

WELCOME  
TO  
**INTERACTIVE SESSION  
ON  
CHANGE MANAGEMENT**

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# Change Management

○ It is a collective term for all approaches to prepare, support and help

\* Individuals

\* Teams

\* organizations

in making organizational changes



- It is the process, tools and techniques to manage the people side of change to achieve the required business outcome
- It focuses on people impacted by the change
- Any change to processes, systems, organizational structures and job roles will have two sides:

a) technical side

b) people side



# Change Management (Def.)

- It is a systematic approach to deal with the transition or transformation of an organization's goals, processes and technologies
- Purpose of CM: to implement strategies for effecting change, controlling change and helping people to adapt to change

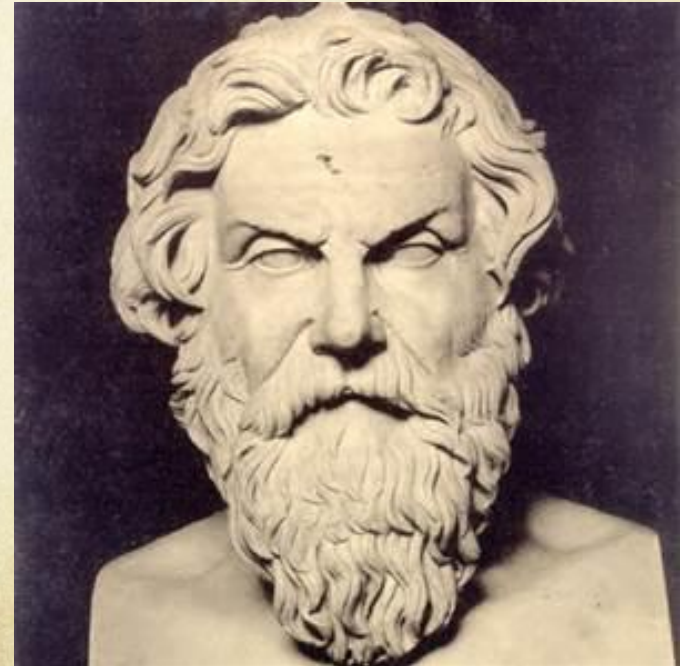
Ex. Kalam effected many changes at DRDL , Hyd as its Director.





# Quotes of Heraclitus

- There is nothing permanent except change
- No man ever steps in the same river twice, for it is not the same river and he's is not the same person
- All is flux, nothing stays still



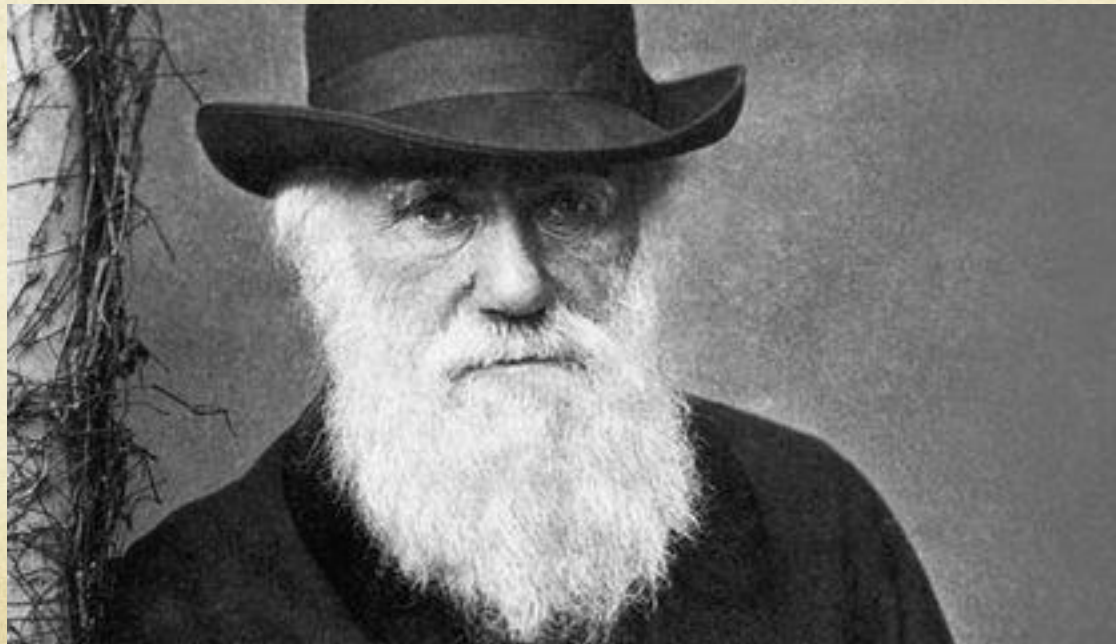
- Adaptability – Adapt – adjust; ability – a skill to fit into a new situation
- It helps one to respond positively to change and new ways of working
- Change is the law of life
- We should change / modify our attitude to get out of a complex/difficult situation



- In a way animals accept change faster than humans
- When we are mentally prepared to accept change, we succeed in everything we do.
- Don't resist change
- Adaptability – key to success



“It is not the strongest or the most intelligent of the species that survives; it is the one that is the most adaptable to change” - (Darwin)





# Principles of CM

- **Diagnosis** of the problem – problem has to be identified. Ex. 5 whys
- **Lead with the existing culture** (policy) - organizational culture informs the way people interact with one another, behave and work together in the company
- **Start from the top** – Executives need to be united

- **Involve every layer** – mid-level employees and those on the frontline need to be brought in
- **Coalition building** –transition will be smooth only if business leaders find out who, the employees trusted by most, are
- **Provide clear instructions**- employees should be given clear and logical reasons for the change



- **Transparent communication** - High-level transparency should be maintained
- **Training**- Time and patience are needed to prepare staff for change - make all employees participate in the training sessions.
- **Questioning** - On-line & open-door sessions can be conducted and employees are to be given opportunities for questioning. Ex. How does/ In what way does this change affect us/ career? (fears & apprehensions)

# Formal and Informal Solutions

- **Formal solutions:** Leaders (top brass) should know how changes will effect HR Policy, company objectives, employee handbooks etc & convey to employees (service benefits)
- **Informal Solutions:** Motivational messages, open-door policies etc. – as important as formal solutions





- **Accountability:** All levels of employees are to be held accountable for the implementation of new methods
- **Appreciation:** Acknowledge the efforts of employees with a “thank you” in a company gathering

- **Ongoing Support** : There should be ongoing training education & a culture of support
- **Evaluation**: what works? What does it work?- Assessing the development of change is not a one-off task. It should be a part of policies & procedures
- **Technology** : Utilize technology - update from time to time



# 3 DIFFERENT TYPES OF CM

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graph TD; A[3 DIFFERENT TYPES OF CM] --> B[Developmental]; A --> C[Transitional]; A --> D[Transformational]
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Developmental

Transitional

Transformational

- Different kinds of change require different strategies

# 7 R s of CM

- Who *RAISED* the change?
- What is the *REASON* for the change?
- What is the *RETURN* required from the change?





- What are the *RISKS* involved in the change?
- What *RESOURCES* are required to deliver the change?
- Who is *RESPONSIBLE* for the build, test and implementation of the change?
- What is the *RELATIONSHIP* between this change and other changes?

# Examples of CM

- Holding regular staff meetings to provide overview & status reports of upcoming changes
- Providing employees with data that supports change rationale



# Conclusion

- Any organization will prosper only when it accepts change as part of an ongoing process
- Change brings progress
- We should change our mindset and welcome change because only the fittest will survive

THANK YOU