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| Q1 | **Match the reason for resistance to change with its meaning** |

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| 1. Parochial self-interest | a) Employees resist change because they value security and stability in the workplace |
| 1. Misunderstanding and lack of trust | b) Employees are more concerned with how the change will affect them personally, rather than how it might benefit the business |
| 1. Different assessments | c) Employees resist change because they disagree with the reasons being put forward for the change and/or that the changes will not bring the benefits being suggested |
| 1. Low tolerance for change | d) Employees resist change because the changes have not been fully explained to them |

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| Q2 | **Change Reaction! Briefly explain two negative consequences that could arise from employees who resist change** |
|  | **1.**  **2.** |

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| Q3 | **Six of the Best! Identify Kotter and Schlesinger’s six ways/methods of overcoming resistance to change** |
| (1) |  |
| (2) |  |
| (3) |  |
| (4) |  |
| (5) |  |
| (6) |  |

|  |  |
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| Q4 | **Overcoming resistance! Using your answers to question 3, briefly explain which method of overcoming resistance to change, would be best to use in the following scenarios…** |
|  | **4.1 Scenario:** *Employees feel that the directors of the business have an ulterior motive in relation to the change*  **Method:**  **Explanation:** |
|  | **4.2 Scenario:** *One influential and well respected employee appears to be far more resistant than the other employees within the department*  **Method:**  **Explanation:** |