Who Moved My Cheese?

LEADER GUIDE | 13-MIN VIDEO + 15-MIN DISCUSSION

BEFORE YOU BEGIN | QUICK GUIDE

Use this short self-awareness exercise before introducing a major practice change, such as leaving insurance networks, adding or removing a dentist, or changing practice ownership.

PURPOSE	Recognize how people react to change, understand different perspectives, and prepare to navigate it together.
WHAT YOU NEED	Screen, computer or TV with video access, one Team Worksheet (or note paper) and pen per person.
TIME	15 minutes for the video and reflection + 15 minutes for team discussion.
GOAL	Honest self-awareness and a team better prepared to communicate and support each other.

INTRODUCE THE EXERCISE | 1-2 MINUTES

Suggested opening:
"Change is part of life and every dental practice. Sometimes we welcome it; sometimes it makes us uncomfortable. Today we'll watch a short video called *Who Moved My Cheese?* and consider how we each respond when familiar routines change."

"In the story, **cheese** represents what we value or depend on, and the **maze** represents where we look for it. Watch the four characters, Sniff, Scurry, Hem and Haw, and notice how differently they react. Which one reminds you most of yourself? There's no right answer, and this isn't an evaluation."

WATCH & REFLECT | ABOUT 13-15 MINUTES

Play the video. Ask everyone to select the character they relate to most on their worksheet and write down why. Give everyone a moment to finish before inviting responses.

FACILITATE THE CONVERSATION | ABOUT 15 MINUTES

- **Start**: "Which character did you choose, and what made you choose them?"
- **Explore**: "Did any answers surprise you? Can you relate to more than one character?"
- **Apply**: "When a routine changes at work, what helps you adapt or feel supported?"
- **Close**: "What is one thing we can do to handle future changes better as a team?

CLOSE WITH A POSITIVE TAKEAWAY | 1 MINUTE

Suggested closing: "We won't all react the same way when things change, and that's okay. What matters is recognizing our reactions, communicating openly, and helping each other move forward."

Leader note: Keep individual worksheets private unless people volunteer to share. Don't treat character choices as permanent labels or personnel assessments.