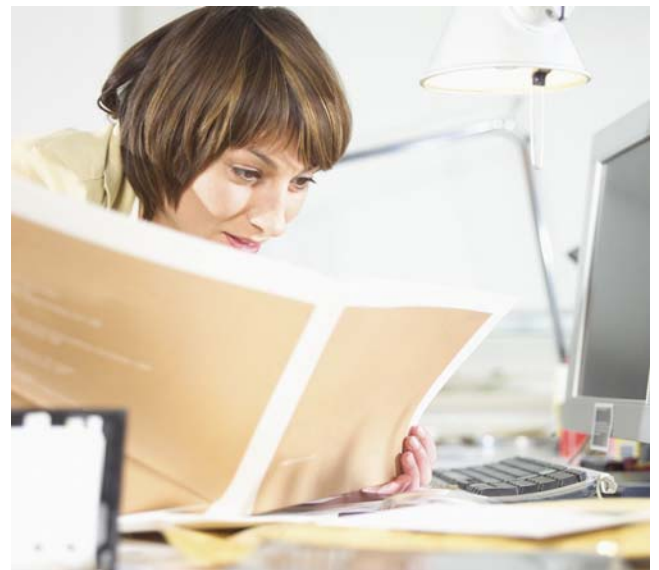


## Leadership Skills for Managing Change

One of the most challenging and important responsibilities for leaders is implementing change. Change is often met with resistance and uncertainty. If not implemented correctly, organizations can be negatively affected through loss of productivity and decreased morale. Here are some things to think about when you are in the process of managing change.

**Communication.** Establish an atmosphere of open communication. Be sure that everyone in the organization understands the company's vision. Make them a part of the process in order to gain commitment. Explain that change is necessary to remain competitive, and also to be profitable and maintain a high level of customer care.

**Accountability.** Ask your staff to be accountable to each other for maintaining high morale. By placing an equal value on teamwork, professional behavior, performance and accountability you will be able to provide better service to both internal and external customers. Even if the change is difficult, your workers still need to be held responsible for making the required changes.



**Staff Involvement.** This is key to maintaining high morale and good performance throughout the change process. Ask your staff for their ideas on how they can support each other. This is especially important for those involved in customer service. Take full advantage of their knowledge and experience. If workers are not involved, they won't feel they are a part of the change.

**Encouragement.** Change is a mind set. Encourage staff to be solution focused. For every problem there is a solution. As problems occur, under-performers will most likely wait for you to solve them. Communicate that individuals will be expected to help identify problems and to offer solutions. It is important to develop problem solving skills.

First Sun organizational consultants are available to assist with the development of leadership skills and other subjects that could affect your workplace. For a free assessment and consultation about which services would best meet your needs call us at **800-968-8143** toll free or in Greater Columbia at **803-376-2668**.

For more information on this and other topics, please see our website at: [www.firstsuneap.com](http://www.firstsuneap.com)