**Worksheet**

James is an owner of a local hairdressing salon that has struggled to maintain a regular flow of customers in the past few months. The reasons for this change range from a poor economy to the recent opening of two new salons within a mile of James’ salon. James knows that if he does not take action to protect his hairdressing salon, he will soon be out of business.

After much thought and deliberation, James has decided to introduce a home haircutting service to his customers. The aim is to bring in additional revenue and maintain a competitive advantage over other hairdressers in the area. From his past experience, James understands how important it is to use a change model to guide the process of implementing this new service. He decides to use Kotter's eight steps.

**Task: Using Kotter’s 8 steps, develop an action plan for James for each step. Here is an example of step 1 to get you started.**

*1. To* ***establish a sense of urgency*** *James arranges a meeting with his staff to discuss the current financial situation at the Salon. At this meeting he informs his employees that there is a strong possibility that they may lose their jobs due to the limited revenue coming into the business. James assures his employees that closing the salon is the last thing he wants to do, but that it is a reality that they should be aware of. He explains the need for change at the salon and shows the connection between making changes and creating job security for his employees. James' employees are concerned that their jobs are at stake and they express their commitment to making whatever changes are necessary to protect their jobs and the survival of the hairdressing salon.*

*2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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