

## Change Management

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The single greatest key to building or improving any organization is effective teaching, training and development of human resources. Change depends on the inter- and intra- unit relationships. Human resource development is the integrated use of training and development, organization development and career development to improve individual, group and organizational effectiveness.

**a) Training and Development** - First identify the key competencies needed. Using assurance as the fundamental strategy for empowerment, develop planned learning strategies. Using a "people helping people" approach, develop the key competencies that enable individuals to perform current or future jobs.

**b) Organization Development** - Assuring healthy inter- and intra-unit relationships and helping groups initiate and manage change. The appreciative inquiry model would be implemented to examine the best of what was, is, should be and will be. It is a positive simple approach that moves companies forward with the least resistance to change.

**c) Career Development** - Assuring an alignment of individual career planning and organization career management processes to achieve an optimal match of individual and organizational needs. Mentoring strategies would be used to assist with the process and individual empowerment.

**d) Organization and Job Design** - Define how tasks, authority and systems will be organized and integrated across, organizational units and in individual jobs.

**e) Human Resource Planning** - Determine the organization's major human resource needs, strategies and philosophies.

**f) Performance Management Systems** - Assure individual and organization goals are linked; and that, what individuals do every day supports the organizational goals.

**g) Selection and Staffing** - Match people and their career needs and capabilities with jobs and career paths. Mentor strategies would be used to empower the individuals toward company goals.

## **Managed Change**

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### **Stage 1 - Preparation**

Entry Commitment Building Diagnosis & Planning

### **Stage 2 - Implementation**

Managed Change

### **Stage 3 - Transition**

Planned Integration Change Evaluation Renewal

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**a) Needs Assessment** - What does your company want and need to be competitive in the new marketplace? What does your potential customer want and need? An effective entrepreneur can see this connection. Nothing happens unless first a dream!

**b) Setting Goals** - At any given moment, there are an infinite number of variables, an infinite number of possibilities and an infinite number of choices. That's why having a goal and a specific subset of goals is so critical to success. It forces you to focus your attention.

**c) Motivation** - Motivation originates with attitude, grows in response to goals, and endures as an energizing influence when it's reinforced through exposure to insightful ideas in your environment. Peer Mentor.net is dedicated to helping individuals and organizations realize their full potential. Our goal is simple - it is to help you reach yours!

**d) Training For Change** - Within the framework of a clear vision and strategic planning each of the following might be considered as having potential for growth toward the new millennium.

With managed change consider the following:

**1. Individual** - Educate and train individuals for personal growth and/or for business needs. A trained employee improves the quality of products and service, the efficiency of productivity and above all, customer satisfaction. On going mentor support clarifies goals, empowers and motivates.

**2. Interpersonal** - Communication skills, learning styles and differences dramatically effects the interactions of co-workers and therefore impacts on production efficiency and job satisfaction. Worker retention is best facilitated with mentor training and will definitely save money and time on re-training.

**3. Group** - Group dynamics and team building skills are taught to empower work teams. Effective work teams produce higher quality products more efficiently and develop positive spirit in the workplace. Effective work teams are more creative in adapting to the ever-changing needs of consumerism.

**4. Organizations** - Inter- and intra-unit structures are best flexed and managed for change to be more responsive to consumer needs both effectively and affectively. Restructuring a company sometimes means downsizing, sometimes outsourcing and sometimes insourcing. Regardless of the approach, long term goals need to be clear and consistent with short term planning. Companies save money in the short term and sell out their company in the long term. The flip side of that coin is that, if you do not have a clear plan for managed change, the change will manage you.

**5. International Perspective** - This world is getting smaller as we move further into the communication age. New technologies open up unprecedented possibilities. Accessing information across international perspectives becomes the new challenge to see the world and its future.

**6. Spiritual** - Value systems are challenged today more than ever. Integrity is one of several paths. It distinguishes itself from the others because it is the right path, and the only one upon which you will never get lost. Businesses and the employees need to be seen as having integrity and personal congruence. Integrity is only



achieved when your behaviours match your values. "Say what you mean, mean what you say and do what you say you are going to do!"

