

MS(HR) 552-Dimensions of change and Change process

Lecture 19



Recap from last lecture

In the last lecture, we discussed:

- Dimensions of Change
- Change process
- Lewin's change model

Topics to be covered today:

- Change agents
- Internal change agents
- External change agents
- Advantages and disadvantages of internal and external change agents

Change Agents

- Person who acts as a catalyst and assumes the responsibility of managing change
- Internal change agents- Eg. HRD professionals
- External change agents- Eg. Consultants

Internal change agents

Advantages of internal change agents:

1. Time saving
2. Ready access to clients
3. Intimate knowledge of the organization
4. Access to variety of information
5. Less threatening

Disadvantages:

1. Overly cautious
2. May lack certain skills

External Change agents

Advantages:

1. Expertise that is unavailable internally
2. Ability to probe difficult issues
3. Offered power

Disadvantages:

1. Extra time required to familiarize
2. Organization may be wary of outsiders
3. Perception that the outsider has invested little in the organization

Summary

In today's lecture, we discussed:

- Change agents
- Internal change agents
- External change agents
- Advantages and disadvantages of internal and external change agents

Thank you

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