

Change Management

Imagine you need to roll out a new compensation program for 500 restaurant managers. Or you want to introduce an entirely new accounting process such as activity-based accounting.

Expect resistance.

Center Stage has worked with many companies who have used us as the foundation to introduce change. We help minimize the resistance to change. In fact, with effective communication, it's even possible to build rapport and team support. When employees see how accepting changes benefits the organization and themselves, they are more eager to adopt them.

Example

There are times when change means bad news for people, such as when compensation plans are lowered. The only thing worse is when people lose their jobs. This was the point, a group learned. They accepted compensation cutbacks as a necessary strategy to keep jobs, while the company figured out how to be more profitable.



Center Stage Tip

Messengers don't like the idea of being shot. Delivering difficult news is almost as hard on the person delivering it, as it is on those receiving it. Delivering bad news with a calm, empathetic, and slightly neutral tone in voice and demeanor improves outcomes.