

What is Change Management?

Worksheet

Change management is the discipline of guiding people, processes, and systems through planned transformations. It addresses the human side of change-emotions, resistance, and adoption-not just the technical implementation.

Questions

1. What is the first step in change management?

- A) Train everyone
- B) Implement the new system
- C) Assess the need for change
- D) Communicate to all stakeholders

2. Why do employees often resist organizational change?

- A) they are inherently stubborn
- B) fear of the unknown, loss of control, or unclear benefits
- C) they want the organization to fail
- D) resistance is rare and not a concern

3. Which is a best practice in change management?

- A) announce the change and execute immediately
- B) involve stakeholders early and communicate frequently
- C) hide concerns to maintain morale
- D) focus only on technical implementation

4. A 'change champion' role is to

- A) make the decision alone
- B) resist the change internally
- C) influence and support others in adopting the change
- D) ignore feedback from employees

5. A manufacturing company is replacing an old system with new software. How to manage the change?

6. A retail chain is moving to a new customer service model (remote-first). Manage the change.

7. A nonprofit is shifting from email-based to cloud-based project management. Lead the change.

8. Define: What is change management?

9. Define: Why do people resist change?

10. Define: What is a change champion?

Answer Key

1. C) Assess the need for change - Understanding why change is needed and identifying stakeholders is essential before planning or implementing.
2. B) fear of the unknown, loss of control, or unclear benefits - Resistance is a natural response to uncertainty. Addressing concerns through communication and involvement helps overcome it.
3. B) involve stakeholders early and communicate frequently - Engagement, transparency, and communication reduce uncertainty and build buy-in for the change.
4. C) influence and support others in adopting the change - Champions are influential early adopters who help ease the transition and model new behaviors for others.
5. 1. Assess: Why-efficiency gains, reduced errors, better reporting 2. Plan: Phased rollout (finance first, then ops), training plan, 3-month timeline 3. Prepare: Workshops with finance team, Q&A sessions, identify 'champions' as go-to experts 4. Implement: Week 1-2 launch, daily support hotline, quick-wins documentation 5. Reinforce: Celebrate first month success, share efficiency gains, reinforce processes 6. Sustain: Monthly check-ins, gather feedback, optimize workflows
6. 1. Assess: Customer demand for convenience, cost reduction, employee preference 2. Plan: Hybrid model (2 days office, 3 remote), tech setup, service KPIs, 6-month rollout 3. Prepare: Communication (benefits + concerns), IT setup, skills training (remote tools), survey feedback 4. Implement: Pilot with one team, gather lessons, then company-wide launch 5. Reinforce: Remote success stories, team building events, maintain culture 6. Sustain: Track customer satisfaction, employee retention, adjust policies
7. 1. Assess: Collaboration needs, data security, cost vs. paper-based chaos 2. Plan: Tool selection (Asana/Monday.com), migration plan, training, 8-week timeline 3. Prepare: Early access for leadership, documentation, demo sessions, feedback loop 4. Implement: Soft launch (volunteers), gather feedback, full launch 5. Reinforce: Quick-wins showcase, habit-building reminders, community champions 6. Sustain: Quarterly training, monitor adoption metrics, retire old systems
8. The structured approach to guiding people, processes, and systems through planned organizational transformations to achieve desired outcomes.
9. Fear of the unknown, loss of control, comfort with status quo, lack of trust, or unclear benefits. Resistance is normal and can be addressed through communication and involvement.
10. An influential person who embraces the change early and helps influence and support others in adopting the new processes or behaviors.

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