

Contents

<i>List of figures</i>	ix
<i>Introduction: the business of change</i>	xi
1 Shaping the need for change	1
PART ONE	
Shaping your change approach	11
2 Understanding organisational culture	13
3 Understanding the impact of change	22
4 Understanding stakeholder engagement	32
5 Understanding resistance	44
6 Shaping your change plan	54
PART TWO	
Common change interventions	65
7 Engaging individuals and building support	67
8 Communications	78
9 Learning and training	89
PART THREE	
Implementing and sustaining change	101
10 Supporting your users through implementation	103

11	Shaping sustainable change	114
	<i>Appendix A: example change initiatives</i>	123
	<i>Appendix B: change plan for the Burntwood EDRMS programme</i>	125
	<i>Index</i>	128