

Managing Interpersonal Transactions: Receiving and Implementing Feedback

Advanced Leadership and Change Management



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- Enhanced Leadership Skills for Strategic Decision-Making
- Driving Successful Organizational Change
- Building Resilience and Agility in Leadership
- Optimizing Organizational Culture and Team Engagement
- Staying Competitive in a Global Market
- Building a Network of Like-minded Leaders
- Improved ROI for Organizations

- **Leadership** is the ability to influence and guide others toward achieving common goals. It involves inspiring, motivating, and directing teams to deliver results.

- **Change Management** refers to the structured approach to ensuring that organizational changes are implemented smoothly and effectively, minimizing resistance and maximizing acceptance.

Leadership is the driving force behind change.

- **Vision:** Leaders help create and communicate a vision for the future, showing how change can improve the organization.
- **Influence:** They influence people at all levels, ensuring that individuals and teams are aligned with the changes.
- **Motivation:** Leaders keep the energy high during difficult transitions, ensuring that people remain engaged and focused.

Key Leadership Styles

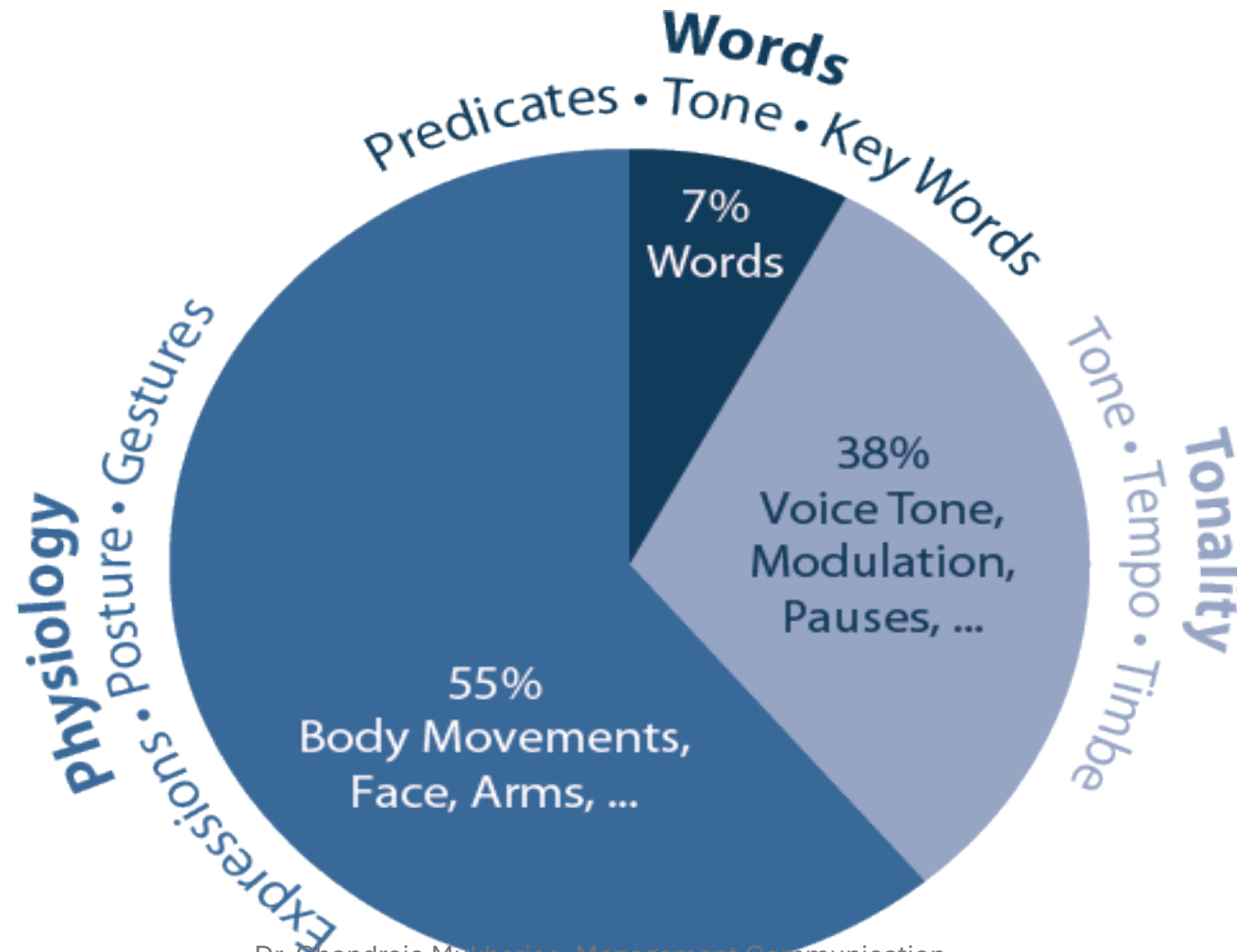
There are various leadership styles, and they all impact change in different ways:

- 1. Transformational Leadership:** Focuses on inspiring and motivating followers to innovate and push boundaries. Ideal for driving significant change.
- 2. Transactional Leadership:** Based on rewards and punishments; suitable for maintaining stability and managing smaller changes.
- 3. Servant Leadership:** Focuses on serving others, empowering them to grow, often used in more collaborative change efforts.

The key aspects of change management are:

- 1.Preparation:** Assess the need for change and prepare the organization for the transition.
- 2.Implementation:** Execute the change by communicating clearly, providing necessary training, and addressing resistance.
- 3.Sustainability:** Reinforce the change to ensure it becomes part of the organization's culture.

The Mehrabian Model

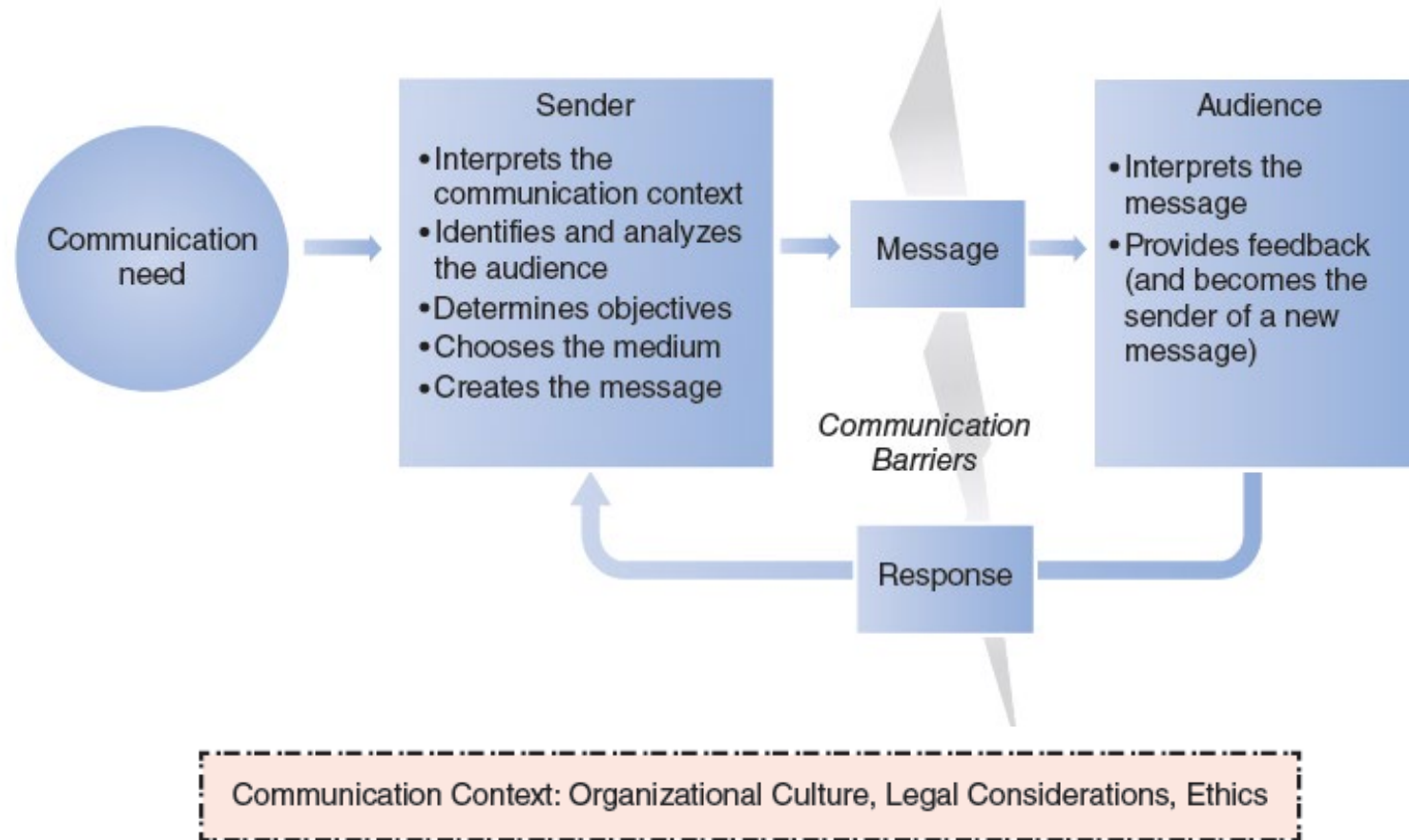


Principles of communication

Four primary principles of communication:

- The message sent is not necessarily the message received.
- It is impossible to not communicate.
- Every message has both content and feeling.
- Nonverbal cues are sometimes more believable than verbal cues.

Communication Model



Barriers of Communication



Organizational Structure/Difference in Status



Closed Communication Climate/ Lack of Trust



Incorrect choice of Medium



Message complexity/ Message Competition



Unethical Communication



Physical Distractions