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Thesis Seminar III

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1. What is the difference between explaining your study and results to a predominantly right brain vs. left brain dominated client?

According to Harvard Health Publishing, right-brain dominated individuals tend to be more innovative and qualitative whereas left-brain dominated individuals are more quantitative, systematic. Given these facts, I would have to explain my research in a more detail while giving the overview of the story it tells to the right-brain dominated clients. This would also include explaining the research I used to support this data. With the left-brain dominated client, I would have to be more precise, logical and practical in my explanation of my study and results and explain it from beginning to end and walk through the entire process.

2. What ethical considerations must you consider in designing and implementing your study for change management?

It is vital to keep ethics at the forefront of the design and implementation of any study. Firstly, it is important to communicate frankly and to be forthright when explaining why there was such a change. This gives the opportunity for the audience to get full transparency and to trust the source that this explanation comes from. It is also important to design and implement change management with the people that it will affect. This helps to value the employees and may even help them to stay through what sometimes can be a more drastic or large change management. Employees are the ones who both feel the change, and drive the change, and must be treated with fairness and transparency to get their buy-in. As in most organizations, including the one I work for, ethics training must be conducted, including conflicts of interest and a full understanding of change management. This provides an open forum for all employees and allows them to fully implement a model based on a designed framework/training.

3. What are the best communication practices to use for a successful change management?

The best communication practices to use for a successful change management include a transformational leadership style approach, a work-life balance, effective communication and true partnership and collaboration. For transformational leadership, it is important that we employers are informing employees about change management in such a way that they will see themselves in the change, and want to stay to enforce it. However, it is also important that they see that they are valued as employees and that the personal is valued just as much as the professional. This would have to be done through effective communication, intentional conversations and implementation of employee feedback, among other factors. Authentic

engagement with employees must happen because essentially, those employees will be the ones that will drive that change management across the organization. True partnership helps to ensure that the right people are at the table and in the room. Employees cannot be left out of these conversations when it comes to communicating change management and they cannot receive these policies and procedures on the backend. They must be included on the front end to gather that feedback and to properly implement it.

4. If your research study was conducted in another country outside the United States, what are the criteria for being successful with data collection and feedback?

My research was done outside of the United States, but if it was, it would have to include major cultural differences and language access as a minimal start. Gender and class differences would also make a difference in data collection and feedback. Another factor would be socioeconomic status. As a result, the survey would have to be adapted to fit with that country's culture and ideals. Transformational leadership may look very different in other countries than it does in the United States, and in some places, it may not even exist. Understanding the differences there across the variables researched will make a big difference in understanding or misunderstanding data collection and feedback.

5. If you were asked by the client, what is your subject matter expertise as a change management consultant, what would be your specialty?

If I was asked by the client, my subject matter expertise as a change management consultant would be organizational culture. The Department of Education, the largest school system in the country, is often seen as effective due to their very comprehensive internal communication and organizational culture. However, an area of growth for the department is interacting with those that are outside of the organization. I have helped to work particularly on the external engagement strategy and feel that I would be able to offer speciality in organizational culture at large to my client.

References:

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