

Change Management: What to Consider

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“Change is not only likely, it’s
inevitable.”

Barbara Sher

Why Do We Need Change?

- Perceived problem or crisis
- External factors
 - Economic forces
 - Increasing compliance
- Internal Factors
 - Improve efficiency
 - Improve job performance

Initiation of Change

- Effect on organization
 - Job performance
 - Moral issues
- Effect on staff
 - Fear, hope, uncertainty, stress
 - Resistance
 - Change in status quo
 - Perceived or real loss
 - Lack of understanding and trust

Models for Change

- Vision > Needed Change > New Goals > Plan
- Key concepts
 - Participation/Empowerment of Staff
 - Innovativeness/New Ideas/Creativeness
 - Proactiveness
 - Communication

Factors to Consider

- People
 - Us/them
 - How to deal with loss
 - Back to business
- Organization
 - Creating value
 - Establishing balance
 - Control systems

“Old is easy, new is hard.”

*David B. Peterson and Mary Dee Hicks,
Personnel Decisions International*