**Own Learning questions**

**Unit 15 - Change management**

These questions are designed for you to complete in your Study Periods. The aim is for you to consolidate your learning and identify any knowledge gaps. The outcome is a complete set of revision notes.

You can use the following resources to help you:

* Tutor2U website (google the topic area and Tutor2u as the site is difficult to navigate around!)
* Tutor2u Youtube channel
* Your class notes
* The Cambridge Technicals Level 3 Business Book

When you have completed each section of Own Learning Questions, why don’t you print them out and file them in the appropriate section of your folder? We’ll be checking them!

An electronic copy of these questions is on XXXXXXXXX

**LO1 – Understand the drivers of change**

1. Explain how a just-in-time production method works.
2. Describe two examples of ethical practices that a business in the manufacturing industry could adopt
3. Analyse possible impacts of a zero-hours contract on an employee.
4. Explain the economic cycle.
5. Outline two reasons why a business might consider changing its organisational structure.

**LO2 Understand the key aspects of theories of change management**

1. Explain the hard and soft elements in the McKinsey 7-S model.
2. How can the 7-S model be used to identify what needs to be realigned to improve performance?
3. How can the 7-S model be used to understand that organisational elements are interrelated?
4. Describe Kotter’s 8-Step Process for Leading Change
5. Explain how Lewin’s change Management Theory can be used to delivery change.

**LO3 Be able to plan for change, manage change and overcome barriers**

1. Describe the steps that you need to take to plan change.
2. What is the main purpose of appointing a project champion?
3. Describe five barriers to change.
4. Explain how trade unions can prevent change.
5. Explain how change can be managed.

**LO4 Be able to assess the impacts of change on businesses and stakeholders**

1. Using an example, explain how change can impact on the life cycle of a product.
2. How can the research and development department contribute to change?
3. Describe three ways employees may be affected by change.
4. Describe three ways customers of a business may be affected by change.
5. Analyse likely impacts of change on the employees of a business you have researched.

**LO5 Be able to use data to monitor change management in businesses**

1. What is the difference between quantitative and qualitative data?
2. Using an example, explain what key performance indicators could be.
3. Analyse the likely impacts of high absenteeism on a business you have researched.
4. Outline three examples of qualitative data.
5. Explain why there is a need to monitor change management continually.