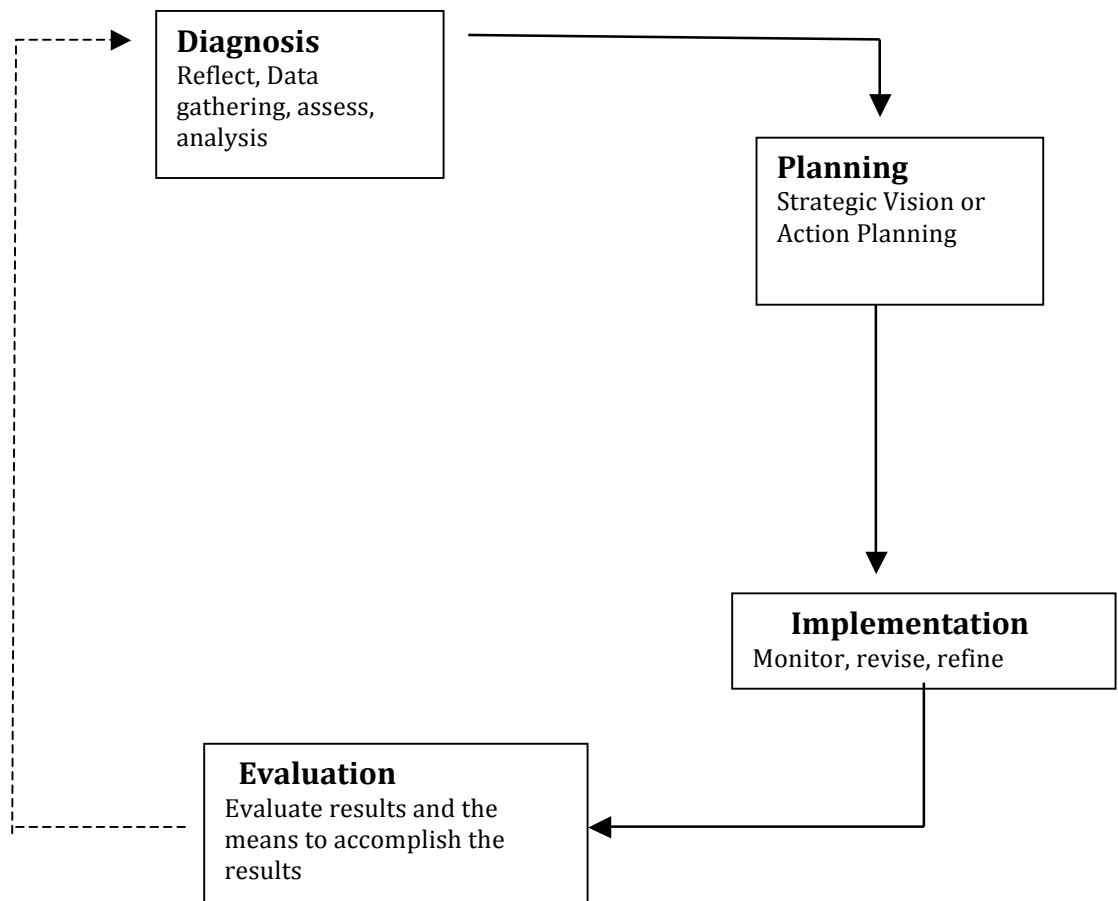


# A PROCESS OF PLANNED CHANGE

The core process of planned organizational change can be described as four steps: diagnosis, planning, implementation and evaluation. It is an organizational improvement process.



To move through the steps or phases of the process you need to be clear about the scale and type of change being proposed. This sets the context for the whole process. Is this a long range attempt to change the service or product, increase productivity or transform the organizational culture or is this a more limited venture such as training employees to gather information from customers on the quality of the product and service, team building with a staff or enabling members to create their own discipline for self care or spiritual development.

It may help to identify what kind of planning will be used. That will shape the diagnosis step. Is this process to create an action plan for staff development, is it a strategic vision to guide the total organization for the next three years or is it an operational plan for the coming year.