

Journal learning

Business



Journal learning Supervisor April 14, Journal learning Self-awareness is one of the essential elements for competence development. As an intern, learning and growth are priorities and this journal reflects on my competence in change management.

Skill for the entry

I am reflecting on change management on this journal entry. As an aspiring professional in management, I anticipate needs for change, some of which may be abrupt, and this identifies significance of change management competence to my career growth and sustainability. Need to respond to market forces may for example dictate change in an organizational operations, such as automation of processes or change in organizational culture or structure and without change management skill, successful implementation of the necessary changes will be impossible.

Experience of exercising change management skill in my internship

Exercising change management in my internship has been a challenging experience. Resistance to change, though expected in management scope, has been the most challenging because of involved moral and legal implications. Some of the people with whom I have been working are older and I often feel a moral obligation to respect their opinions and values.

Introducing a change, contrary to practices that the people have been accustomed to have generated conflict, sometimes with strong resistance from old people. Explanations on need for such changes and helping employees to adapt to change have helped in managing resistance, but there have been isolated cases when some employees have accused me of undermining their competence and experience and dictating on them.

Summary of literature that offered insight into the way I exhibit change

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management skill

I conducted literature review with the aim of understanding change management skill and measures for evaluating competence in the skills. Being goal oriented and ability to motivate people towards desired goals are some of the competencies of an effective change manager (Silva 2013, p. 63). Possible short-term benefits are some of the motivational factors and effective change management should incorporate plans for the gains, communicate the plans, and implement the plans. Effective change management, according to Shalini (2009, p. 201, 202, 226- 229), also require communication skills and cultural competence. Ability to learn, to make decisions and solve problems, to manage self, to manage people, and to manage projects are also necessary competencies for effective project management (Pugh 2012, p. 203). Technical skills on the desired change and knowledge of the organization in which change is to be implemented are also necessary for effective change management (Vukotich 2011, p. 36).

Developed checklist for judging my performance

The following checklist identifies competencies evaluation of personal competence in change management.

Goal oriented

Ability to motivate others

Communication skills

Ability to manage cultural diversity

Ability to learn

Decision making capacity

Problem solving potential

Project management competence

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Technical skills on restaurant management

Knowledge of the restaurant

Analysis of my performance based on the checklist

Self-assessment results identify my competence in setting realistic but challenging goals and my ability to motivate people towards the goals, through empowerment and rewards. My score in verbal communication is commendable but I need improvement in non-verbal communication, especially in managing eye contact and in movement of body parts for reinforcing my verbal communication. My competence in the restaurant and its operations, decision-making, and problem solving is also outstanding. I however still struggle to adjust to cultural diversity demand and I am a slow learner. Improvements on cultural competence, non-verbal communication, and ability to learn new things are therefore necessary.

References

Pugh, L 2012, Change management in information services, Ashgate Publishing, Ltd., Burlington.

Shalini, V 2009, Soft skills for the BPO sector, Pearson Education India, New Delhi.

Silva, T 2013, Essential management skills for pharmacy and business managers, CRC Press, Boca Raton.

Vukotich, G 2011, 10 steps to successful change management, American Society for Training and Development, Danvers.