

The Michelli Experience

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Making Change "STICK"

Are you experiencing "change overload?" Have you ever been at that point where you wonder if you can handle (let alone drive) one more change initiative?

As a customer experience consultant, I have seen amazingly successful and equally less effective efforts to fuel positive organization growth. Here are a few reminders from my upcoming book about increasing healthcare patient experiences on how to make important changes stick.

- 1) Identify the change opportunity as a priority,
- 2) Connect it to values,
- 3) Select, orient and train for that which is valued,
- 4) Set critical targets,
- 5) Develop meaningful measurements,
- 6) Offer usable and timely data to guide quality improvement,
- 7) Monitor, reward, celebrate, and constantly problem-solve ways to move performance in the direction of targets.

Piece of cake!

News and Resources

So much positive change is happening here at The Michelli Experience and I wanted to share just a couple of highlights: In May, McGraw-Hill will partner with Second River Healthcare Press to release my book tentatively titled: Leadership Lessons from UCLA Health Systems: A Prescription for Creating a World Class Customer Experience In October McGraw-Hill will release my book with the title: The Zappos Experience (pending subtitle) Also, as my team and I are doing more international consulting, you will be seeing more of this logo.

Next Newsletter

I will visit your inbox in about 90 days. Until then, thanks for making 2010 our most successful year! We are off to a fast start in 2011 and are deeply grateful for the role you have played in supporting our effort to elevate customer experiences worldwide.

In your service,
Joseph