

# Lesson 1: CHANGE MANAGEMENT – AN IMPERATIVE PRESENTED



Change management is imperative and has the following facets:

- The centrepiece of the Change Management is People. Change is about People.
- Persistence and humanity is the key for change management.
- To drive real and lasting change, companies must garner significant participation from the people involved by adhering to the principles of Organizational Change Management (OCM). Here are some activities that can help:
  - The department must plan for the change.
  - Don't just "lift and shift" make improvements, too.
  - Think across departments and functions, including a focus on the customer experience.
  - Apply good governance to the project, including to master data and process management.
  - Utilize your people with care.
  - Encourage employees to think like customers.
- While dealing with people, they may react to any change with fear or any change will meet the resistance.
- Ignoring the people element is a recipe for failure.
- Change initiatives backfire as managers and leaders take standardised approach to change.
- Systematic change strategy is required for a successful change management.
- The Leaders who wish to run the change must look at the warnings of not to run fast in any change, look at the impediments, and risks.
- Planning to adapt to change must be important.