



# The Human Side of Change: A Practical Guide to Organization Redesign

By Timothy J. Galpin



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Even the most carefully planned organizational changes can fail if individuals are not taken into consideration. The Human Side of Change is a step-by-step action plan for the change process that takes full advantage of an organization's greatest resource: its people. From planning to implementation to behavior change, Timothy J. Galpin shows how a well-orchestrated approach--one that pays attention to the soft side aspects of the process--can make the difference between change for the better and no change at all.

Drawing on a decade of consulting experience with businesses and governments around the world, Timothy J. Galpin outlines a nine-step process for effectively combining the human and technical sides of change for successful mergers, downsizing, and restructuring. The Human Side of Change offers managers, frontline supervisors and human resource professionals valuable tools, techniques, and examples to help them gain support for change at all levels of an organization. With numerous charts, graphs, and a glossary of change-management terms, this book is both an ideal blueprint and an accessible quick reference for the implementation of stable and sustained transformation.

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## The Human Side of Change: A Practical Guide to Organization Redesign By Timothy J. Galpin Bibliography

- Rank: #2013184 in Books
- Published on: 1996-03-14
- Original language: English
- Number of items: 1
- Dimensions: 9.39" h x .77" w x 6.24" l, .90 pounds
- Binding: Hardcover
- 176 pages

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### Editorial Review

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Eighteen hundred books and articles, issued in a little more than one year, attest to the popularity of the monosyllabic term *change*. Consultant Galpin's words to the wise could be lumped into the ever-growing mountain of print dedicated to this topic, but he concentrates instead on the "soft side," the human element. What are the ways to get management to buy into this process? How about the grass roots--the frontline employees and their supervisors? How best to act like a coach? What are the parameters for effective goal setting? These questions and others are answered in a series of chapters designed not to focus on the nine-stage change process but on the behaviors needed to effect those changes: forming teams, developing leadership, measuring performance, providing feedback, and so on. Each in turn zeroes in on different guidelines; coaches, for instance, need to adopt a noncritical, positive, and empathic approach. A refreshing read. *Barbara Jacobs*

Review

"Managing the human factor will be the next real competitive advantage. Tim Galpin provides a practical, useful guide that should be required reading for all engaged in organizational change." (Tenia A. Modic, principal, Western Investments Company)

From the Inside Flap

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**Mary Sylvester:**

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