Assignment #2: Engaging Employees in the Change Process

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There are many things a leader needs to be aware of when working in an organization. One of the most important things a leader needs to be aware of is if a change needs to take place within an organization. A leader needs to be able to tell if change needs to take place and be able to look at the factors to see if the organization can actually support change. The leader also has to be able to know how the changes will affect the individuals, social, financial, and corporate concerns. If a leader is able to understand all of these areas then it could mean that the leader is able to bring about change in a successful manner.

**If change is needed**

The first step a leader has to carry out within an organization is to be able to determine if the organization even needs to go through any sort of a change. If a leader is able to assess if a change is needed and can determine that change does need to take place then it will have a more change of being successful in bringing about the change. A leader can assess for the need to change is being carrying out research and staying up to date on what the needs of the stakeholders are (Taneja, Pryor, Hayek, 2016). If a leader is able to see that the needs of the stakeholders involved are not being met then this is a good sign that a change might be needed of the organization. If the needs of stakeholders are not being met, then it is highly possible that the stakeholders might decide to start using another organization that could meet the needs of them. Another factor a leader can use to determine if change is needed is by looking at the overall morale of the organization. It is important that leaders remember that an employee’s low morale can lead to less work being done, more turnover, and other major issues for the organization (Hassink & Fernandez, 2018). When a leader tries to increase morale within an organization then it is possible that the higher morale can lead to an increase in production, employee job satisfaction, and even lower employee turnover (Rawat, 2015). In other words, two factors that can be used to determine if change needs to be carried out is by looking at the needs of the stakeholders and also looking at the morale within the organization. Both of these factors can lead to a leader realizing that changes need to be carried out in order for the organization to remain competitive and survive for many years to come.

**Can organization support change?**

An important task for any leader is being able to determine if an organization is able to support any sort of change taking place. The reason why this is important is because if a leader is able to see that a change can’t be supported then it could save a lot of time and resources that would have been spent on a change that would have been unsuccessful. When looking to determine if an organization is able to support change there are some tools that can be used to assist in this process. One tool a leader can use when evaluating an organization for a readiness for change is by having open communication with the associates of the organization (Appelbaum, Degbe, MacDonald, & Nguyen-Quang, 2015). It is important for leaders to have open communication because it means that it includes allowing associates in on the decision making process and letting them why something is being done and why the change might be needed. By having this in place the associates can also point out other areas that might need to be changed. When associates are included in making decisions in normally means associates are more likely to support change and also be more engaged in making the change successful (Appelbaum, Degbe, MacDonald, & Nguyen-Quang, 2015). The second tool that is needed to help determine if an organization is able to support change is to allow associates to give feedback to leadership on the organization as a whole and the changes they think will need to be made (Bakari, Hunjra, & Niazi, 2017). If associates are willing and able to give feedback on what is or is not working within an organization then it could easily allow for an organization to make changes as needed. The reason is because when associates feel included in any sort of change they will feel like they matter and will be more likely to try and make the change a success because they have a personal ownership in it (Bakari, Hunjra, & Niazi, 2017). Associates will also be more likely to speak up if there is something not working or bad because they know that a change could take place that would make the problem get eliminated. When associates are involved in the change process then it can lead to an organization which is always looking to improve and adapt within the environment it operates in. Another important tool available for a leaders to use to evaluate a readiness for change is to know and understand the different models available to make a change within an organization. Two models that are used in different cases are Kotters change model and the ADKAR model (Das, 2019). By being aware of how these models work and understand them can allow a leader to know how to properly carry out change and to know how to carry out the changes to have a more of a chance at being successful (Das, 2019).

**Tactics that can be used to engage associates in change**

When a leader has decided to make a change within an organization there are many tactics that can be used to engage employees in the change process. One tactic that can be used to engage employees in the change process is communication. However, it is important to understand there are different forms of communication within an organization. Communication can be used to engage associates with the change process and keep associates informed of what is going to be taking place within an organization (Kumar Basu, 2015). Communication can be achieved by carrying out observations, directly communicating with associates face to face, town hall meetings, surveys, or even emails (Grimolizzi-Jensen, 2017). Any sort of communication would be good to help bring about a successful change within an organization as associates like to stay informed and updated on what is taking place in their working environment (Endrejat, Meinecke, & Kauffeld, 2019). The advantages to having good communication in place is that when associates of an organization are included in the planning and even the implementation of the change or changes taking place then the change has a more of a chance at success (Endrejat, Meinecke, & Kauffeld, 2019).

**Effects of change**

A leader has to understand that the changes which are going to take place within an organization will have an effect on the associates, as well as social, financial, and corporate concerns. A leader needs to understand that changes could possibly affect associates in an emotional manner such as having feelings of anger, fear, anxiety, or even anger. This is due to concerns they will be affected by the change and be worried they might lose their job or the familiarity of the position in which they work (Steigenberger, 2015). Change can also have an effect on associates by causing physical illness such as headaches or tension to take place (Moe, Ye, and Boonpram, 2018). If associates are more stressed or having other negative emotions it is possible it could lead to associates quitting or lowering morale within the organization which would have a negative effect on the organization as a whole. Any time change is going to take place a leader must understand that the change will cost money and corporate resources to be successful. The reason why the change will cost money is because new trainings will have to be done with associates and it is possible new resources will have to be bought for the change to be successful (Zhou, Liu, Pei, Pardalos, Liu & Fu, 2017). In other words, change will not only effect the associates but also effect the organization because it will have to spend money on new trainings and resources to be successful.

**Conclusion**

There are many things a leader has to be aware of in order to be successful in their position. One of the most important things a leader has to understand in order to be successful is how change will affect the organization and what is needed for the change to be successful. If a leader does not know how a change will effect an organization or what is needed then it is possible that the change will be unsuccessful because of improper planning. If a leader understands the change process, what is needed and the effects it will have on the organization then the change will have a more likely chance of survival and being successful.

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