



# Leading Practice

## 6.0 Managing change

social care  
institute for excellence



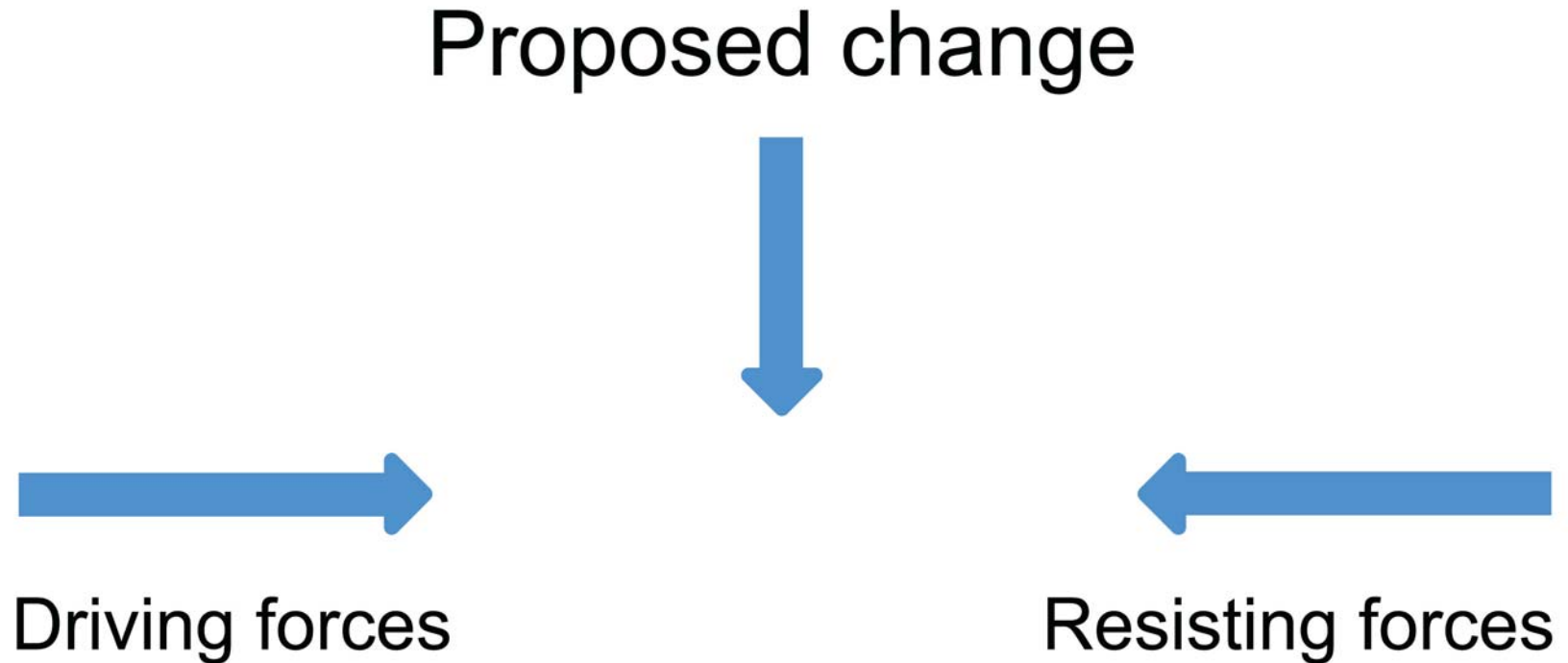
# 6.1 Analysing factors for change – PESTLE

- Political
- Economic
- Social
- Technological
- Legal
- Environmental

## 6.2 Rating importance of factors for change

- Unimportant: no significant impact
- Significant: some impact within existing structures
- Important: some changes to scope or structures
- Very important: significant changes to scope or structures
- Critical: threatens organisation's survival

## 6.3 Force field analysis



## 6.4 Negative reactions to change

- Rational
- Personal
- Emotional

## 6.5 Leading the transition

- Unfreeze – the ending
- Move – the neutral zone
- Re-freeze – the new beginning

## 6.6 Helping change happen

- Establish an urgent need for change
- Build a change team ('champions')
- Create a vision and values
- Communicate the vision
- Acknowledge and address negative feelings
- Empower people to act on the vision
- Create and celebrate short-term wins
- Consolidate the changes