

## **Change Leadership Vs. Change Management**

Mr. Arish Naresh, Chairperson at the New Zealand Dental and Oral Health Therapists Association was a guest lecturer for MGT 404 students. He spoke on the topic "Change Leadership Vs Change Management" on August 14, 2018.

Mr. Naresh, originally from Lomawai, Fiji, while addressing the students, mentioned that he was always fascinated by management practices despite him being a Oral Health Professional earlier on his career (he still practices part-time).

Moreover, Mr. Naresh explained that change management had a lot to do with the psychology of a person. He stated bringing in change is not easy for either the employee or the employer however psychology played a pivotal in the changeover process. He said that like a child and parent relationship, if the leader uses negative words or connotations for the change, the employee would be fearful of the change however, if the change and its benefits for the organization is explained thoroughly using the right words, the employee would be pro-change. Change will always create some disappointment but if led well, the people will walk with the leaders in the change process.

Furthermore, he explained that office gossips, if used for the betterment of the organization, were not entirely bad. He also mentioned that the course of implementing change was scrutinized.

"When change is bad, people will tell you but when change is good, they will hardly talk about it. Change leadership is the way forward," he reiterated.

He also explained a new strategy whereby one needed to treat the people they way other people wanted to be treated as opposed to the old way whereby people would treat others the way the person himself/herself wanted to be treated. This strategy was part of the DiSC theory (Dominance, Inspiring, Supportive and Cautious) where he explained that all individuals in an organization belonged to different personalities and each needed to be treated according to their personality traits.

He concluded with the statement that there needed to be harmony between the upper and lower management as opposed to older ways of leading from the top to the bottom.