

## BUSINESS: EXTERNAL EXAM RETRIEVAL GRID

1. <b>Describe</b> the (internal/operating/macro) environmental factors influencing the need for change relating to a business in the post-maturity stage.	2. <b>Explain</b> how change can impact negatively on the corporate culture of a business.	3. Identify and <b>explain</b> two strategies that a business leader might implement to overcome resistance to change.	4. <b>Explain</b> the relationship between strategic planning and vision for change management.
5. <b>Explain</b> what is meant by drivers of change	6. Identify and <b>explain</b> key drivers of change.	7. <b>Describe</b> how drivers of change can impact on an organisation and its success in implementing a change.	8. <b>Explain</b> the relationship between drivers of change and the transformation of a business.
9. <b>Explain</b> Lewin's change management theory.	10. Outline and <b>explain</b> Lewin's change management model.	11. <b>Explain</b> how Lewin's model can help manage change effectively.	12. <b>Explain</b> the relationship between Lewin's theory and the transformation of a business.
13. <b>Explain</b> Kotter's change management theory.	14. Outline and <b>Explain</b> Kotter's change management model.	15. <b>Explain</b> how Kotter's model can help manage change effectively.	16. <b>Explain</b> how Kotter's model could assist a manager to introduce changes into a business in the post-maturity stage.

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17. <b>Explain</b> why manipulation is considered a high-risk strategy and provide an example.	18. <b>Explain</b> the impact of using the strategy of participation to manage change effectively.	19. <b>Explain</b> why negotiation is an effective strategy when making change.	20. <b>Explain</b> why employees may resist change.
21. <b>Explain</b> the role of consultants and how they can assist a business in the post-maturity stage.	22. <b>Explain</b> the role of professional services and how they can assist a business in the post-maturity stage.	23. <b>Explain</b> how a change in corporate culture can impact on the operations of a business.	24. <b>Explain</b> how outsourcing may affect suppliers of a business.
25. <b>Explain</b> performance management.	26. <b>Explain</b> the interrelationship between performance management, change management and business transformation.	27. <b>Explain</b> why redundancy is sometimes an outcome when transforming a business.	28. <b>Explain</b> why a business needs to use management strategies when transforming.
29. <b>Explain</b> marketing management strategies that could be implemented when a business undergoes a transformation.	30. <b>Explain</b> what KPIs are and how they can assist management with transformational change.	31. <b>Explain</b> an (operational/marketing/financial/HR) strategy for transforming a business.	32. <b>Explain</b> how a force field analysis could be used to assist with change in a business.