

A few thoughts on how to **Manage Change**

Go through white water- describes maybe best the never ending array of rough water and rapids organizations must go through. It captures the experience many people have of the change process. Cynicism instead of new initiatives. Become adaptive without losing focus on the core set of values and beliefs.

As the pace of change quickens, managers must attend to key behaviours that enable others to adapt and embrace new initiatives.

To ensure that your communication about a change is clear and thorough, use the following suggestions:

Clearly explain the importance of the change to the organization and the rationale for the change. Answer questions about the degree of importance

Communicate the consequences for the teams if the change is not made

Prepare regular up dates so people know what is going on. Track the success of the change process so people can feel a sense of progress and accomplishment

Allow people who have issues about the change to describe what is happening.

Let them work through how they feel and how they can handle the situation, instead of constantly trying to defend or sell the change. Active listening!

Be specific about the implementation process – provide support in form of a neutral coach.

Determine the tangible benefits, display expected benefits visually

Anticipate questions such as: Why us? Why now, do we have a choice?

Leverage the involvement of key stakeholders

Create opportunities to learn and practice and experiment with new behaviours

Clarify what the successful implementation looks like

(Source: Successful Manager, PDI UK)

Would like to hear more? Contact us and write us your experiences or comments on the topic.