

EXAMPLES FOR THE TRAINER

The head of the archiving department, who had little experience at the managerial level, was to introduce a new archiving program in his organisation made up of various departments and structures. In total, 200 people worked in the company in 15 departments. Each department archived its documentation in a slightly different way, at a different time. However, he wanted to standardise the process.

He prepared a meeting with the heads of all departments, but he did not prepare a presentation on the new program in detail, and, at the same time, he did not take into account the specification of the needs of each department. Thus, a storm and discussion arose at the meeting, where individual heads of departments accused the archiving manager of their fears, complaints and reservations.

And here comes a tip. **YOU WILL NOT MAKE THE FIRST IMPRESSION TWICE** (here the first impression of the new programme). Remember that you can't make a first impression twice, prepare the first message about changes carefully. Its task is to convince employees that the new way is indeed the right way. It is better to polish the first communication for two weeks (regardless of whether it will be a letter to employees or a speech in front of the entire staff) than during 10 minutes of communication to create resistance to changes with an unprepared message.

