

Name: _____ Date: _____

Chapter 8: Base knowledge worksheet

Full sentence answers are **not** required: **HL 16 marks, 23 minutes (extra time given for question 2)**

- 1** Introducing change is one of the biggest problems faced by businesses. Staff often resent and resist change; give **three** reasons why this is the case. **(3)**

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- 2** In order to try to avoid conflict, effective change management involves the following processes:

- 1 education/training
- 2 communication
- 3 involving all in decision process
- 4 supporting staff
- 5 negotiate/agree
- 6 manipulation
- 7 threaten.

Bumblebee Ltd is planning to make 10% of staff redundant when it buys a new machine for the factory. Apply each part of the change management process to this example. **(7)**

- 3** What are the **two** sets of opposing forces identified in Lewin's force-field analysis? **(2)**

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4 Define the following terms:

a project group (2)

b project champion. (2)