CHANGE MANAGEMENT

"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change."

Charles Darwin (1809 – 1882), British biologist

1. Change Management Discussion

1. Are you open to change?
2. What kind of changes have happened in your life?
3. What kind of changes have you experienced at work? What are the most difficult to deal with?
4. How would you cope with finding out your company was to merge with another?
5. How would you deal with relocating to another city for work? How about another country?
6. What is the best way for a company to communicate change to its employees?
7. Have you experienced poor communication from a business that was going through some kind of change?
8. If you were in charge, what changes would you make to the way your company operates?

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2. Change Management Vocabulary

- **change management** (noun) – *the management or strategy of how a company or organisation implements changes to its structure, operations or other factors.*
- **organisational change** (noun) – *the process of transformation that occurs in an organisation.*
- **layoffs** (Amer.) / **redundancies** (Brit.) (noun) – *when a company has to implement job losses.*
- **to cut costs** (verb) / **cost-cutting** (noun) – *to find ways to reduce spending.*
- **to put the feelers out** (verb) – *to discretely find out what other people think.*
- **to adapt** (verb), **adaptability** (noun), **adaptable** (adjective) – *the ability to make changes in response to a new situation.*

Using the vocabulary words above, complete the following sentences (remember to use the correct form of the word, e.g. verb conjugation or plural noun)

1. I'm not sure how the team will take this news. Can you _____ to see what they think?
2. If we don't want to start laying off staff, we'll have to find another way to _____.
3. The banking sector has _____ incredibly well to the recession. Despite this challenging time for the economy, banks still seem to be making good profits.
4. The company hired a consultancy firm specialised in _____ to create a strategy to implement much needed changes.
5. The merger between AZ Industries and Inter Corp resulted in hundreds of _____ due to the duplication of roles.
6. The manner in which the process of _____ was communicated to employees left a lot to be desired. The employees never really got on board with the changes and resisted throughout.

Change Management vocabulary comprehension questions

1. Do you have any experience of change management? If not, would you like to?
2. What do you think of when you hear "organisational change"? Does it make you feel scared?
3. When you hear about significant changes in the workplace do you always think of lay-offs?
4. Does organisational change always mean cost cutting?
5. When would you need to put the feelers out at work?
6. How adaptable are you? Can you give any examples of your adaptability?

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3. Video: The Era of Constant Transformation

You are going to watch a TED Talk by Jim Hemerling called "5 ways to lead in an era of constant change."

Watch the video here: https://yourenglishpal.com/blog/business-english-conversation-lesson-plan-change-management/

Watch the video and after, discuss the following questions

1. Do you feel different about personal change compared to changes in the workplace? If so, why is this?
2. Do you agree that we are in an era of "always on transformation"? Why or why not?
3. Why do employees resist change in the workplace? Have you ever resisted change or been unhappy with a change?
4. Do changes in the workplace lead to conflict? Have you experienced any conflict because of changes that were happening?
5. How can you motivate or inspire people to accept organisational change?
6. Does your company promote a culture of continuous learning? If so, does this help with adapting to change?

4. Change Management Conversation Questions

1. What are the most common changes that happen in a company? What are the greatest challenges to these changes?
2. What kind of technological changes do companies have to go through? Have you experienced this? How did you adapt?
3. Have you ever received training due to organisational change? If so, how did this help you with the change?
4. Why might a company have to change its logo or brand image?
5. How might globalisation result in organisational changes?
6. How has the global coronavirus pandemic led to changes for businesses?
7. How could organisational change affect customers?
8. What kind of changes do you anticipate in the future for your business, sector, or for the economy as a whole?

5. Change Management Writing Task

The board of directors of your company has decided to hire a change management consultant to assess what changes could help the business. They have asked you to make contact with the consultant by email and make some recommendations about what changes might be necessary with regards to the way people work in the business.