

Managing Change Series: Empowering CHCs to Succeed

Staff Session #3: Resistance to Change

CHAMPS Live and Archived Webcast
Live Broadcast on December 1, 2010
Presented by Patricia Moten Marshall



Event Evaluation and CME Form

Please complete the following evaluation questions so we can review our goals, objectives, and topics for future events. If you complete the Evaluation Questions and provide your contact information, you will receive a **Certificate of Participation** for this event within six weeks.

This activity has been reviewed and is acceptable for up to 1.50 Elective credits by the American Academy of Family Physicians. Participants interested in receiving Continuing Medical Education (CME) credit must also complete the CME questions following the evaluation questions (page 5). If you complete the Evaluation and CME questions and provide your contact information, you will receive a **Continuing Medical Education Certificate** for 1.5 credit hours within six weeks.

Viewers of the Live Event:

Please complete and submit this Evaluation/CME form no later than Friday, December 10, 2010. Alternatively, you may complete an online version of this survey by 12/10/10:
<http://www.surveymonkey.com/s/ChangeResistance>

**Fax your completed form to Andrea Martin at CHAMPS, (303) 861-5315.
Questions? Call (303) 861-5165 x285.**

1) Please provide your contact information. This information is required if you would like to receive a Certificate of Participation or CME Credit for this event.

Name, credentials: _____

Title: _____

Organization: _____

Address: _____

City/State: _____

ZIP: _____

E-mail Address: _____

Phone Number: _____

2) Are you requesting Continuing Medical Education (CME) credit for this event? (A \$15 per person fees applies for non-members of the organizations listed in question #3.)

- Yes
- No

3) Is your organization a member of one or more of the following organizations?

- Yes – CHAMPS
- Yes – Association for Utah Community Health (AUCH)
- Yes – Colorado Community Health Network (CCHN)
- Yes – Community HealthCare Association of the Dakotas (CHAD)
- Yes – Montana Primary Care Association (MPCA)
- Yes – Wyoming Primary Care Association (WYPCA)
- No
- Unsure

4) Which version of this event (“Resistance to Change”) did you watch in advance of completing this Evaluation/CME questionnaire?

- Live Online Event (12/01/10)
- Online Archive
- CD Archive

5) Please rate your overall satisfaction with this webcast on a scale of 1-10 (1 being the worst possible rating and 10 being the best possible rating):

(Worst Possible Rating) (Best Possible Rating)

1 2 3 4 5 6 7 8 9 10

6) I feel this presentation addressed Educational Objective #1: *Appreciate why resistance to change is natural and unavoidable*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

7) I feel this presentation addressed Educational Objective #2: *Understand positive vs. negative perceptions of change, and the impact of those perceptions on how resistance manifests itself*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

8) I feel this presentation addressed Educational Objective #3: *Learn steps to effectively manage the inevitable resistance that surfaces during major change*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

9) The speaker was knowledgeable on the topic:

- Strongly Agree
- Agree

- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

10) The speaker was interesting to listen to:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

11) The speaker fostered active participation in learning:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

12) The content was presented in a balanced manner:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

13) Rate your experience registering for, logging on to, and participating in this webcast:

- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

14) The educational materials (handouts, learning activities, etc.) promoted my understanding of the material:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

15) This webcast gave me practical tools I can use while working:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

16) How did you hear about this event?

- Email Announcement
- CHAMPS Website
- CHAMPS Newsletter
- Event Flyer
- Other (please specify):

17) How likely are you to attend another CHAMPS distance learning event (teleconference or webcast)?

- Very Likely
- Likely
- Somewhat Likely
- Not Very Likely
- Not at All Likely

18) Briefly describe the best aspects of this webcast:

19) Please describe how this webcast could be improved:

20) What types of follow-up activities addressing the theme of “Managing Change” might you be interested in (to allow us to provide additional training and/or assistance in this area)?

- Additional Webcast
- Fall Conference Session
- Conference Call
- Email Listserv
- None
- Other/Comments (Please specify below):

21) List other training topics that would meet the needs of your job:

22) Other Comments:

Thank you for your responses. If you are not applying for CME credit, please fax these responses to Andrea Martin at CHAMPS, (303) 861-5315. Otherwise, continue to the CME Credit questions on the following page.

CONTINUING MEDICAL EDUCATION (CME) CREDIT QUESTIONS

You must attend the entire webcast and complete the following post-test in order to qualify for CME credit. Failure to complete all CME questions will result in no CME credit awarded.

23) Which of the following best describes why resistance surfaces in organizations during times of change?

- People are unhappy with their supervisors
- People's expectations are disrupted
- People just don't like change
- People have too much other work to do

24) An organization's culture can be the strongest resister of change.

- True
- False

25) The best strategy for managing resistance is to not acknowledge that it exists.

- True
- False

26) Resistance only surfaces when an individual perceives the change as negative.

- True
- False

***Thank you for applying for Continuing Medical Education Credit.
Please fax your responses to Andrea Martin at CHAMPS, (303) 861-5315.***