

# Change Management Initiative

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## 1. Role-Play Dialogue Text (Approximately 10 minutes)

**Scenario:** A Change Promoter (CP) meets with Department Leaders (DLs) to discuss the upcoming change management initiative.

### Characters:

- **CP (Change Promoter):** Advocates for change and explains the initiative.
- **DL1 (Operations Manager):** Concerned about workflow disruptions.
- **DL2 (HR Manager):** Focuses on employee resistance and engagement.
- **DL3 (Finance Manager):** Evaluates cost implications.

### Dialogue:

**CP:** Thank you all for joining today. As you know, our company is implementing a new digital system to streamline operations. If we manage change effectively, then we could reduce employee resistance and enhance productivity.

**DL1:** That sounds promising, but we need to consider workflow disruptions. If employees struggle with the new system, then efficiency might drop instead of improving.

**CP:** That's a valid concern. However, if we provide adequate training and support, then the transition should be smoother.

**DL2:** Employee resistance is a major issue. If we don't communicate the benefits clearly, then staff might be reluctant to adopt the changes.

**CP:** Agreed. That's why HR plays a key role in this transition. If HR organizes interactive training sessions and feedback forums, then employees will feel more involved and less resistant.

**DL3:** What about the costs? If we allocate too much budget to training, then we might face financial constraints elsewhere.

**CP:** That's why we are taking a phased approach. If we implement changes gradually, then we can control costs while ensuring effectiveness.

**DL1:** That makes sense. If we ensure department heads are well-trained first, then they can guide their teams more efficiently.

**CP:** Exactly! If we collaborate and stay proactive, then this initiative will be a success. Let's work together to make this transition as smooth as possible.

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## **2. Comprehension Questions and Sample Answers (Approximately 5 minutes)**

**1. What is the main goal of the change management initiative?**

*The main goal is to implement a new digital system to streamline operations while minimizing employee resistance.*

**2. What is the Operations Manager's primary concern?**

*The Operations Manager is concerned that workflow disruptions might occur if employees struggle with the new system.*

**3. How does the Change Promoter suggest handling employee resistance?**

*The Change Promoter suggests that HR should organize interactive training sessions and feedback forums to make employees feel involved.*

**4. How is the financial impact of the change being managed?**

*The company is taking a phased approach to implementation to control costs while ensuring the effectiveness of the transition.*

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## **3. Teacher's Lesson Points (Concise Version)**

### **Pre-Class Preparation:**

- Review the dialogue, key vocabulary, and grammar points (modal verbs and conditionals).

- Be prepared to provide additional explanations if needed.

### **Introduction (2–3 minutes):**

- Start with a brief discussion: “Have you ever experienced a major change in your workplace? How was it handled?”
- Introduce today’s topic: “Today, we will discuss strategies for managing change effectively.”

### **Reading & Analysis (10 minutes):**

- Have the student read the dialogue aloud.
- Focus on pronunciation, intonation, and natural speech rhythm.
- Pause to discuss key grammar points: conditionals (if-then) and modal verbs (could, might, should).

### **Comprehension Check (5 minutes):**

- Ask the comprehension questions and guide the student toward complete, well-structured answers.

### **Role-Play Practice (Remaining Time):**

- Assign roles (teacher as Change Promoter, student as a department leader).
- Encourage improvisation while using target vocabulary and structures.

### **Wrap-Up (2–3 minutes):**

- Summarize key vocabulary and grammar points.
- Assign a short task: “Write a brief email proposing a change in your company and how you would manage it.”