

U3.19 - Print & Cut Flashcards

Cut along the card edges. Each card shows the question on top and the answer underneath.

CARD 1

What is resistance to change?

Resistance to change occurs when managers, employees or other stakeholders oppose, delay or avoid changes the business is trying to introduce.

CARD 2

What are the four syllabus reasons for resistance to change?

Financial costs, managerial inertia, cultural incompatibility in mergers/takeovers, and staff attitude.

CARD 3

Why can financial costs cause resistance to change?

Change often requires spending before benefits are received. Managers may fear lower profit, cash-flow pressure or poor returns, while employees may fear job losses or reduced conditions.

CARD 4

What financial costs may be associated with change?

New equipment, technology, training, consultants, redundancies, relocation, legal advice, marketing, system upgrades and disruption to normal operations.

CARD 5

What is managerial inertia?

Managerial inertia occurs when managers resist change because they are comfortable with existing practices and are reluctant to alter the way the business operates.

CARD 6

Why can managerial inertia create resistance?

Managers may prefer familiar routines, fear losing authority or status, lack confidence with new skills, or focus on short-term disruption rather than long-term benefits.

CARD 7

What is cultural incompatibility in mergers or takeovers?

It occurs when two businesses have different values, expectations, communication styles, leadership approaches or ways of working.

CARD 8

How can cultural incompatibility create resistance?

Differences in leadership, communication, employee expectations and local market understanding can create conflict, poor communication, lower morale and reduced cooperation.

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CARD 9

What is staff attitude?

Staff attitude refers to the feelings, beliefs and reactions employees have towards a proposed change.

CARD 10

Why can staff attitude create resistance?

Employees may fear job losses, reduced status, changed conditions, uncertainty, poor communication, lack of training or damage to workplace culture.

CARD 11

What are common signs of staff resistance to change?

Complaints, low morale, arguments, absenteeism, lower productivity and refusal to cooperate.

CARD 12

What is the key overall idea of this dotpoint?

Resistance can come from financial concerns, managers, cultural clashes or employees, and it can delay or reduce the success of change if not managed carefully.