



Jedi Training Guide

Roadmap for navigating the force(s) in a dyad relationship

Scenarios

Scenario 1: Clinical level

Introducing a new technology into clinical practice that is intended to reduce the administrative burden significantly, but there is hesitancy among the clinical team.

Scenario 2: Organizational Level

Introducing Nurse Practitioners into clinical leadership roles in an organization that has been physician led for years.

Scenario 3: System level

The governance of PCNs changes the relationship with physicians with physicians moving from being members of PCN to being affiliates of the PCN.

Activity

You are meeting with your dyad partner to discuss your approach to an upcoming change. The objective of the meeting is to ensure there is alignment within the dyad and a common understanding of each role in leading the change.

Process

1. Negotiate **alignment** between dyad partners on **purpose** of change.
 - What's the real reason this change matters to each of us?
 - Where do we see things the same, and where do we see them differently?
 - What values or priorities are driving how each of us is thinking about this change?
 - How will we know we're on the same page before we move forward?
 - What do we need to agree on now to build a strong and trusting partnership?
2. Review the **context** to identify the relevant **force(s) at play** in the scenario.
 - What pressures or influences—inside or outside the organization—are affecting this situation?
 - What's going on in the environment that could impact on our work here?
 - How do others involved see the current situation, and how does that affect how we move forward?

- What assumptions might we be making that we should double-check?
 - Where are we seeing energy or resistance, and why might that be?
3. Identify the **work** needing to be done to **maintain, disrupt or create** in relation to the status quo to see the change you are wanting to see.
- What parts of what we're doing now are working and should stay the same?
 - What routines or habits might we need to challenge or stop making this change possible?
 - What new systems or ways of working will help us reach our goals?
 - How will this change impact on how people behave or how care is delivered?
 - Are there old habits or ways of thinking that could get in the way of this change?
4. Articulate roles within the dyad partnership to support the **work** needing to be done.
- What strengths do each of us bring to this work?
 - Where do we each take the lead, and where do we share responsibility?
 - How will we make sure both clinical and operational perspectives are reflected in decisions?
 - What could get in the way of us working well together, and how can we get ahead of it?
 - If we hit bumps in the road, how will we work through them together?
5. Create a **plan** for working together to carry out the **work** required.
- Articulate the role of each member of the dyad partnership
 - i. What will each of us be responsible for?
 - ii. How will we support each other in our roles?
 - Integrate insights into project, communication and change plans
 - i. How will we make sure our plan works both clinically and operationally?
 - ii. What's our strategy to keep everyone in the loop and on the same page?
 - Develop vital signs for your project that to monitor to determine if there is a disturbance in the force
 - i. What signs will show us if the project is on track—or not?
 - ii. What early signs would tell us something might need to change?
 - Commit to mutual support - communication & coaching
 - i. How can we make time to check in and help each other stay effective?
 - ii. What does support each other really look like in day-to-day work?
 - iii. How can we give each other honest feedback in a way that builds trust?