

## 3-2-1 Insight-to-Action Guide

### 3 KEY TAKEAWAYS

#### Technology is here

Technological change is, and will continue to be, a constant. More and more practices are leveraging what technology can do for them. If you aren't, then you risk getting left behind.

#### Identify your change champion

With every change, comes resistance. Changes with technology are no different. Influential members of the team, who can model early adoption and cheerlead the change are key to successful change management.

#### Long-term benefits, short-term hurdles

Technology isn't always easy to learn, implement, get teams on board with, and use to your advantage. Keep the long-term benefits in mind when working to overcome the short-term hurdles and give the technology a chance to prove its worth.

### 2 QUESTIONS TO ASK

- Question for **team discussion** (Share your thoughts with your team)

**If we were to make one technology investment, what should it be, and how would it help us?**

- Question for **self-reflection** (no need to share your answer or thoughts with your team)

**What technology have you implemented in your practice over the last few years that, looking back, you never thought you would have?**

### 1 ACTION STEP (LEADER)

**Make a commitment as a leader** to follow through on at least one of the suggestions below:

- Assess the current technology tools your practice is using, if you're using them to their full potential, and where there is room to improve.
- Commit to exploring 2-3 new pieces of technology and how they can help your practice.

### 1 ACTION STEP (TEAM)

**Make a commitment together as a team** to implement at least one of the suggestions below. This will be your team behavior change.

- Identify the most common consult. Share what a 'cutting edge' version of this consult would look like. Brainstorm ways to use existing technology, or make new investments, to bring this cutting-edge consult to life.
- Connect as a group and explore the obstacles to change, share ideas to overcome these obstacles as a group.