

# Critical thinking on overcoming resistance to change

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The economy of the world is dynamic; therefore for any enterprise to survive in it, changes must be implemented from time to time so as to remain relevant. An example is when the enterprise resource planning software had to be changed so as to tract all processes and minimize fraud within the organization. As is in other telecommunication companies, the software systems in place were many and the employees were unwilling to learn and accept the new system. The recipients of some of the outputs of the previous enterprise resource planning software were also not comfortable with it because their payments had to be delayed awaiting approval. Taxi companies ferrying employees to different areas for work purposes were particularly unhappy since, payment had to be vetted before getting the system generated payment voucher.

Employees resisted the change arguing that introducing new software would require them to start the learning process and ultimately interrupt normal and smooth operation. They further stated that the previous one was working well and it did not warrant any change. Objections were raised that, no training and opinion had been sought prior to its introduction. So as to overcome such challenges, it would have been prudent to have informed the employees of the impending change. Moreover, explanation should have been made so as inform them that it was aimed at curbing fraud and ultimately saving the company money (Palmer, Dunford, & Akin, 2008). The overall improved financial health of the organization would have meant better pay, benefits and working environment for them. With such information, the employees would have embraced the new system because it was to benefit them. Again, some of the workers should have been selected to help in its

build up so as to communicate any hitches faced by the users to the developers. This would make the transition smooth and not affect any critical services (MClennan, 1989).

A reward scheme for best performers based on the working and use of the new software should have been introduced so as to help motivate the workers into its fast tracked implementation. This would have created a sense of competition among the employees, leading to a fast learning and familiarization (Nguyen, 2010). The overall result would be a shortened time of adoption and minimized loss of resources through fraud and lost working hours. If the performers are celebrated, their morale would be high leading to more productivity and growth in profitability of the company.

The resistance by the recipient of the system outputs like the taxi companies should have also been informed beforehand the implementation of the new way of payment voucher production. They should have been explained to, that it would ultimately be beneficial to them since no fraudulent payments would be done and they would be termed credible. This would assure them of continued business cooperation which would be beneficial to them (Palmer, Dunford, & Akin, 2008). Recommendations would likely be made to other companies who could be potential clients by any of the employees because they will have created the trust and enhanced their brand. Further, if well explained to them that even though the payments vouchers would be delayed for a little while, it was guaranteed provided services had been delivered and there was evident to back it (Palmer, Dunford, & Akin, 2008).

If well articulated and stakeholders are involved in the process of change, most of the huddles are overcome. Everyone affected by the system is made to own and appreciate the inevitability of change in ways of performing functions. Reward of performer and those seen to embrace the change more would also serve to motivate all the stakeholders making the process a success.

## References

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