

Nicely Niche Holidays

Scenario 4: Managing change

Core: Business context, policies and procedures, and project and change management

OS: PO2/4/5/6

Connect activity

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What is GDPR and why is it important?



Lesson intentions

- To apply the strengths, weaknesses, opportunities and threats (SWOT) model to the data management system at Nicely Niche.
- To discuss continuous improvement and innovation.
- To analyse change management theory.
- To use digital skills to make improvements to the Nicely Niche data management system.

Task 1

SWOT analysis

Scenario 4

The current situation at Nicely Niche

Esther is very traditional in that she likes to keep a paper file for each booking with all the relevant customer data and information on the specifics of the booking. Ben prefers to use an electronic filing system. Jeni has been tasked with entering all the new customer and booking details into a database. Esther is resistant to this change and says that she has a system that has never failed her. Tamara wants to update the system and is worried about GDPR. Important paper files have gone missing in the past. Ben is responsible for backing up the IT system every evening, but this does not always get done. Tamara has experience of using more efficient systems in her previous employment.

Tamara has introduced a new system where all staff are able to log into the system from home, but there are only three company laptops, which are used by Mikael, Esther and Ben.

SWOT analysis

Using the information in Scenario 4 and the case study, complete the following SWOT analysis for Nicely Niche's current data management system:

Strengths	Weaknesses
Opportunities	Threats



Task 2

Suggestions

Kaizen and total quality management (TQM)

- How could Nicely Niche use Kaizen or TQM?
- Who should be involved? Why?
- What are the advantages and limitations of using Kaizen or TQM?
- Consider all the information from the case study and Scenario 4.



Task 3

**Change management
theory**

Change management theory

Using the information from the case study and Scenario 4, use the emoji cards to show how each employee at Nicely Niche feels about the data management system and how they would feel if a new system was implemented.

Change management theory

Several change management models have been developed by academics. Working in pairs, you will be allocated one change management theory. You must research the theory and describe its main characteristics to the class.

- Kotter's change management theory
- Nudge theory
- Lewin's change management model
- McKinsey 7S model
- ADKAR model
- Kubler-Ross



Change management theory



Using your notes on each change management theory, compare and contrast any two theories and list the advantages and disadvantages of each.

Which theory would be helpful when implementing change at Nicely Niche?

Task 4

Implementing change

Implementing change

Nicely Niche needs a new database system to manage and store data safely. This short video explains why Microsoft Access would be a good tool to use.



Implementing change

Using the information from the case study and Scenario 4, create a database for Nicely Niche.

You must use appropriate software to do this.

The database will contain customer information and booking details.

Be sure to consider GDPR.



Implementing change

In addition to creating the database, you need to train the Nicely Niche staff on how to use it. Using PowerPoint:

- Create a step-by-step user guide which includes screen grabs and instructions.
- Make the guide into a video using the “screen recording” function and narrate the instructions.

Produced by



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