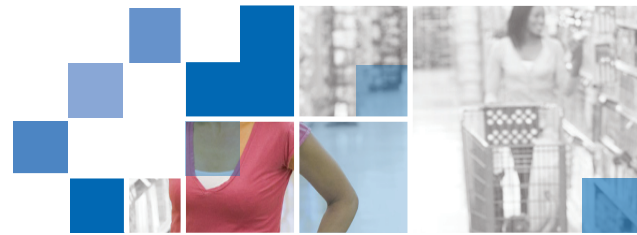


➤ Six steps to successful organisational change



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

1. Senior management must be committed to the change and lead from the front.
2. The benefits of changing must be clearly seen by everyone. The key to this is identifying the benefits for individuals as well as the organization.
3. There must be a clear plan of how you are going to get from where you are to where you want to be.
4. Staff must be given support to come to terms with the changes. They will also need information about how the changes will affect them and what will be expected from them.
5. Staff must be meaningfully involved in the change process.
6. Effort should be recognized, achievement rewarded and success celebrated.



To find out how this unique business tool will make your company more successful, contact the Telarc Customer Service Centre on 0800 004 004 or email: admin@telarc.co.nz

Further reading:

*Putting the Customer First by Ian Brooks,
Nahanni Publishing, 2003.*

*10 Steps to Becoming Customer Driven by Ian Brooks,
Nahanni Publishing, 2001.*

*The Yellow Brick Road by Ian Brooks,
Nahanni Publishing, 1995.*

These books can be ordered from www.nahanni-publishing.com