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Question 3

Some of the factors needed to be considered are the reasons for resistance to change by the technicians and operators.

- Resistance to change can be active or passive, overt or covert, individual or organised, aggressive or timid and sometimes totally justified.
- Sadly most significant changes fail to meet the expectations of those involved. Therefore it is essential the targets set out are met.
- Management can be unreasonable sometimes in its expectations / timescale for the given change ~~to~~ so it is important not to forget the process it went through when deciding to make the change.
- Must not allow for too much complacency takes place in management as ~~per~~ you cannot assume people will willingly follow the proposed changes.
- Sufficient resources must be generated in order to carry out the changes effectively.
- There must not be a lack of honesty and integrity.
- Those involved should be rewarded for their efforts, failure to deliver these rewards may result in failure to successfully change.
- Must remain focused on what the goal is and not become side-tracked.
- Must ensure that all relevant information for the change is communicated effectively.