



**Army Institute of Management & Technology, Greater Noida**

**Guest session: “Managing Change”**

**“CHANGE IS THE ONLY CONSTANT IN LIFE”**

*-Heraclitus*

**Change management** has become one of the most critical success factors for any business in today's ever-changing world. The business world is changing at a fast pace: technology keeps evolving, customer trends are changing, new market regulations are being launched on a regular basis, and businesses have to cope-up with unprecedented global crisis. And hence, to know more about change management, Army Institute of Management and Technology conducted a guest session on ‘Managing Change’ on 24 May 2021.

It was an honour for us to have Ms. Radhika Sharma, Learning Partner and Manager: L&D at MetLife.

The objective of this session was to make the students understand that change is only constant in life, if we are prepared we can run better organizations, we will have happier teams and can save a ton of stress.

The **key takeaways** which one can get from the session are as follows:

- How to successfully navigate through a change
- What factors necessitate change.
- How to deal with other people's reaction to change.
- Kurt Lewin's model
- John Kotter's model
- Kubler-Ross change curve

Ms. Radhika stressed on the fact that change might be inevitable, what is not inevitable is poorly managed change. She introduced the students to a new term VUCA world (**volatile-uncertain-complex-ambiguous**) a term coined by US military as a response to frequent changes or upgradations in it in terms of technology, weapons and warfare tactics. Though the term VUCA is given by US military but it's true with reference to the whole world, it would not be wrong to say that we reside in a VUCA world, which is full of uncertainties. Adaptation to change is the rule to human existence, it is not exception.

Further in the session **Kurt Lewin's model, John Kotter's model and Kubler-Ross curve** carved holistic knowledge about the change and thought process. If we want to truly understand something then try to change it, though change is hard to incorporate, accept and appreciate but if we got a vision for a change we better do it.



Besides this, the whole session threw light on the importance of the **emotional intelligence** factor of effective communication and the mantra for success- **“Set people up to succeed, that’s when you will also succeed”**, in simple words be a team player, it’s hard to walk alone to the destination called ‘success’.

There were lot of motivation and information to fit in a single session, it can be concluded that managing change is a strategic imperative in today’s global and fast-paced environment. There is much that we know about change that is useful. Unfortunately, in the pursuit of change, of trying to be the best, of standing out from the pack, and of seeking higher and higher levels of status and power; managers and leaders in the organizations urgently and impatiently clamour for the **“latest and greatest ideas.”** In their haste, they forget the fundamental and sound principles which are prerequisites for a successful change to occur—and wonder why they are not making progress or sometimes they are not progressive enough to take a step towards a change. Although managing change is difficult, implementing these few tried and true principles discussed above can help managers and leaders improve the organization’s success.

The session ended with question answer session where Ms. Radhika answered the queries put up the curious minds of AIMT. In the end, Dr. Babita Bhati, Asst. Professor (HRM & OB) presented the vote of thanks.



Microsoft Teams interface showing a presentation slide titled "ARMY INSTITUTE OF MANAGEMENT & TECHNOLOGY GREATER NOIDA, UP" and "A WEBINAR ON MANAGING CHANGE An IQAC Initiative". The slide features a photo of Ms. Radhika Sharma, Learning Partner & Manager - I&D at MetLife, and the date Monday, 24th May 2021. The presentation is displayed in a window titled "Presentation1" within the Teams application. The interface includes a search bar, navigation icons, and a gallery of participants at the bottom.

Recording notification: **Recording has started.** This meeting is being recorded. By joining, you are giving consent for this meeting to be recorded. [Privacy policy](#) [Dismiss]

Participant gallery showing six active participants:

- Dr. Babita Bhati
- SIDDHANT PANT (MBA-2020)
- Rajnish Kumar Dwivedi
- AIMT Director
- PRIYA DEVI (MBA-2020)
- Sharma, Radhika

Participant list on the right side of the gallery:

- ROCHIKA A...
- ATUL KUMA...
- SHAILESH P...
- ASHNA BBA...
- NEHA MISH...
- +88



**Microsoft Teams**

Remember!

### We humans are unique in our way of dealing with change

**Kübler-Ross model**

Stage	Description
Shock	Surprise or shock at the event
Denial	Disbelief; Looking for evidence that it isn't true
Frustration	Recognition that things are different; sometimes angry
Depression	Low mood
Experiment	Initial engagement with new situation
Decision	Learning how to work in the new situation; feeling more positive
Integration	Changes integrated; a renewed individual

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Sharma, Radhika

16:19 AM  
19/02/2021

Sharma, Radhika