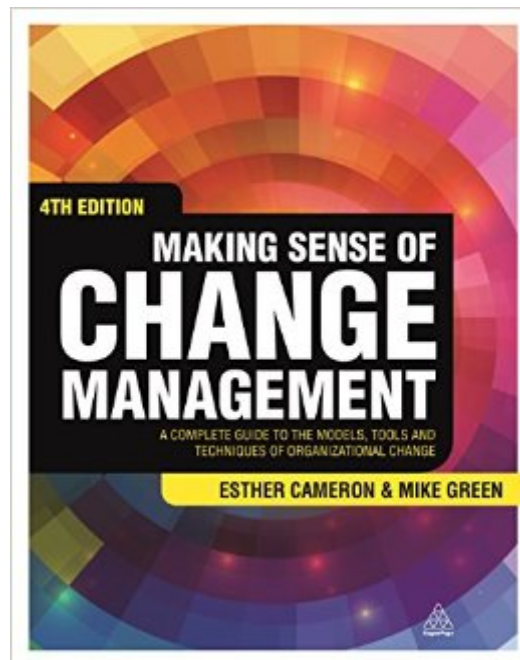


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# Making Sense Of Change Management: A Complete Guide To The Models, Tools And Techniques Of Organizational Change



## Synopsis

Making Sense of Change Management is the best-selling classic text, providing a thorough overview of the subject of change for both students and professionals. Along with explaining the theory and practice of change management and comprehensively covering the models, tools, and techniques of successful change management, this completely revised and updated fourth edition includes more international examples and case studies throughout the book. The chapter on cultural change has been re-written to reflect the emerging new thinking and practice in this area, offering ways to help managers implement cultural change processes within their organization. It also explores cultural sensitivity and what to do when cultures collide. Additionally, the chapter on IT based process change has now been replaced with one on the inter-relationship with project management (PM) and change management. It defines "project success," explains how PM approaches are increasingly being used to manage transformational change, and covers complexity models, agile approaches, and stakeholder management. With free online resources for professors/instructors, this is an ideal textbook for MBA or graduate students focusing on leading or managing change.

## Book Information

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## Customer Reviews

What I was looking for was an implementation or field guide for the practitioner. While this text promises to be "A complete guide to the models, tools, and techniques of organizational change" it lacks practical steps for implementing any of the several models it discusses, which was a big

disappointment. It's best use would be as a good reference for a college level survey of the various styles and methods of the many change management models out there. If you want to hold forth on the relative merits of various change management models at your next social gathering, this is your text. If you're looking for nuts and bolts on how to actually implement and sustain a cultural change, look elsewhere.

Undoubtedly, Mike and Esther made great efforts to consolidate and refine many change management schools of thought and practices in one classic text, in an amazingly comprehensive and structured way. I do highly recommend this reference to anybody (novice or expert) who wants to know more or work professionally in this highly complicated and convoluted area: Organizational Change Management. The appeal of this book lies in its comprehensiveness, as it provides the full landscape of change management, instead of advocating or supporting one school without regards for others. The theoretical part of the book is highly refined and illuminating. The practical part is illustrating, although it was a bit rambling for me. Things I would like the book to contain in future editions are:- The role of mindfulness programs in improving individual change.- the Spiral Dynamics model of change (Don Beck and Chris Cowan).- Prosci change management methodologies (e.g. Prosci 3-steps change management process, ADKAR Model, etc.).All in all, it is one of the most insightful books that I have ever read.

Great reference book. It isn't a book you sit down and read cover to cover, but it is packed full of useful and important information about change management. Just take a look at the table of contents, and that's enough to see how much is covered in this book. I use it constantly as a resource in my writing.

Making Sense of Change Management: A Complete Guide to the Models, Tools and Techniques of Organizational Change is a well planned and executed text for both academics and practitioners. The book covers, with adequate depth, the human side of Change Management without ignoring the structural and technological dimensions. It is thought provoking for Masters level and doctoral students yet it is simple enough for undergraduate students

Provided a good framework from which to work from regarding change: \* Types of change - wanted and unwanted, sudden e.g. death of a loved one, restructure resulting in redundancy \* The impact of change on people [including yourself] e.g. anger, grief, denial, resistance, acceptance, embracing

the change \* Some good examples to demonstrate the change cycle process \* Tips on how to help yourself and others by recognising where you are at regarding change in your life

Billed as a complete guide to the models, tools and techniques of organizational change, this book has been revised and refreshed to provide a deep look at the theory and practice of change management. This is far from a dry, out-of-touch academic textbook on the subject, even though the topic can be fairly heavy-going by nature, and the author utilises many case studies to hopefully bring the subject to life for the reader by practical examples. Of course, latest research and the current best practice thinking has been incorporated into the book, making it a worthy upgrade if you have an earlier edition and an attractive, compelling buy if you don't. Can there be too much information fighting to get out? At times it feels as if one has to read the text several times to get the most out of it, even though the book does not feel as if it is lacking and certainly it is not a bad book. It might just benefit from a little more structure, a little more accessibility and a little bit of workflow management – whilst absolutely not dumbing it down. It is just so deep, at times veering towards the overly academic and specialist. Certainly this reviewer found a lot of thought-provoking material, even from the most unexpected quarter. The book is rounded off by a detailed series of references to permit additional deeper reading and research as required and a customary high-quality, extensive Kogan Page index! Make no mistake. When you find a great, useful book it can appear perverse yet you are even more demanding and less forgiving of any little foibles that may exist. This is one such book.

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