

Synergetic solutions report

Business



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Professor Michael Ballif Synergetic Solutions Report This internal report will discuss the upcoming changes within Synergetic Solution, it will cover internal and external forces of change as well as factors that leaders need to consider when implementing change strategies. It will describe change models and the communication necessary to implement changes, following an examination of at least five resistance types . Finally, it will examine which of these types of resistance leaders are likely to experience and strategies to manage each resistance.

Synergetic Solutions faced several forces of change starting with the main external forces of change in technology. Synergetic began with more work than workers because there were only four employees with certifications on the new technology and a growing pipeline of work. An internal force of change with any organization would be the need to increase profitability. When attempting to expand in any business, being able to have a product or service that is in demand is essential. Profitability would increase when the product or service is in demand.

However, when the project began, the business was not equipped to handle to demand expected. Technology throughout the organization had to be updated to handle the soon to be work load. The Chief Operating Officer (COO) addressed this concern by hiring three certified specialist and offering incentives to all employees for improved performance. By implementing these projects it would increase productivity as well as employee satisfaction as reflected in the Productivity actual at 4. 95% with a target of 4.

0% and actual at 1.25% with at target of 2.%. According to “Lewin’s Change Management Model” (n.d), “Unfreezing is the first stage of change that involves preparing the organization to accept that change is necessary, which involves break down the existing status quo before you build up a new way of operating. The Key to this is developing a compelling message showing why the existing way of doing things cannot continue” (Unfreeze).

According to Robbins and Judge (2011), it discusses the different types of resistance to change that employers can expect to face when dealing with change. When identifying the types of resistance to change it is important to know that when change begins to happen it is natural for people to start speculating on the outcome or upcoming events, which can lead to employees being resist to the idea of change or fearing the unknown. The fear of the unknown is something that could be expected to see at Synergetic, in addition habit is something that is sure to be seen throughout the change process. Employees throughout the company, with the exception of a selected few, had limited skills and none had certifications when the project first started. Therefore; realizing that everything you have come to know change and the pressure of learning a new skill can be extremely stressful if the employee is not fully educated as how the changes will affect their day to day routine.

Selective information processing is another type of resistance, which means exactly what it says, the individual only processes the information that they deem relevant to them and anything else is not heard or retained. The threat to established power relationships is another resistance that is bound to happen within any organization where decision-making authorities are

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redistributed throughout the organization. Economic factors are a form of resistance to change, it occurs when the individual daily responsibilities are changed and they began to fear not being able to keep up with the new work load and maintain or surpass their performance track. This is especially a factor when there are compensation decisions pending the outcome of the individuals' performance. When implementing a change strategy successfully, leaders in this organization need to consider that employees may initially resist the change due to simply not truly understanding the reasoning behind the change.

Educating and communication clearing throughout the organization is vital to successfully implementing a change strategy. Ensuring that each and every individual that will be affected by the change clearly knows how, when and where and why the change the change is happening and what it means to them. Communicating this information throughout the organization must be done universal so that the message does not become unreliable. Data should be presented that shows highlights of improvements to help build the support and commitment from the employees. Showing the employees that their hard work is playing off and it is also being recognized goes a long way in building the support.

By doing this, it will minimize several factors that cause resistance to arise. In addition, when selecting new employees ensure they are compatible to change is another key tool need when change is involved. There are several different types of surveys employers are giving to applicants to score their likelihood to successes within the organization based on the needs of the organization. These tests can help reduce the time and cost in high turnover

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rates within a company. Getting employees out of their “ old habits” is not a easy task, it is going to take time and consistently in order to ensure success.

If individuals come in with the right attitude then making the change could be smooth, however; in general it can be challenging but it is a goal that can be accomplished. In conclusion, there were several areas of improvement that Synergetic Solutions were faced with when beginning the project, however; when the COO began to implement change throughout the organization Synergetic Solutions was able to step up to the challenge, obtain the new help need and refresh the existing. Implementing process that promote consistence in the new changes and keeping up with the changes as well ensuring that clear and effective communication is being shared throughout the organization was key to overcoming the resistance to change faced by Synergetic Solutions. Reference Lewin’s change management model. (n. d).

Retrieved from http://www.mindtools.com/pages/article/newPPM_94.htm

Robbins, S. , & Judge, T.

(2011). Organizational Behavior (14th ed.). Retrieved from course materials on October 4, 2011.