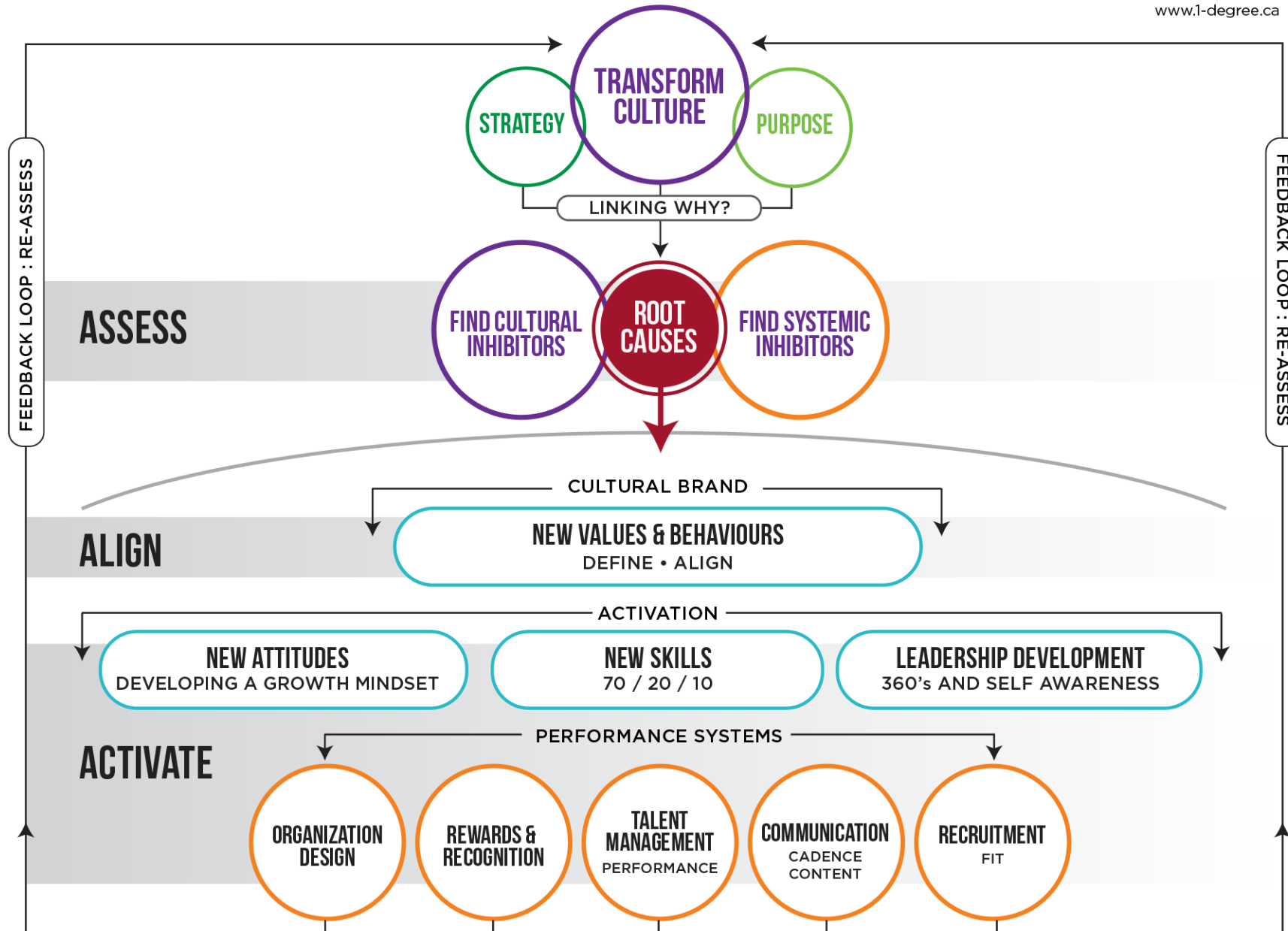
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# Buurtzorg – Humanity over Bureacracy!

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- 2006 – Jos de Blok and 3 nurses start a team-based home care nursing collective in the Netherlands
- **The problem** – *“we are facing an industrialization of care which has caused nurses, care givers to feel de-professionalized, de-motivated & not empowered...the health care reform system was not working!”*
- **Opportunity/Vision** – *“get district nursing back to being what it ought to be...”* – Jos de Blok

How can we provide better AND cheaper care that nurtures autonomy & inspires the care givers?



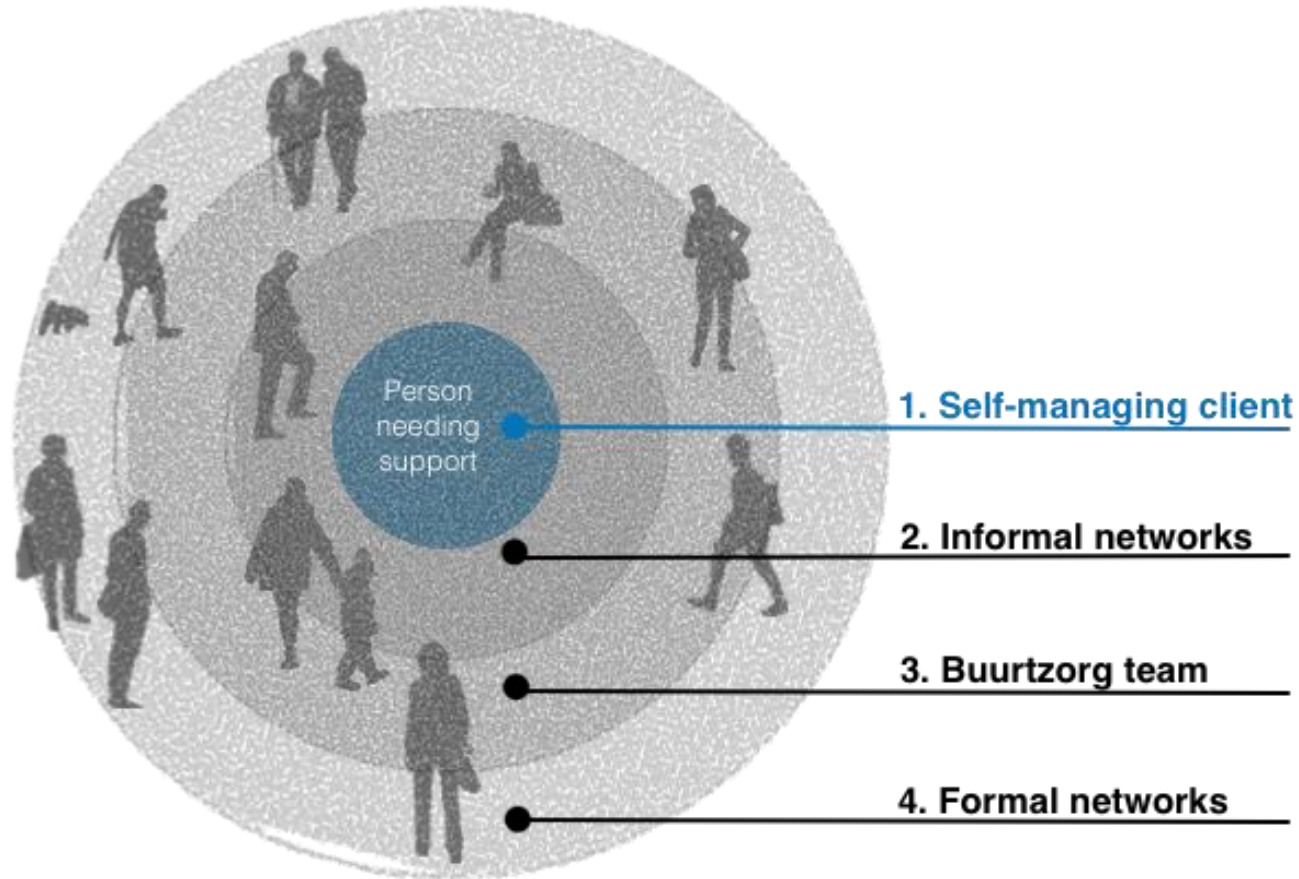
<https://www.buurtzorg.com/>



# Buurtzorg – The Onion Model – Autonomy & Holistic

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**BUURTZORG**



***The onion model*** assembles the building blocks for independence based on universal human values:

- People want control (autonomy) over their own lives for as long as possible
- People strive to maintain or improve their own quality of life
- People seek social interaction
- People seek 'warm' relationships with others.

# Buurtzorg – An inspiration for self-management....

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## Innovation

Buurtzorg continues to influence and lead innovation across the care system in the Netherlands and internationally. Since the first team was created in 2006 Buurtzorg Netherlands has grown rapidly to 850 teams and 10,000 nurses. At home and across the world Buurtzorg is supporting providers to transition to its model of care.



**Autonomy + Collaboration +  
Self-managed system = WAY  
better & cheaper care  
(40% less!)**



# Pit Stop – Systemic Change

- Time to change tires in 1950 – 1:07
- Time in 1975 – 0:25
- Time in 2014 – 0:027

What are some key systems that need to support sustainable BC Primary Care transformation?



1. What is the “PROBLEM STATEMENT” with the current culture/situation? Why change?
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1. #1 insight, take away for you? Story/example to help you remember?
2. Your personal leadership commitment – “I will do more/less of....(*action/focus*), so that... (benefit to me/our movement)



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