

employees to adopt the change. Once a high enough adoption rate has been reached, other reluctant employees should follow suit.

- 3) The first step I would take would be to ensure the technicians that the proposed re-training wouldn't weaken their specificity in that area. I would also communicate to them that if the re-training was successful it could lead to higher pay or more financial benefits as the company and process should become more productive. If they are still worried that they will lose their speciality I could offer them a 40/20/20 split in the shifts or hours they work in each area the 40% being in their specialised area and the other 20%'s in the other areas. This could defuse their reluctance to the proposed plan. I would listen to any solutions they had to the proposed problem and try to incorporate them into the final solution. For the operators I could guarantee a production bonus based on previous performance for the duration of the re-training and bedding in process. This should ease the worry they have. All employees would be communicated to that having a broader skill level is a positive and that ~~now~~ ^{then} it could lead to less downtime in production, therefore bigger turnover and more benefits such as ^{better} pay or bonus for all.