

"People love change, they just don't like to be changed"

Introduction

- People in terms of expectations and idea generation
 - A greatly increased amount of information available to all
 - An increased ability to communicate
 - The impact of technology
 - Globalisation and global competition
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- Setting a clear direction
 - Setting a good example
 - Effective communication
 - Creating emotional alignment
 - Bringing the best out of people
 - Acting as a change agent
 - Decisions and action in times of crisis or uncertainty
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- Discovery – I've heard a rumour ...is it true?
 - Denial – it doesn't affect me!
 - Passive Resistance – I won't do anything to assist the change
 - Active Resistance – I'll actively sabotage the change
 - Exploration – let's try small steps into the new way of working
 - Commitment – this is great, let's have more!
 - Broadcast – Let me tell you about this great new process! Â Â Â
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1. Effective Change Leadership Questionnaire
 2. What is the most important personal quality that must be displayed by an effective Change Leader?
 3. What is the major organisational change in which you have been involved?
 4. What helped that change take place effectively?

5. What hindered the implementation of that change?
6. Do you believe that people tend to resist change?
7. What do you believe are the main reasons why people tend to resist change?
8. What is the most important thing to consider when starting a programme to create organisational change?
9. Will leading change tend to be a different process in the future compared to the past?
10. Do you believe that the rate of change is accelerating?
11. What are the main reasons behind your answer to question 9?
12. Is managing and leading change in the present world different from how it has been in the past?
13. How can managers and leaders implement change so that the effects of stress on themselves and others are minimised?
14. How would you go about minimising the effects of negative beliefs on the part of individuals involved in a change programme?
15. Is "change leadership"™ different from "change management"™?
16. In your opinion, what is the key to effective change leadership?

1. Hooper, R.A. & Potter, J.R.(2000) Intelligent Leadership: creating a passion for change, Random House, London
2. Hooper,R.A. & Potter, J.R.(1997) The Business of Leadership, Ashgate, Aldershot.

- [What is Intelligent Leadership?](#)
- [Can Leadership Be Taught?](#)
- [The Benefits of Leadership Training, Coaching and Mentoring?](#)
- [The Business of Leadership: Adding Lasting Value To Your Organization](#)

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