

The role of the performance change manager

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Abstrak

Without a change manager the transition to a human performance intervention mindset will be inconsistent and desired results not achieved. This Infoline explores not only the key competencies of the change manager, but also details major steps in the change process from making the case for change, managing resistance, and getting commitment. The issue also provides tips on group dynamics, communication techniques, and the role of the facilitator to effect change.