

- Note :** 1) All questions are compulsory.
 2) Figures at right side indicates marks.
 3) Each questions carry equal marks.

Q. 1 Answer any Two (7.5 Marks Each) 15
 a) Explain importance of Change Management?
 b) Explain in detail Kurt Lewin's change Model?
 c) Explain the external forces/causes of change?

Q. 2 Answer any Two (7.5 Marks Each) 15
 a) Explain the need of Individual change?
 b) Discuss the sources of Individual resistance to change?
 c) Define change? Explain its impact to resistance to change?

Q. 3 Answer any Two (7.5 Marks Each) 15
 a) Enumerate the strategies to overcome resistance to change?
 b) Explain in detail the causes of resistance to change?
 c) Explain the Six Box Model.

Q. 4 Answer any Two (7.5 Marks Each) 15
 a) What are the qualities required for an effective change Agent?
 b) Explain the phases for carrying out change?
 c) What are the three stages in implementing change successfully?

Q. 5 Case study (7.5 Marks Each) 15

An organization made an external hire for Director of a 120 person department. The Director quickly made changes in how the work was performed resulting in serious employee dissatisfaction. Internal customers also complained about the changes. We were brought in to coach the Director. After some initial sessions, we then interviewed each direct report. We designed a workshop to address issues and suggestions for improving communication with this team. The Myers Briggs Type Inventory was taken by the team and results were shared in the workshop. There were many "ah ha" moments where the Director and dept. managers gained insight about each other's preferences in making decisions, sharing info in staff meetings, etc. The Director modified his approach and the team members began to trust and have confidence in his willingness to listen and flex his approach.

Questions :

- 1) Analyse the case. 7.5
- 2) How changes helped in organisational development? 7.5

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