



GROUP ACTIVITY: PLANNING CHANGE WITH ADKAR

Purpose: To help our dental team clearly understand and plan a change that will improve our patient care, teamwork, or office systems using the **ADKAR** model — **A**wareness, **D**esire, **K**nowledge, **A**bility, and **R**einforcement.

Step 1: Identify the Change

As a team, agree on one change you want to make.

Examples:

- Improving case acceptance
- Strengthening our multidisciplinary comprehensive cases
- Enhancing the patient experience
- Strengthening communication between our front desk and clinical team

Our change goal:

Step 2: Discuss the ADKAR Steps

Use these prompts to guide your group conversation. Write ideas under each heading or have each person share aloud.

A – Awareness

Why is this change important for our team and our patients?

D – Desire

What will motivate us to support this change? What might make it hard to want this change?



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K - Knowledge

What do we need to know or learn to make this change successful?

A - Ability

What tools, time, or support do we need to apply this change in daily work?

R - Reinforcement

How will we make sure we keep the change going over time?

Step 3: Agree on Next Steps

Together, list 2-3 simple actions the team can take this week to start the change.
