

Remarks on Avon Hewitt proposal on “Role of Human Resources in change management”

Introduction:

This is one of the three main gatherings for the FAHR to raise the awareness of the human resources entities about the importance of “change management” especially in the post crisis era where there is a demand for reviewing the previous practices and tendency toward more creative solutions to plan and adapt the change. This session is not limited to “change management” as a process but it goes beyond that to question the psychology of change, role of leadership and people and best practices.

Objectives of the session:

By the end of the session the participants should be able to

1. Analyze the needs and types of change
2. Plan different roles in the process of change
3. Understand the root causes for resistance in implementing the change
4. Manage transition period
5. Assess the effectiveness of change (in terms of meeting objectives, deadlines and budget)
6. Recognize some best practices in area of “change management” worldwide
7. Identify success factors and obstacles in successful change
8. Differentiate the Roles of senior management and employees in making the change.
9. Highlight the importance of starting the process of change on the right time (cost of starting early or late)
10. Reinforce the change

Content:

- “Change management” concept post financial crisis.
 1. Did the concept get changed due to the financial crisis?
 2. How did it change post the crisis? What is the impact on people and organizations all over the world and UAE in particular?
 3. What are the associated “phenomenas” and results appeared post the crisis and how relevant are they in changing the understanding of current concept of change management?
 4. The phrase of “change agent” which is usually linked to leadership; is it valid anymore? Other terminology such as “change catalysts” can be suggested as alternatives?

- Communicating change:
 1. Is there “right way” to channel the communication during the change process?
 2. What’s the “change management” cycle?
 3. Who is responsibility to communicate the change: senior management (leadership) or HR departments or other parties?
 4. How organizations can create the right “organizational culture” for change?
 5. How resistance associated to change can be handled?

- Ethical framework relevant to change:
 1. How important it’s to stick to an ethical framework during the whole process of change (planning, testing and implantation)?
 2. Is it legitimate to question the need for change at different stages of change monument?

Method of delivery:

Case studies should be included to link the concept with the current situation rather than direct lecturing.

Layout:

Headlines of the slides should be rephrased into questions form to provoke thinking

More diagrams are needed (e.g. ones related to the process of change, PESTLE analysis)

More highlights on famous publications in area of change management (e.g. who moved my cheese?)

Elimination of irrelevant statistics to the topic (e.g. work-life balance)

Evaluation of the session:

Two forms of evaluation can be offered to the participants:

1. hard copies which can be distributed with the welcome packs and feedback forms can be collected by the FAHR representative towards the end of the session.
2. Electronic link can be provided as well.

Both means will ensure having one focal point for collecting and analyzing data.