1. Record Nr. UNINA9910455515903321 Autore Karten Naomi **Titolo** Changing how you manage and communicate change [[electronic resource]]: focusing on the human side of change // Naomi Karten Ely, : IT Governance Pub., 2009 Pubbl/distr/stampa 1-84928-127-0 **ISBN** 1-282-38450-3 9786612384509 1-905356-95-1 Edizione [1st edition] Descrizione fisica 1 online resource (178 p.) Soft skills for IT professionals Collana Disciplina 658.406 Soggetti Organizational change - Management Communication in management Information technology - Management Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Nota di bibliografia Includes bibliographical references and web references. Nota di contenuto CHAPTER 1: COULD THIS BE YOU?; CHAPTER 2: ILLUMINATING THE EXPERIENCE OF CHANGE: CHAPTER 3: CHAOS AND THE SATIR CHANGE MODEL; CHAPTER 4: UNIVERSAL TRUTHS ABOUT CHANGE; CHAPTER 5: DIFFERENCES IN RECEPTIVENESS TO CHANGE; CHAPTER 6: ASSESSING YOUR RESPONSE TO CHANGE; CHAPTER 7: BUILDING A FOUNDATION FOR MANAGING CHANGE; CHAPTER 8: INTRODUCING CHANGE THOUGHTFULLY; CHAPTER 9: TALKING TO THE PEOPLE AFFECTED BY CHANGE: CHAPTER 10: OFFERING CARING COMMUNICATION: CHAPTER 11: LEARNING FROM THE EXPERIENCE OF CHANGE; BIBLIOGRAPHY; ITG **RESOURCES** Sommario/riassunto Having spent most of her career working in and with IT organizations, Naomi Karten has written this book for IT professionals and those who work with IT. These groups are the primary audience and the context for most of the examples and stories. But everything in the book

applies to any line of work, even if it doesn't entail contact with IT.