

Change is here to Stay

By Wayne Bailey

In emergency services, there are always going to be challenges. How you deal with them, is going to set you apart from others and cause your operations to run smoother. The first step is to:

Define the problem

If you take your car or truck into a garage to be repaired, the technician will do a diagnostic check via a computer using a plug found inside the car or under the hood. In real life, we don't have the ability to connect our co-worker to a computer. However, by talking about the issues at hand, you can dig down and find the real problem, not just the signs and symptoms.

Are there alternative ideas?

Instead of coming up with the first idea to the problem and implementing it, take time to write down several other solutions with the individual or even better yet, with peers and others affected by the issue. Don't take time to analyse each one, just write all ideas down first and then start at the top to come up with the best method to solve the challenge. It may work out that two or more ideas will be used.

Selecting the right solution

Most people that are efficient in solving will ask themselves a few questions. The first question could be:

- Will the alternative plan cause further challenges for others?
- Will the team accept the new way of doing business?
- Does it meet the goals and mission statement of the organisation?

Approval process

Most of the time, you will be asked to do a presentation to middle or senior management on the proposed change. Before you prepare your PowerPoint, make sure you have buy in from the troops. It could easily be a conversation while working out or on the way back from a run. It's important to get the buy in from the indirect leaders too; the ones that may not have a title such as captain. They are the ones that have the ability to lead without the rank under their name. If you take a few minutes, you will think of that person in your department. It may even be you.

Implementing the change

Change is difficult for most. I have a saying, "Change is here to stay." If you took the time to get the buy in from your peers and others, the resistance may not be too bad. Can you please 100 percent of the troops? Hardly ever. I promise, this method



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will make life a little easier for you and everyone involved.

Evaluation

Make sure you have an opportunity for feedback using oral communication or a survey to see if the new idea is working. No one wants to ride a dead horse, so make sure you know if the idea is working or not. If it's not working, pull the plug and do it quick. 🔥

