

THE THEORY AND PRACTICE OF CHANGE MANAGEMENT

JOHN HAYES

Fourth edition



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OF CHANGE MANAGEMENT**

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Contents

<i>List of figures and tables</i>	ix
<i>List of research reports and change tools</i>	xi
<i>Preface and acknowledgements</i>	xii
<i>Tour of the book and companion website</i>	xviii
<i>Managing change in practice: video and text feature</i>	xx
<i>Case studies and examples grid</i>	xxii
<i>Publisher's acknowledgements</i>	xxiv
Part I <i>Managing change: a process perspective</i>	1
1 Process models of change	4
2 Leading change: a process perspective	22
II <i>Recognizing the need for change and starting the change process</i>	43
3 Patterns of change	46
4 Recognizing a need or opportunity for change	68
5 Starting the change	86
6 Building change relationships	100
III <i>Diagnosing what needs to be changed</i>	119
7 Diagnosis	122
8 Gathering and interpreting information	144
IV <i>Leading and managing the people issues</i>	161
9 The role of leadership in change management	167
10 Power, politics and stakeholder management	190
11 Communicating change	212
12 Motivating others to change	233
13 Supporting others through change	255
V <i>Planning and preparing for change</i>	271
14 Shaping implementation strategies	279
15 Developing a change plan	297
16 Types of intervention	313
17 Action research	332

18	Appreciative inquiry	344
19	Training and development	359
20	High performance management	369
21	Business process re-engineering	381
22	Lean	392
23	Culture profiling	408
24	Selecting interventions	421
VI	<i>Implementing change and reviewing progress</i>	433
25	Implementing change	435
26	Reviewing and keeping the change on track	451
VII	<i>Sustaining change</i>	463
27	Making change stick	465
28	Spreading change	476
VIII	<i>Learning</i>	485
29	Individual and collective learning	487
30	Pulling it all together: a concluding case study	512
	<i>Author index</i>	514
	<i>Subject index</i>	518

List of figures and tables

Figures

1.1	How Chapters 1–29 relate to the process model presented in Chapter 2	3
1.1	A reactive sequence	8
1.2	The constitution of an organizational path	14
2.1	A force-field	23
2.2	The change process	27
2.3	Single-loop learning	36
2.4	Double-loop learning	37
2.5	Questions to be considered at each stage in the process	40
3.1	An organization transacting with its environment	46
3.2	The gradualist paradigm: continuous evolutionary change	47
3.3	Punctuated equilibrium	49
3.4	Types of organizational change	56
3.5	Incremental change for internal alignment	59
3.6	Transformational change for external alignment	59
3.7	Lewin's three-step process	59
3.8	Intensity of change	60
3.9	Types of organizational change	61
4.1	Strebel's cycle of competitive behaviour	70
4.2	Internal factors that can trigger discontinuous change	72
4.3	The trap of success	73
4.4	Examples of functional misalignment	76
4.5	A balanced scorecard	78
7.1	A causal map of a diagnostic model	130
7.2	The CEO's model of causal relationships affecting the performance of SSSE	131
7.3	The organization as an open system	132
7.4	Kotter's integrative model of organizational dynamics	133
7.5	The McKinsey 7S model	137
7.6	Weisbord's six-box model	139
7.7	The Burke-Litwin causal model of organizational performance and change	140
7.8	The transformational factors	141
8.1	A force-field	151
8.2	Results of the 1993 BBC staff survey	153
9.1	Strategic coupling	182
9.2	Organizational coupling	182
9.3	Environmental coupling	183
11.1	Sample problem	216
11.2	Dynamics giving rise to organizational silence	218
11.3	An oversimplified model of the interview	221
11.4	The interaction between change agents and organizational members	222
12.1	The expectancy model of motivation	245
12.2	An expectancy model of the motivation to support or resist change	246
13.1	Bridges' model of transition	260
13.2	Transition phases	261
14.1	A three-dimensional model to aid choice of change strategy	292
14.2	Incremental change strategies	293
14.3	Transformational change strategies	294
15.1	Using the Awakishi diagram as a change tool: plant closure	302
15.2	Change participants' perceptions of the appeal and likelihood of the change	303
15.3	Clarity of end state and content and structure of the plan	304
15.4	A matrix organization structure	306
15.5	A critical path analysis	308