



Producing Individual and  
Organizational Success

## Change Management

Managing the human side of change is fundamental to meeting objectives and realizing the benefits. When change is not managed properly, employees become increasingly consumed with the change being introduced and get stuck in resistance, or focus on ways to work around the changes. As a result productivity and morale declines.

Understanding the stages of change is a critical first step in the change management process, and it begins with an awareness of how individuals respond as they begin their personal transition. This understanding helps to create realistic expectations about how quickly change can be implemented with a committed workforce. If leaders see change as something that employees simply need to "get over," the organization will falter or lose momentum.

Effective leaders understand that managing change effectively is an inclusive process that offers employees a greater sense of control and ownership. The successful result is improved speed of adoption and greater proficiency of all employees at doing their jobs in new ways.

### Solution-Based Services:

- Provide confidential consultation to executives and managers to determine reasons for the change and to help plan for it.
- Provide training to help managers and their employees understand the common stages of change and to anticipate personal reactions to it. The objective is to make a case for urgency, reduce resistance, and generate support and enthusiasm.
- Develop realistic implementation plans to help managers and employees manage change well by involving people in the change process.

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