**Change**

1. Controller
2. Facilitator
3. Laissez-faire
4. Autocratic
5. Empowerment
6. Intrapreneurship
7. Delegation
8. Theory Y
9. Innovative
10. Reputational damage
11. Consultation
12. Work Councils
13. Work Directors
14. Share options
15. Forming
16. Storming
17. Norming
18. Performing
19. Bruce Tuckman
20. Brainstorm
21. Business coordinaton
22. Social needs
23. TQM
24. Customer focus
25. Continuous improvement
26. ICT
27. CAD
28. CAM
29. CIM
30. Redundancies
31. Employee retention
32. E-commerce
33. Globalisation
34. Teleworking
35. Videoconferencing
36. EDI
37. Economies of scale
38. Direct marketing
39. Diversification