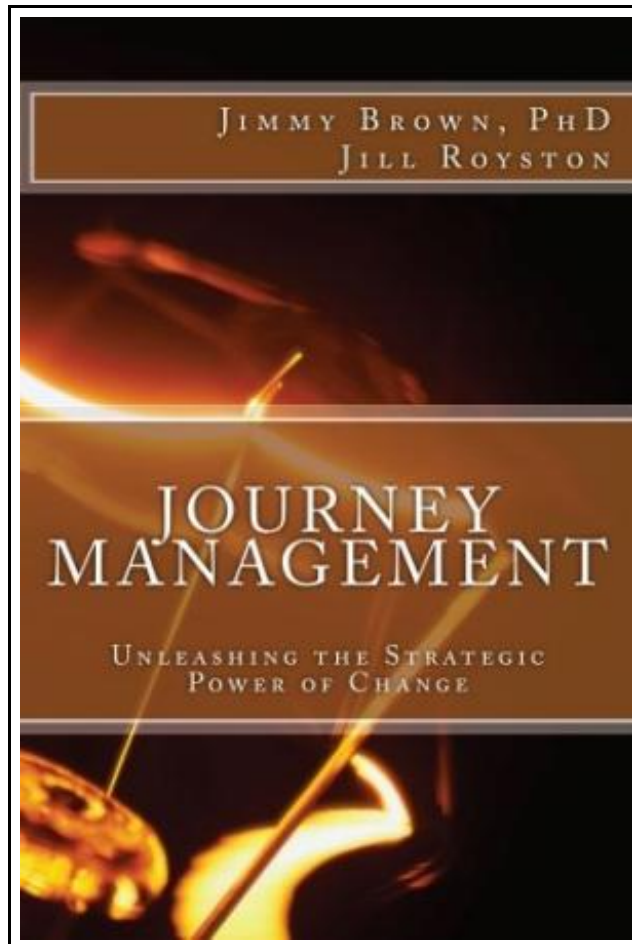


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Jbg Press, United States, 2013. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.There is nothing most constant in business than change, and there are few things more challenging. The term change management is commonly used, but not universally understood. An operations person might think about shifts in the reporting structure and how that impacts who does what. An IT person is likely to think about tracking the modifications of code from one version of a software application to the next. An HR person is likely to think about the training and communication tasks that are required to enable the people in that organization to adopt the new processes and procedures for that change. All of these definitions can be useful at different times. Unfortunately, this diversity of meanings can also cause confusion and challenges. For starters, we often find two people may be using change related terms at the same time but not mean the same thing; and they may not even realize it. An example of this would be when the above mentioned HR and IT people talking to each other about the change plan. They may walk away from the conversations with completely different understandings of what was said, and end up taking different actions than the other expected. This can drive frustration and limit communication. Without good communication, we end up with scenarios where the various changes, or even individual parts of a large change, occur in a vacuum. This results in uncoordinated activities. Under the best of circumstances, a lack of coordination will result in duplicated and wasted efforts. In a worst case scenario, the results can mean confusion for employees, conflicting outcomes, and pretty much chaos. The best way to mitigate the risk of these challenges is to evolve...

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