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Question 2

Why change is needed:

- Resource efficiency and effectiveness, the new system will allow the business to make better use of resources they already have
- In order to remain competitive with rival businesses
- To keep up with new customer demands and needs
- Technological advancements can help increase the businesses productivity
- The old system may be coming to the end of its useful life span
- To ensure that staffing levels have a good mix of expertise ensuring the business has an appropriate number of employees able to operate at the required level of competency
- Need to change
- Shareholders require change in ethical and environmental approaches

In order to ensure the change will take place smoothly I will take the 3 following steps:

- Level 1 - Make your case
- Make sure people affected know the reason for change
 - Present the change using language/terms they understand
 - Find multiple ways to make your case as people take information in different ways!

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