

Benefits of Change Management

Change Management is used to ensure that the human aspects of introducing new processes and technology are addressed. These include: creating an organizational structure aligned with new strategies and processes; having jobs and skill sets that support the new organizational direction; employing effective communications strategies; ensuring customers, suppliers and other stakeholders understand and support the effort, and minimizing resistance to change.

In addition to the benefits, additional long-lasting benefits of Managing Change are as follows:

Greater organizational effectiveness – By addressing your people's concerns, you can accelerate the adoption of new processes and technology that boosts organizational effectiveness and efficiency.

Improved work quality and morale – These are dividends you receive for placing people front-and-center in the change process.

Enhanced collaboration and communication – Encouraging dialogue and circulating the information people need to know leads to a more cooperative, and more productive, environment.

Higher retention rate for employees – A carefully thought-out approach to change reduces stress and turmoil and encourages people to stay loyal to your organization.

Better customer service – An effective organization with good morale and knowledgeable employees can deliver the benefit most changes are designed to provide - better and more cost effective service to clients.

The Value for Managing Change

The central theme of managing change is to predict the key issues and barriers to accelerate the change and minimize the organizational disruption. Determining an organization's change readiness focuses on identifying barriers to change initiatives as well as aspects of the organization that can be leveraged to accelerate successful change. The assessment also helps the client determine their *readiness to change*. These insights are then used to plan more effectively for change, resulting in the following:

- Decreased **cost** of change
- Reduced **time** to implement change
- Decreased **risk** of unsuccessful change
- Minimized operational **disruptions**
- Increased employee **acceptance**
- Increased employee **performance**
- Increased **ROI**
- Increased **customer service**

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