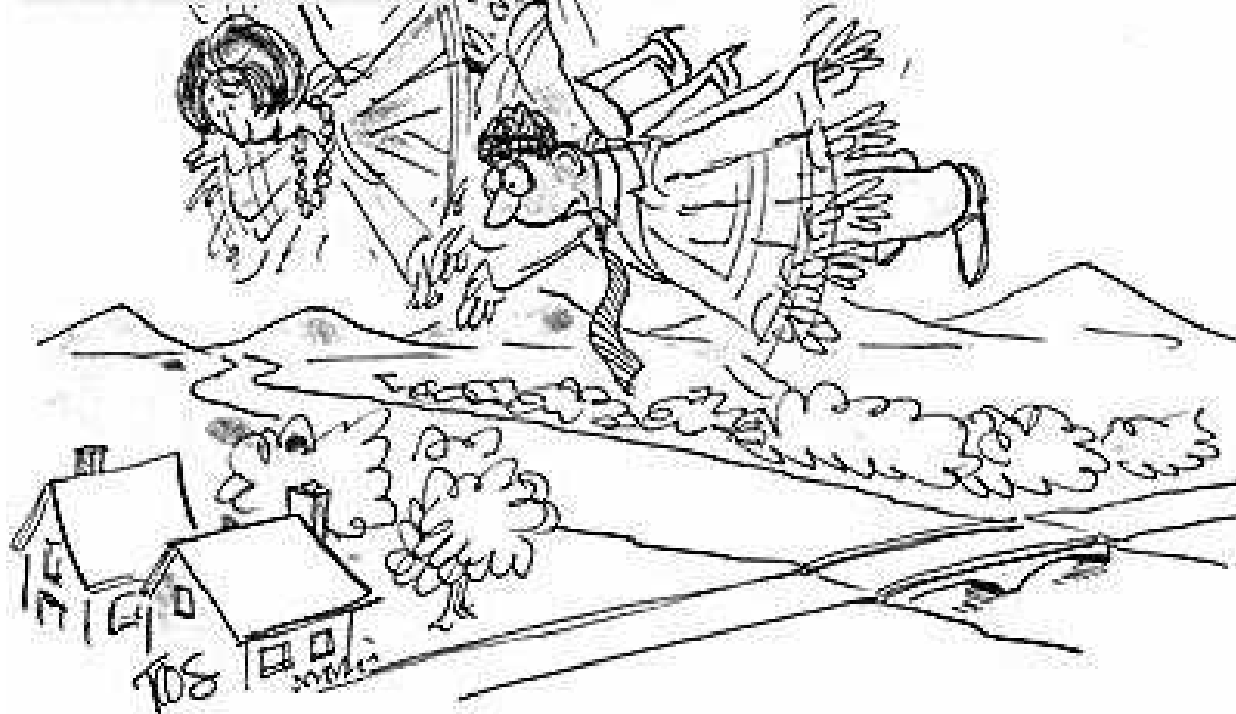




LO/02

Change management, employee's motivation, human relation management, performance management





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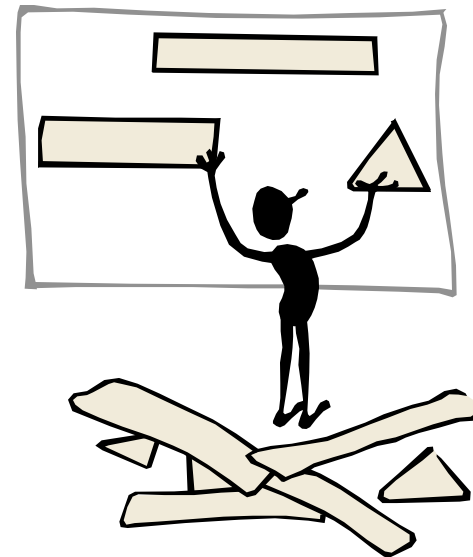


"Sometimes, it's good to get a different perspective."



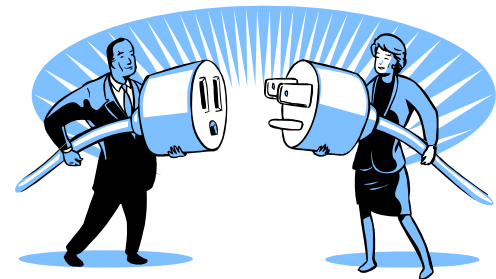
What to know and why ...

-  Basic understanding of change management, both management and employee view
-  An understanding of how to smoothen a process of change
-  An understanding of employees' perceptions during the change process and reasons for them
-  An understanding of how employees themselves can help with the change process



Outline

- ✚ General about change management
- ✚ Challenges and fears of change process
 - Resistance to change
 - Employees' stress
 - Job development
- ✚ How to ease the change process?
 - Motivation
 - Communication
 - Positive attitude
 - Trust and understanding – building up of self-confidence
- ✚ Technical change



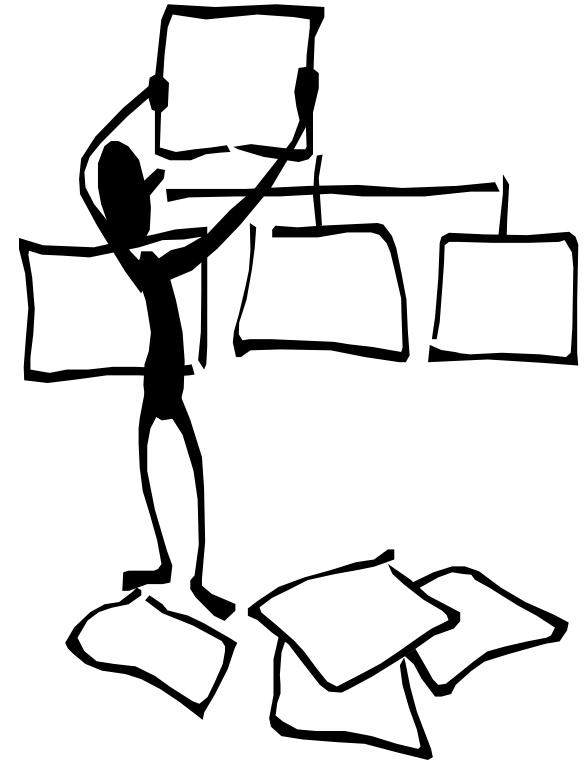
General about change management

- ✚ Change is a permanent phenomenon nowadays
- ✚ Change must be realistic, achievable and somehow measurable
- ✚ Change is also about learning and giving up old habits
- ✚ There is no “one-size-fits-all” approach to a change process



TASK

1. What is required from a) employees and b) management for creating change in a company? Name 3 things for each
2. What are the main challenges for a) employees and b) for management during the change process? Name 2 things for each



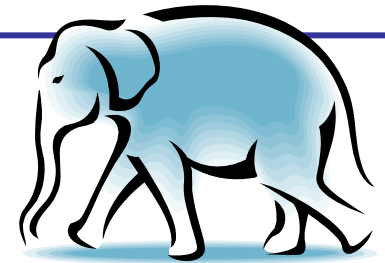


Challenges and fears of a change process

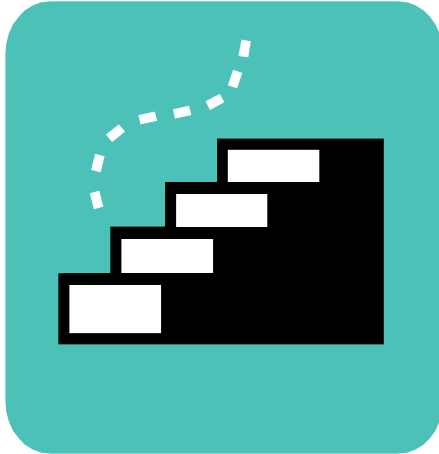
- ✚ Resistance to change
 - Natural phenomenon
 - One of the major challenges companies face in their development process towards becoming eBusiness companies

- ✚ Stress
 - Different people, different stress causes
 - It is important to find ways to limit insecurity during the change process. (open communication, open atmosphere etc)

- ✚ Job Development
 - Explaining, training, motivation
 - Everybody has to understand their role and their importance in the eBusiness chain and how eBusiness works



How to ease the change process?



Motivation

- External and internal motivators
- Proceeding step by step - it is rewarding to achieve something
- The words; *well done, great job, thank you*, can't be used too much

Communication

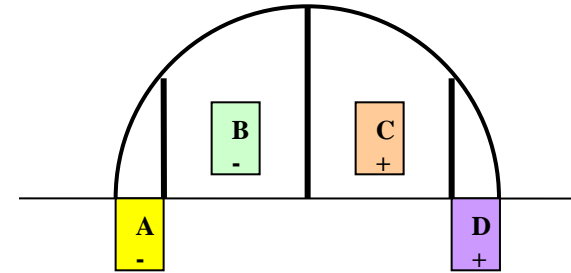
- Two-way, open, honest, encouraging, continuous
- Cover all the parties and throughout the change process



How to ease the change process? ... cont.

Positive Attitude

- Positive thoughts and questions will make a positive difference
- Advancement in eBusiness should be seen as enhancing companies' competitiveness and reputation



Trust and understanding – building up of self-confidence

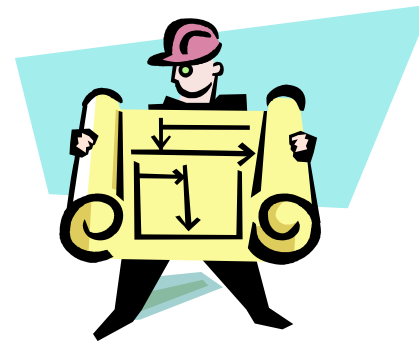
- Management has to be present
- What stays, what changes – must be informed
- Trust and understanding must be mutual





Technical change

- ✚ Needs detailed planning
 - Needs
 - Future
 - Training
 - Communication, motivation
 - Implementing phase
 - Continuous testing, checking and quality control
 - Follow-up process
- ✚ The future user should participate in the change process from early on
- ✚ Training, training, training...
- ✚ Patience is needed; there will always be surprises but which can be dealt with where the right attitude prevails





TASK

Think and discuss how you could ease the change process by yourself (an employees view)?

Make a list of the 3-5 most important issues which management can't miss during the change process (a management view).

