

## EXAMPLES FOR THE TRAINER

### Accounting firm - Accounting specialists.

The company is facing the process of introducing a new reporting system in the organisation.

Each of us who encounters a violation of their reality, who finds themselves in a situation that requires them to change something, is likely to enter the path of a certain set of behaviours. This is due to human emotions, lack of knowledge and uncertainty.

Let's take an example of implementing a new reporting system, where there is no project support with activities in the area of change management. The company is relatively new, but the employees are loyal and hardworking people.

This is what happened in the following order:

- At first, the employees didn't know that anything was about to change, so everything is ok - the status quo is maintained.
- At some point, they accidentally heard that a project to implement a new reporting system was starting. The first reaction of employees - convince themselves that it's nothing, or that it doesn't apply to them at all. Not their department. Not their pawn. Maybe it will pass? :)
- After a few days, the specialists received scraps of information about the new project, they began to analyse the topic: Maybe it will be something useful? After all, I need wider/better/new reports.



- But then there were more rumours and doubts in the company: They heard that there will be a different user interface, fewer reports, not everyone will have access, maybe there will be reductions made in departments, etc.

This triggered a decline in support for the novelty in the team, to a strong and ostentatious dislike. The company has reached the most difficult moment - reluctance to change, which can lead to rejection, torpedoing or undermining the sense of the project. It is difficult to bounce back from this on your own and start the arduous journey towards acceptance and commitment. Such involvement is, for example, active participation in defining functional requirements for reports. This is where change management comes in.

