



# THE MANAGER'S OUTLOOK

MANAGER'S AND SUPERVISOR'S BULLETIN

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## Managing Change in the Workplace

Change is a constant factor in today's workplace. It happens with greater speed and frequency than ever before. It is accelerated by rapid changes in the global economy, and in the technology we use to do our jobs. These changes, along with higher customer expectations, have resulted in fierce competition that affects employees on every level of the organization.

As a supervisor or manager, you are responsible for helping your employees transition through change. But first, it is important to evaluate how you are reacting to change. Are you avoiding or resisting expected changes? Are you able to look at the plan for change and feel enthused about the proposed outcomes? Can you be an ambassador for the plan amongst your staff? Before you can expect your employees to adjust, you must be ready to adapt yourself. Some tips to help you get ready:

- Gather information about the plan; don't just wait for it to come to you
- Think about what factors in the change process you can control and work on them
- Identify those in the organization who can give you support through the change
- Seek clarification on aspects that are unclear
- Update your skills and develop new ones that are needed in your company

Your team members will respond to the changes in different ways. Some may get stuck and resist the plan. You may hear them say, "We've always done it this way." Others may enjoy the challenge and thrive as they learn new ways to contribute to the organization.

Your role is to lead them through the change. To do that, foster an atmosphere that is respectful. You can't push or pull employees through the process, but you can encourage the transition by:

- Anticipating their questions; being prepared to respond to what, when, and why questions
- Knowing how the expected results will complement the company's values and goals
- Expressing the benefits of the change for the company and customers
- Being clear about the effect the changes will have on how they do their jobs
- Understanding and talking about the consequences if the change does not happen

The HR contact in your company as well as your own manager can be resources as you go through the process. Your FEI Account Manager can assist you as well as consult with you about how best to work with your employees as they also go through this process.