



Change Facts

Below are some facts based on research conducted on managing the resistance to change:

- 500 executives said that resistance was the primary reason changes failed in their organizations. In a similar study, 80% of CIO's surveyed said that resistance was the main reason why technology projects failed - not lack of skills or resources, but that touchy-feely human reaction of resistance and a lack of engagement. (Source: Achieve Global Research)
 - Resistance to change is only part of the problem... management's reaction to resistance also contributes to failure. If management resists or ignores employee resistance (or lack of engagement) - there is a higher propensity for failure.
- In the 2012 Best Practices Report put out by Prosci (a change management research firm), the top five reasons front line employees resist change were identified as:
 1. Employees were not aware of the underlying business need for the change
 2. Impact on current job role
 3. Organization's past performance with change
 4. Lack of visible support and commitment from managers
 5. Job loss
- Bureau of Labor Statistics:
 - During times of major change, gossip goes from 19% of our day to 40%
 - We drop from being 60% efficient to 15% efficient
 - Organizations loose, on average, 2 hours of productivity per employee per day
- SOLUTION: Providing the needed information to increase employees' awareness of the change is the first and most important proactive step in successful resistance management.