

CHARACTERISTICS OF CHANGE-ADEPT ORGANIZATIONS

1. The core business of the organization is understood and communicated.
2. Employees have access to the technologies that fit the business.
3. Customer needs are at the center of all decisions.
4. Systems are in place to communicate the need for change.
5. Leaders have and communicate beliefs and vision.
6. There is participatory leadership and employee empowerment.
7. Processes and plans are in place that support continuity.
8. Heavy investment is made in staff development and support.
9. Incentives are present that encourage innovation and alternatives.
10. The organization engages in a wide variety of collaboration.