



**BUSINESS MANAGEMENT**  
 LAP 18.1—Chapter 18.1  
 Managing Change, Culture, and  
 Diversity  
 Managing Change

Name \_\_\_\_\_  
 Period \_\_\_\_\_  
 Date Started \_\_\_\_\_  
 Date Completed \_\_\_\_\_

**DoDEA Standards**

- ♦PT2e Evaluate information critically and completely.
- ♦PT4c Use information accurately and creatively.
- ♦PT5f Develop the ability to market the assets each individual has.
- ♦PT6a Demonstrate interpersonal, teamwork, and leadership skills necessary to function in diverse and multicultural settings.

**Objectives**

- ♦ Recognize the sources of change managers face.
- ♦ Explain why it is important for managers to adapt to change.
- ♦ Discuss the reasons people resist change.
- ♦ Describe the steps managers can take to reduce resistance to change.
- ♦ Understand corporate culture and how it is created.
- ♦ Explain the importance of diversity in the workplace.

**Resource** Text: Business Management  
 Student Workbook and materials for above  
 Chapter 18, Managing Change, Culture, and Diversity (18.1—Managing Change)

**Time Frame** 3 hours

**Introduction**

In Chapter 18, Part 18.1, you will how change is a fundamental element of the business world, how internal and external factors affect businesses, why being able to adapt to change is important in the twenty-first century, why many people resist change, and how managers reduce resistance to change.

**Assignments**

**Where appropriate and possible, written answers must be in complete sentences and keyed. Turn in completed activities as directed by instructor.**

\_\_\_\_\_ Text: Read p. 411, Management Talk, and the workplace connections section and complete the questions for Analyzing Management Skills and Applying Management Skills on a separate sheet of paper.

\_\_\_\_\_ Text: Read Section 18.1, pages 412-418, Managing Change.

- \_\_\_\_\_ Text: p. 418, Section 18.1 Assessment: Key answers to critical thinking questions and case analysis.
  
- \_\_\_\_\_ Text: Management Careers in Focus (Food and Beverage Manager), p. 419. Read and key answers to critical thinking questions.
  
- \_\_\_\_\_ Workbook, pages 268 through 271: Skill Building Activities 1, 2, and 3 : Reading, Math and Writing Skills. Key answers on your Chapter 18 Word Answer Document.