

## Change for good



**Change is as inevitable as the seasons**

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Date: \_\_\_\_\_

**Relevant topics:**

- Change
- Leadership
- Overcoming objections
- Influencing skills

Score: / 24

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### Introduction

Implementing successful change is a leadership issue.

People need to believe in the reasons for change and must want to work differently if they are to embrace it.

### Instructions

Read the questions below and indicate your answers by ticking the appropriate boxes. There may, or may not, be more than one correct answer for each question.

**One of your team says to you, 'I don't like change'. From the list below choose your response.**

- You always reject new ideas, but you'll get used to it
- You don't have to like it, you just have to get on with it
- We all have to make the change, it's not just you
- What is it specifically you don't like about this particular change?
- I don't like the change either, but let's do this together
- Please put your concerns in an email to the department head

**Who is best placed to lead change?**

- Senior Management Team
- Chief Executive
- Frontline managers
- Human Resources department
- Heads of departments
- External consultants

**To lead change successfully which of the following do you need to do?**

- Be clear about what the change means exactly
- Show that you believe in the change and why it is necessary
- Explain the need for and/or benefit of the change, so others want to embrace it
- Demonstrate that everyone is impacted fairly
- Live and breathe the change in your own attitude and behaviour
- Involve everyone in the change and explain each person's contribution to it

**When communicating a major change, you must:**

- Explain exactly how the change affects the work of individuals
- Use slogans to announce the change
- Be explicit about what you want people to do differently
- Communicate a clear vision of what successful change looks like
- Email each employee asking them to back the change
- Advertise the change on your internal portal

**Save as a PDF** before reviewing the answers (or you will lose your responses)

[Check your answers here](#)