

CHANGE MANAGEMENT

BY

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زمین چمن گل کھلاتی ہے کیا کیا
بدلتا ہے رنگ آسمان کسے کیسے

PURPOSE OF THE PRESENTATION

(Changing human attitude & realize that change is
unavoidable with the passage of time)

- Consciously or unconsciously we are in an environment which is changing.
- Change cannot be ignored.
- Competitiveness generates change.
- Advancement in technologies, techniques, methods, require Change.
- Nothing is permanent.

PURPOSE OF THE PRESENTATION

(Changing human attitude & to enable an affective efficient change)

- Understand the purpose of change---
- To ensure that change is adapted at the right time and in its right form and direction.
- Consciously or unconsciously we are in an environment which is changing.

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PURPOSE OF THE PRESENTATION

(Changing human attitude & to enable an affective efficient change)

- Change needs to be analyzed, visualized, and, specifically addressed.
- Someone has to initiate the change, lead the change and plan its activities
- Change needs continuous monitoring

A---WHAT IS CHANGE



- Political --- Planned --or Sudden-- and increased control from government
- Technological --- networking, computing and telecommunications
- Economic Activity--- increased demand for value, for money
- Educational --- Advancement in new subjects and fields of study

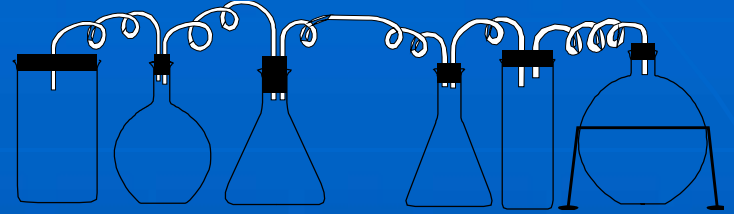
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A---WHAT IS CHANGE



- Cultural --- changed norms and values
- Organizational - new structures
- Change is continuous
- Everything has a life---full of uncertainty, and, unpredictable
- Change is movement and movement is friction

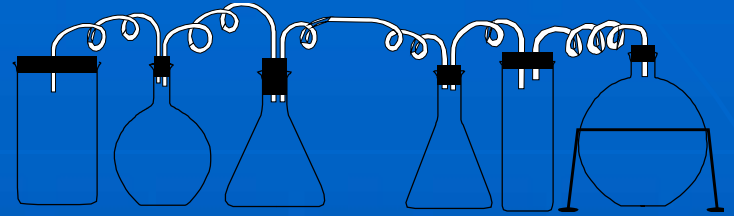
B---CONCEPT OF CHANGE MANAGEMENT



- Lay down objectives to be achieved by the Change
- Accept change as it comes—jump in
- Apply a scientific method to tackle Change
- Initiate change to lead the change
- Develop a leader who will lead the change

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B---CONCEPT OF CHANGE MANAGEMENT



- Train team members with relative skill who will implement the change
- Assess the quantum of resources required to effect the change
- Change is at different levels

C---HOW CHANGE WILL BE UNDERTAKEN



1. Personal Readiness

a. Maintain a high level of productivity

b. Remain physically & emotionally healthy

c. Keep aware and access the atmosphere of change

C---HOW CHANGE WILL BE UNDERTAKEN



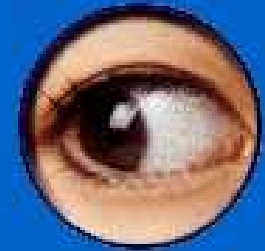
2. Organizational Readiness

a. Provide employees supportive environment

b. The type of employee reaction depends on:

- 1. nature of the change**
- 2. process used for the change**
- 3. role the employee has to play**
- 4. Resistance from within and around**
- 5. commitment of the employee**
- 6. the organization of culture**

C--- HOW CHANGE WILL BE UNDERTAKEN



3. Manpower Resources

- a. Create an optimum level**
- b. Inject incentives to boost morale to effect change**
- c. Educate and training of employees to know benefits of Change**

C---HOW CHANGE WILL BE UNDERTAKEN



4. Implementation

- a. Identify organizations,
towards specific change.**
- b. Make tailor made plans to
minimize resistance and
maximize commitment.**
- c. Ensure not to overlap changes**
- d. Project end results to boost
employee morale.**

D---WHO WILL INITIATE THE CHANGE



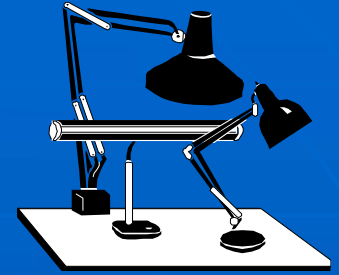
- Select the leader who should have
 - The imagination to innovate
 - The professionalism to perform
 - The openness to collaborate
 - Have the ability to:
 - describe changes
 - plan the details of change
 - know and understand who has to do what
 - ensure that people gradual give up past policies
 - be able to effective communicate **4Ps..purpose---picture ---plan---part**
 - develop teams to alert the leaders of unforeseen problems
 - inject new attitudes, behavior needed for change

D---WHO WILL INITIATE THE CHANGE



- use prevailing organizational wisdom
- Identify key areas needing the change
- Must have a genuine and firm conviction that change is essential
- Build and develop a coalition
- Be able to monitor the change plan
- Ensure that the budget and the resources are available
- Compile the results of change and analyze, take corrective measures where ever required

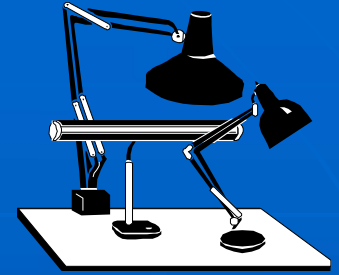
E--- PHASES OF THE CHANGE PROCESS



■ Planning Phase

- Explain why the change is happening
- Define and communicate the project objectives and scope
- Help select the right people for the team
- Ensure adequate budget and time for the design phase.
- Enlist the support of other senior managers and stakeholders
- Provide direction at key decision points in the process

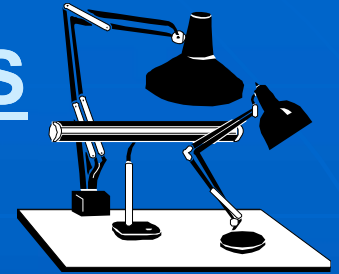
E--- PHASES OF THE CHANGE PROCESS



■ Design Phase

- Help employees to understand the business reasons for the change.
- Actively seek input from all levels of management.
- Provide updates on the project's progress
- Attend key project meetings and training sessions.
- Keep other senior managers and stakeholders informed on project status and issues
- Enable employees to attend change management training
- Remove obstacles encountered by the team.

E--- PHASES OF THE CHANGE PROCESS



Implementation Phase

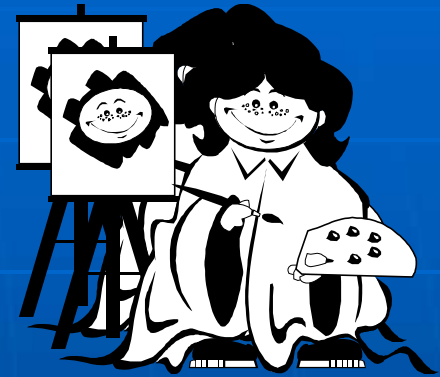
- Explain the business reasons for the change
- Share the change with all levels in the organization
- Provide answers to, "What does this change mean to me?" and "What is expected of me?"
- Listen to resistance and respond to feedback from the organization
- Stay involved with the project by monitoring progress and removing obstacles
- Ensure that adequate resources are available or adjust the implementation plan to fit available resources
- Engage managers define their role and set clear expectations.
- Recognize results of the change and measure performance toward results.

F--SKILLS REQUIRED FOR CHANGE MANAGEMENT

- Political skills
- Analytical skills
 - System analysis
 - Financial analysis
- People's skill

- depends on:

- religion
- sex
- color
- language
- intelligence level
- education
- location and geographical area
- climate
- etc , etc



F--SKILLS REQUIRED FOR CHANGEMANAGEMENT



System Skills

Induction of computers and
software

Modern office equipment and
tools

Apply new and modern
techniques—tele marketing
etc

Internet use and applications

F--SKILLS REQUIRED FOR CHANGEMANAGEMENT



Business Skills

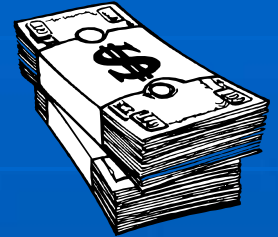
General principles of
management

Over all management structure

Financial implications

Growth orientation

G---THE RESOURCES REQUIRED FOR CHANGE

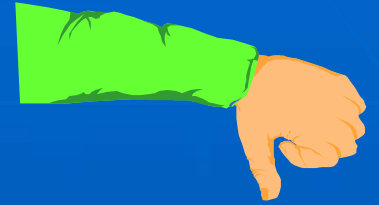


- The concept of 2 budgets
 - **Budget for the on going activity**
 - **Budget for changes**

- The human Resource
 - **qualified people who could become change leaders**
 - **have proper facilities of training and understanding**

- Facilities and equipment in the management infra-structure

H---HOW CHANGE CAN FAIL



- Bad start
- Making changes as an option and making it look casual
- By only focusing on the present
- By only focusing on good results
- Avoiding change
- Involve only outsiders to implement change
- No reward system built in the change plan
- Without proper financial backing
- Not anticipating the size of change
- No follow up
- Un manageable resistance from employees

I---GENERAL MISTAKES MOST MANAGEMENT MAKE



- Not being directly involved with the project
 - did not help remove obstacles
 - thought they could pass the change process to an outsider to fix it
 - lost interest once the project started

I---GENERAL MISTAKES MOST MANAGEMENT MAKE



- **Not communicating enough and using old style of management**
 - no communication involved to gear up change
 - dictated change without involvement

I---GENERAL MISTAKES OBSERVED



- Ignoring the impact of change on employees
 - employees become fearful and confused with change
 - no adequate information to employees

I---GENERAL MISTAKES OBSERVED



- **Shifting focus or changing priorities too soon**
 - Forgot the reason of change
 - Distracted by other projects
- **Not providing adequate resources**

J---SUMMARY AND CONCLUSIONS

- 1. Change is inevitable jump in it
---u cant fight it sitting
outside it**
- 2. There is always a resistance
to change**
- 3. Access the type and the
intensity of change**
- 4. There could be several
changes taking place at the
same time**

J---SUMMARY AND CONCLUSIONS

5.Read and analyze, the change needs to be tackled

6.Many alternatives are available to handle change

7.Apply systematic, scientific and analytical methodology to implement change

8.Always plan change in manageable stages

J---SUMMARY AND CONCLUSIONS

- 9.Ensure adequate resources availability, to complete the change process**
- 10.Keep a constant method of feed back**
- 11.Communication system with all people involved with change**
- 12.Ensure everyone is involved and know what all is happening**

J---SUMMARY AND CONCLUSIONS

13.Selection of Team leaders is important—ensure they are the right people—who qualify from all angles

14.Keep all your senses wide open to see the what other are doing for the change

15.Change is a continuous process of life never get tired if it

16.No need to run after every change---access the ones effecting you

SOME OF THE RECENT CHANGES

- Effect on tourism and travelling because of terrorism
- Development of disaster plans in high rise building and key installations
- Tightening of security all over
- Massive increase in different kinds of TV channels
- Spread of Internet in smaller towns
- Usage of computers in all aspects of management
- Introduction of NETWORKING LIKE SAP
- Dependence on mobile phones
- Growth of professionals into companies
- Improved working environment provided
- Cheap and global communication
- Changing forms of energy

Observations & suggestions relevant to ANY GROUP

- Induction of professionals
- Active management support to productive changes
- Fast and quick decision making
- Adaptability to growth related activities
- A bit too fast ---resulting in coordination gaps
- Must encourage inter-divisional interaction
- Most professionals going in their own direction—need to be directed towards common goal
- Group HR must lead inter-divisional coordination
- Group MD must conduct brief monthly meetings of all divisional head for coordination and appraisalment

IF SOMEONE WILL NOT

ADHARE
THE CHANGE

THEN

THE CHANGE WILL SURELY
GET HIM CHANGED

THANKS

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