

# What is change management?

## Project management

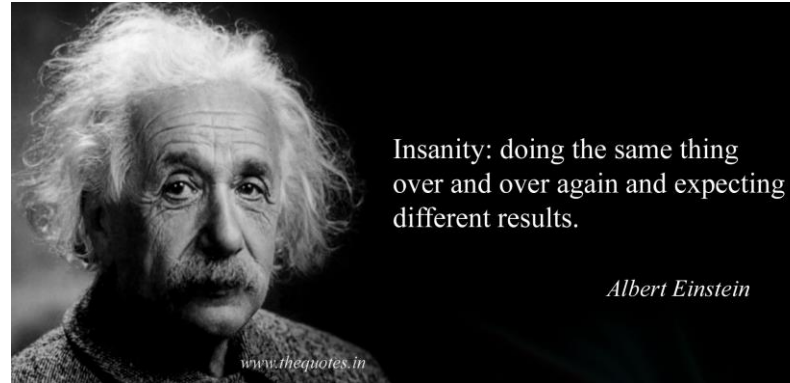
- Project management is the application of knowledge, skills, tools and techniques to project activities to meet project requirements.
- Project management is accomplished through the application and integration of the project management processes of initiating, planning, executing, monitoring and controlling, and closing.

## Change management

- Change management is the process, tools and techniques to manage the people/human side of change to achieve the required business outcome.
- Change management incorporates the organizational tools that can be utilized to help individuals make successful personal transitions resulting in the adoption and realization of change.

# Change management





## Change leadership

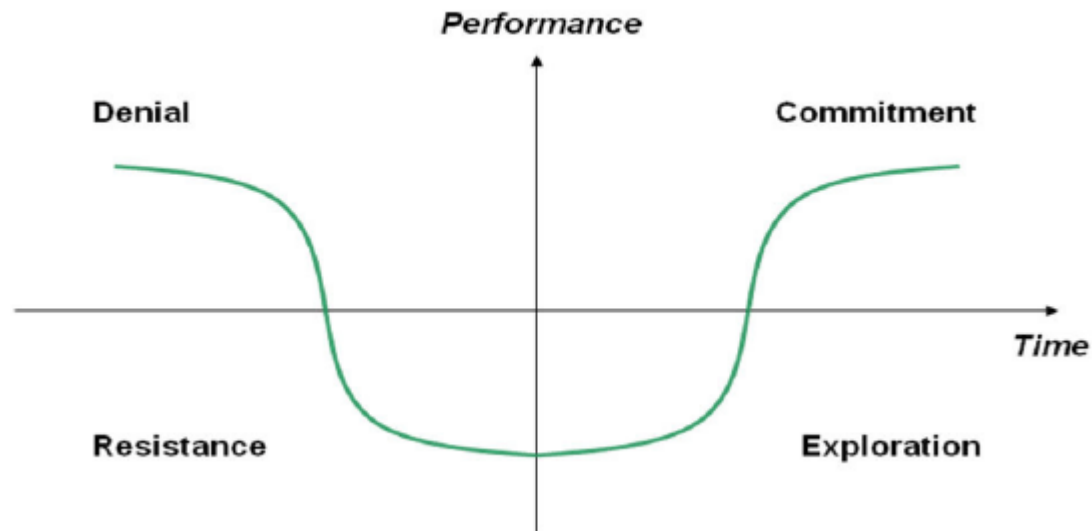
- Change yourself. Leading change successfully means spending time outside of your comfort zone. As the individual leading an initiative, you must change your mind-set, actions, and behaviours.
- Don't go it alone. Leading change is a team, or organizational, activity. People come together driven by a compelling — and frequently communicated — message about why things are changing.
- Know the signs. Recognize the early warning signs that indicate an initiative is starting to derail.

## Some commandments on change....

- Change is unavoidable
- Be open-minded
  - Change is not positive or negative - change is change
  - Changes effect us positive or negative
- Change can be sorted in three major groups
  - Changes initiated by ourselves
  - Changes we didn't initiate but that effect us and we can control
  - Changes that we didn't initiate and that we can not control
- Be curious
- Base your decisions on facts
- Be brave
- Have stamina/persistent

# On the topic of culture/human behaviour

## Four stages of change (Scott and Jaffe)



# System

- A **system** is a group of interacting or interrelated entities that form a unified whole. A system is delineated by its spatial and temporal boundaries, surrounded and influenced by its environment, described by its structure and purpose and expressed in its functioning.