“The one constant in life is change.” Heraclitus (died 475 BC)

The statement is as true today as when he said it, 2,500 years ago. Change is nothing new, yet many managers are not trained in how to manage change.These tips focus on the Managers role in change. We have separate tips for managing yourself through change.

1. Understand and appreciate the factors driving the need for change. These can be external (e.g. customer demand) and/or internal (e.g. new technology or inefficiency).
2. Appreciate and take into account the barriers to change. Barriers include cultural problems, resistance from employees, fears from people regarding change and a lack of trust or understanding.

1. Accept change is about loss and therefore it can be an emotional time.
2. Listen to people.
3. Agree who the key stakeholders are in the process – staff, suppliers, change agents, externals, customers, shareholders, etc.
4. Effective communication is key. Agree communication channels with all stakeholders and keep people informed.
5. Expect a range of negative emotions – denial, anger, frustration, resistance, blocking. It’s all part of the change cycle.
6. Agree clear change objectives. You can then work on the best way to achieve the objectives.
7. Plan change as you would any other project – Scoping, Planning, Implementation and Review.
8. Role model being a proactive change agent. Effective managers are proactive in creating change solutions to help improve business performance.

Bio: The Development Company deliver seminars, one to one coaching andtraining courses on How to Manage Change. We also provide consultancy on change projects. Contact us if you’d like to discuss your specific needs.