Discussion Board I

[Institutional Affiliation(s)]

Author Note

Mental Health Case Study

# Answer 1

Clear understanding and effective management of change and innovation is an essential competency for effective leadership. Change management is a way of managing the change at the organizational and individual level. Adopting the innovation efficiently and effectively provides organization with an opportunity to take comparative advantage in the business (Hao & Yazdanifard, 2015).

## Rationale

In terms of leadership, the effectiveness of change depends upon how a leader may communicate his visions to inspire the followers to adopt the change for their benefits (Nagelkerk 2005). It always seems difficult for people to adopt the change. So, to sustain the organization, only an effective leader can gain the trust of the workers and motivate them to cope with the changing environment.

# Answer 2

The Lewin’s Change Model comprises of three steps: Unfreeze-Change-Freeze, that offers a sophisticated approach to change (Kurt Lewin change theory & three-step model - Unfreeze-Change-Freeze, 2014).

## Example 1

In my organization, a questionnaire-based survey for patient satisfaction was conducted by the management. After the critical analysis of the patient's responses, the data reflects an immense need for change. The planning stage requires to alter the structure and the rules for delegating responsibilities in groups, which in turn required to hire new workers. It was assumed that there will be less resistance to altered working procedures.

At the implementation stage, the change agents (management) sets a supportive tone to adopt the structural change but at the evaluation (un-freeze) stage the consequences were unintended and opposite, and the change proved unsuccessful. The agents dismiss the role and delegate the responsibilities back to the individual worker.

## Example 2

In our medical center, the medical board announced a change that a new product is introduced and we have to replace it with one of our favorite products. All the nursing staff was required to make sure to the patients that the product works best.

According to change theory, the change/innovation was first un-freeze to encourage the staff for using the new product. On the next step, there was effective communication with staff to prepare them to adopt the change, empowered them to make it operationalized throughout the organization. The third step was to Re-freeze the change. In this step, the change was anchored and the implementation process was monitored to give a message of accountability. The results showed that the change was innovative and proved good for the patient's health.

# References

Hao, Moo Jun, and Dr. Rashad Yazdanifard. 2015. “How Effective Leadership Can Facilitate Change in Organizations through Improvement and Innovation.” : 7.

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Nagelkerk, Jean. 2005. *Leadership and Nursing Care Management*. Elsevier Health Sciences.