

Change Management

Part 1 – Changing role of a manager from controller to facilitator

Explain the changing role of a manager from a controller to facilitator

1.Previously:

Now:

2.Previously:

Now:

3.Previously:

Now:

Part 2 – Focusing on the employees

Explain your understanding of employee empowerment

Explain the benefits of employee empowerment to a firm

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

Explain what is meant by employee participation and explain examples of ways businesses encourage employee involvement

Part 3 – Total Quality Management

Explain what is meant by Total Quality Management

Explain the principles of Total Quality Management

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

Explain the benefits of Total Quality Management to a business

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

Part 4 – Impact of technology

Explain the impact of technology on managers?

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

Explain the impact of technology on personnel?

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

Explain the impact of technology on business costs?

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

Explain the impact of technology on business opportunities?

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

Part 5 – Managing Change

Why do employees sometimes resist change?

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

Outline the strategies a business can use to manage change?

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____

State: _____

Explain: _____
