

SVZ6TA

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Contribution of Employees and Consultants in Change Management

Name

Institutional Affiliation

Negative and Positive Contribution of Consultant and Employees

The following are the contributions that employees and consultants in business in the KSA can bring to the process of change management:

Positive Contribution

Collaboration: The employees and consultants usually work in groups and know the significance of the teamwork. Therefore, these people will collaborate to create services and products that are gainful for the ultimate consumers.

Guidance and Guidance: Such personnel usually tend to inspire additional employees as well as assist or support them in accomplishing their targets. These employees and consultants guide new workers on every change management process aspects and assist them in adjusting to the process of change management (Mone & London, 2018).

High headed attitude: Senior employees alongside consultants can have the high-headed attitude that can adversely impact the team. These people will be generally knowledgeable and experiences, who are aware of the whole process and are never ready to contribute to the team effectively. This culminates in the hindrance of the process of managing change.

Knowledge: The employees and consultants are highly skilled personnel with substantial experience and knowledge regarding their expertise field. Therefore, these people bring experience and knowledge to the process of change management that assists a long way in the establishment of a smooth process.

Negative Contribution

Communication Complexity: Engaging employees require additional lines of communication which leads to the potential for decision-making inconsistencies which brings a

demerit. With more employees introduced in the change management process, it means their input will have to be considered as well as their decision-making ability. This requires extra communication to make sure that decision made are consistent crossways the change management team. It will make the managers have a difficult time when monitoring activities and decision with the additional employees' engagement to safeguard the adverse effects and limit chaos potential in the process.

Knowledge walks outside: The training, knowledge, and experience out the organizational door when the consultant exits. There will still a transition time as a result of exiting consultants. The worst case result if the organization fails to ensure there is a transfer of knowledge and suitable documentation. This will make the organization left holding the bags as the solely skilled personnel (consultant) in a given function or task has exited the organization without a complete transition or change implementation.

Lack of Continuity: Every time consultants are brought to manage change, the organization will lose both time and energy acquiring the resource to hasten the process. However, the consultant lacks the history of what is working for the organization or even the problems encountered previously (Hayes, 2018). This makes change management consultant not the best because of the additional time required to get educated.

Limited Knowledge of the Company: The change management consultants do not have in-house procedures knowledge. This will lead to conflict because their operation mode will influence the workflow for the regular staff in the change management process. The organization will have restrained control over the independent consultants since they will solely be guided by whatever is spelt out in the contract.

CONTRIBUTION OF EMPLOYEES AND CONSULTANTS IN CHANGE MANAGEMENT 4

Manager-Employee Boundary: There is a risk that distinction line between employee level and management level will be blurred which is one of the significant potential challenge facing the process of change management. Even though managers might value employee engagement, a disciplined structure with precise reporting lines remains critical to stability in change management team. Permitting workers to share concepts as well as ideas and even make decisions without employees having to push the envelope and attempt to take on responsibilities which are reserved for managers is a real risk.

Quality Concerns: Consultants are generally hired to fill a critical disparity in the process of change management. The organization might be lacking the in-house expertise to inspect if the methods used by the consultant to drive change will lead to an expected change outcome or deliverable. However, an organization will risk getting a low-quality change outcome in case it fails to actively seek for status report or feedback by according the consultant leeway of independent operation and implementation of the change (Cummings & Worley, 2014). There is a need for an organization to have a member of its implementation team to keep tabs on activities of the consultant throughout the process of change management. There is also a need for constant communication with the consultant throughout the change management process. This will ensure the consultant understands the problems to be solved and associated constraints which might limit the consultant's alternatives.

The Existing Employees' morale may suffer: Usually, change management consultants are hired because of their massive knowledge and years of experience alongside expertise. However, the current staff or senior management might lack the privilege accorded to the consultant (Anderson, 2016). This will affect change management process since they are the ones who will be the core team to support the change implementation once the consultant exit.

However, if you make the staff to feel like second-class personnel in the process, they will resist the change.

Ways of Engagement

The following are the ways through which senior management in the organization will effectively ensure employees and consultants are engaged to participate collaboratively in the change management process.

Motivation: The senior management will further inspire and motivate the personnel and then tell them the gains and advantages of the process of change management that assists the people to look forward to changing as well as eliminating any barriers in change acceptance.

Provision of proper time and flexibility: Senior management has to provide adequate time alongside flexibility to the employees and consultants before change management process' implementation. This might assist them to adjust to the novel process and get rid of the obstacles regarding the change.

Training: The senior management can provide training to these employees and consultants regarding the process of change management as well as guide them on the features and aspects of the change management process which might be helpful for them in their respective work. This will result in a better change acceptance.

References

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