

Change Management - It Starts at the Top

Building your leadership abilities and skills is the first step in managing change. Once workers believe in you and trust what you're doing, you can begin your campaign for change. Make sure you outline the reasons why change is necessary. Your workers will want to know how they will be personally affected by the changes you are proposing.

The first thing you will want to focus on is your leadership ability. To be an effective manager in the change management process, it helps if you:

- **Set an example.** As a manager, others look to you for direction, not only in terms of business needs, but also related to behavior, ethics, and standards. If you want others to change, you must set an example for them to follow.
- **Walk around and talk to people.** Be approachable. Today's managers interact more with their workers; they manage by walking around and getting to know their workers and learning about the problems they face on a day-to-day basis.
- **Be genuine.** As a leader of change, it is important to be as real and honest as possible in your interactions with others. Let others get to know you. By interacting with workers on a one-on-one basis, you will build rapport and trust.
- **Have passion.** To be a strong manager, you must have passion around your vision. Without it, you will soon find yourself facing burnout.



Once a change occurs, it is very important to communicate on a regular basis with everyone affected. Let your workers know what is happening. If your communication skills are weak or you don't have a formal way of communicating, set one up before you hit this stage of the change process. By keeping everyone informed, you reduce the chances of low productivity and low morale that often accompany unaccepted change.

First Sun EAP has a dedicated Risk Management Team available to assist you with these issues. You can call any time for a free confidential consultation to discuss these or any workplace issues that affect the performance of your associates. 1-800-968-8143 or in Greater Columbia, (803) 376-2668.

For more information on this topic as well as other risk management situations, please see our website at: www.firstsuneap.com.

If you are interested in coaching for yourself or someone in your organizations, First Sun Consultants are available to provide personalized coaching on an employer sponsored or self-pay basis. Call us for details!