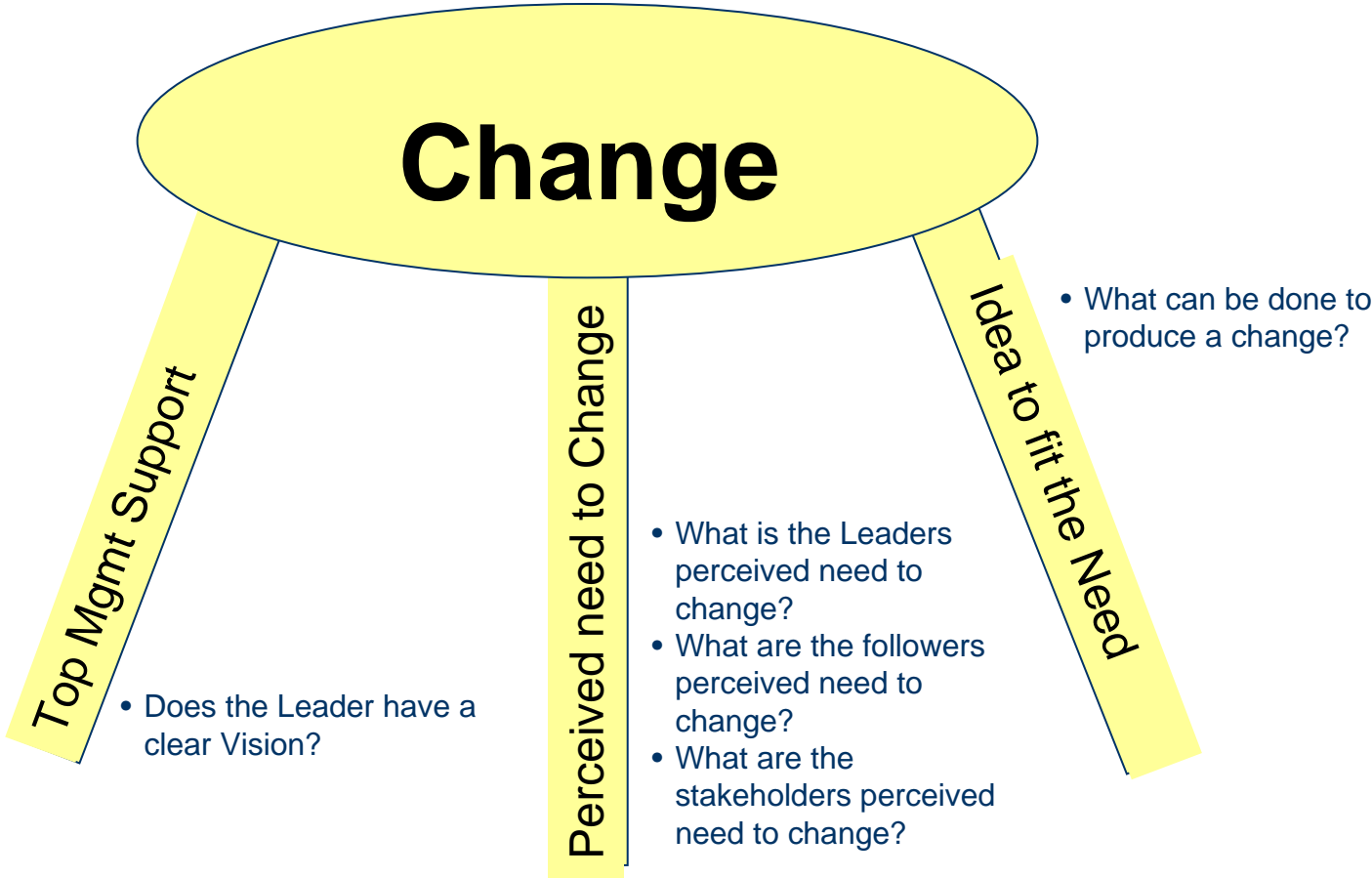




# **Managing Change**

# LEADING CHANGE

## Stool of Change





# MANAGING CHANGE



- Reengineering and Horizontal Organization
- Total Quality Management
- The Learning Organization



# MANAGING CHANGE

## OD Culture Change Interventions



- Large group intervention
- Team building
- Interdepartmental activities



# MANAGING CHANGE

## Stages of Commitment to Change

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- Preparation
  - Initial contact
  - Awareness
- Acceptance
  - Understanding
  - Decision to implement
- Commitment
  - Installation
  - Institutionalization



# MANAGING CHANGE

## Techniques for Change Implementation

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- Find an idea that fits the need.
- Obtain top management support.
- Design the change for easy implementation (in stages/steps).
- Develop plans to overcome resistance.
- Create change teams.
- Foster idea champions.

# MANAGING CHANGE

## Barriers to Change

- Excessive focus on costs
- Failure to perceive benefits
- Lack of coordination and cooperation
- Uncertainty avoidance
- Fear of loss