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Quality Management: Organizational Needs

By Matthew Noel

Any business out there can benefit from quality management. Whether you are producing thumb tacks or if you are producing IT equipment, there is little doubt that they need to be of the highest levels of quality. Yet, as your business grows, you will find it farther and father difficult to manage quality management. Because it is so very important, though, you need to find a way to make sure it is dead on.

What solutions are out there?

You know that you need quality management but finding the most effective way to get it may seem difficult. The good news is that there are a large number of options that can help you. >From organizations that specialize in quality management to software programs that you can use. You can invest in having your staff and managerial levels of employees trained more efficiently to produce the desired results as well. So, there are options out there to help just about any organization get the quality management that they need.

What good will it do?

Do you ever get the feeling that you are investing dollar after dollar into your business whether it is through marketing or improving efficiency and somehow you still need something more? It could be that your product is not the same inside and out. If you deliver to your customer 100% the same product time and time again, they will know that they can rely on you and they'll keep coming back. It takes time, yes. It takes money as well. But, quality management is a benefit to you many times over.

Investing in quality management in one form or another is an excellent way to get the products and services that you produce to the consumers in a manner in which they will be thrilled about. It will provide you with the help that you need to take your business to the next level as well. Considerations in quality management should be made.

For more information please see

<http://www.quality-management-info.co.uk>

Overcoming Resistance

By Judith Richardson

Virtually any type of organizational change involves role transitions of some type. In light of role transitions, it is almost natural for employees to resist major changes in the workplace environment. Some contend that resistance to change is "natural"; they contend that this resistance is instinctive; that humans have a desire for perpetual stability.

Many processes recognize that resistance. Individual interviews provide an environment where individual stories can be heard in a safe environment. Whole Person Process Facilitation can be used in focus groups with an appreciative inquiry and vision based diagnosis approach to identify resources the organization already possesses that are currently utilized, under-utilized, or have been previously unrecognized.

Open communication, honouring tradition, stakeholders feeling heard, and attending to grief are all important components of organizational change, and drastically reduce resistance. In any change process, resistance can arise at any given moment. During the change process tough decisions have to be made and communicated. New possibilities and new priorities are intimidating to employees - the ones who most often have to live with the effects of these decisions. The simple announcement of changes in an organization can bring forth feelings of apprehension, insecurity and fear - leading to stress.

Reducing resistance includes giving voice and paying attention to grief work; building capacity for change into the integration project plans and management approach; communicating decisions as early in the process as possible; not underestimating the emotional impact on the people involved (including senior management), dealing with the "me" issues as early as possible; treating the past with respect while speaking frequently about the new opportunities and challenges that call for new responses in a positive manner; allowing time for healing. Many theorists believe that the main reason organizational changes fail is because management does not focus on the endings that are a natural consequence of any change.

Since the early 1980s, Judith Richardson, M.A., has been pioneering in the fields of sustainable leadership, essential partnership, international teamwork, educational renewal, creating a customer service culture and workplace diversity. Featured in ICFAI University's Executive Reference on Diversity Management, author of Four Keys to Engaging Leadership, and Keynote at International Conferences, Judith was nominated for International Coach of the Year 2003, and works with International Organizational Development across North America, Europe, Jamaica, Denmark, Sweden, Israel and Russia. (

www.ponoconsultants.com

www.emergentfeminine.com

). Tel: (902) 434-6695.

JudithRichardson2000@yahoo.ca

Overcoming Resistance
The Functions Of Effective Management
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Managing My Household
Some Important Fundraising Tips To Remember

Time Management Secrets
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