

Principles of supporting change in a business environment essay sample



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1. Explain why change happens in a business environment. You should include at least three reasons in your answer.

There are two different kinds of change in a business environment : reactive changes and proactive changes. The reactive changes are a response to external pressures : political factors (government; legislation;) economic factors (tax, interest rates, exchange rates) Social factors(advertising, PR, consumer buying preferences, events, media views), and technological factors(development, ability to install new technology, funding for research).. The proactive changes are a response to internal demands : reducing waste and costs; launching a new product; introducing a 24 hr customer support...

Change happens in a business environment for a variety of reasons. Those reasons depend on both internal and external factors. For example as internal reasons for change would be the launch of a new product or service that a company is working on . As for external factors one of the external factors would be perhaps a new law that is given and affects directly or indirectly the business and that business needs to make some changes. Another reason for change might be some new technology that will definitely improve and help develop the business such as a new software . There are many factors that are done to help better the business and become more successful. That is why it is important to accept change and co-operate in case changes happen.

Section 2 - Understand the purpose of supporting change in a business environment

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1. Identify the main reasons for reviewing working methods, products and / or services in a business environment.

In a business environment nothing stays the same and therefore it is likely that there will be continual review of the working methods, products or services to ensure that they are still suitable and efficient. A company will want to review its services and products so that it keeps up to date with the expectations of its costumers. This will ensure the company can stay competitive and meet its targets. In most businesses there is a continual process of reviewing the working methods or services, making changes to improve them, reviewing these changes and then making further changes.

2. When a business is going through change:

a) Describe the different types of support that people may need.

When change occurs in business there are several types of support available to help people implement change: 1. Effective planning- support for people can be planned to come before any changes are implemented. 2. participation - involve staff in the change process.

3. clear communications and expectations- people have to know as much as possible about the changes 4. training or retraining- people have to be trained in using new equipment, applying new procedures, 5. counselling or coaching-support from trained professionals, who have experience of helping people to make changes. a

b) Explain the benefits of working with others.

Working with others really helps to keep a positive outlook on the change.

Working together means you can help each other when something may become challenging. People adapt to change better if there is good communication.

Section 3 - Understand how to respond to change in a business environment

1. In relation to your current business environment (or one that you are familiar with):

a) Explain why you should respond positively to changes in working methods.

Changes are happening for a reason and it is always a good idea to know the reason so you can think positively about it. It could be that the change will improve the service that you give to your internal/external customers or speed up the time it takes you to complete a task. If you can see a benefit for 'you' as to why the change is happening it is often easier to accept, but remember unfortunately the change may not always benefit you directly. In these situations you will need to think about who else may benefit and why this is important. A new procedure may take you longer; however, it could allow a better service to be given to your internal/external customers, which could result in better working relationships and/or customer loyalty.

Responding negatively to a change will influence those around you creating a difficult environment to work in. A positive approach encourages a good working environment and good teamwork.

b) Explain why you should respond positively to changes in products or services.

In a business environment nothing stays the same and therefore it is likely that there will be continual review of the working methods, products or services to ensure that they are still suitable and efficient. A company will want to review its services and products so that it keeps up to date with the expectations of its customers. This will ensure the company can stay competitive and/or meet its targets/objectives. A change to a service or product offered by the company could mean that related procedures need to be reviewed to ensure they are still correct. You will find that in most businesses there is a continual process of reviewing the working methods or services, making changes to improve them, reviewing these changes and then making further changes.

c) Identify ways of responding positively to change.

The first positive action you can take is to look at the way you view change. Think of the change as an opportunity to gain new skills, improve your working procedures and even achieve career progression. Attend any training available with a positive attitude, the more knowledge you have the easier you will find doing something new. Support colleagues if they are struggling, this is a great opportunity to demonstrate different skills to your colleagues. Don't get drawn into negative conversations, this will not make you or others feel good about the situation.

Once you have completed all 3 Sections of this Assessment, go to www.vision2learn.com and send your work to your tutor for marking.
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