# McKinsey 7S Framework

* Strategy: the plan to win Hard
* Structure: structure of resources. Hard
* Systems: processes and activities Hard
* Style: the way things are done. Soft
* Staff: employees. Soft
* Skills: skills of employees and organization. Soft
* Shared Values: core values. Between

**5-Steps Process :**

1. Understand current situation.
2. Determine the desired situation.
3. Determine your action plan to reach the desired situation.
4. Execute the action plan.
5. Perform a periodic review of the situation.

# The Change Curve

**What is it ?**

* Helps to understand how people emotionally experience a major disruption
* Without change an organization will cease to exist
* For people, change can be hard :
  + Routines
  + Status-quo
  + Threatened
  + Lose their job

**5 Stages of Grief**

* Denial: “I feel fine. This can’t be happening to me”
* Anger: “Why me? It’s just not fair! Who has done this to me?”
* Bargaining: “Just let me live long enough to see my children graduate.”
* Depression: “I’m going to die so what’s the point.”
* Acceptance: “I can’t fight it, so I may as well prepare for it.”

In professional life:

Shock => Denial => Frustration => Depression => Experiment => Decision => Integration

By understanding the change curve we can aim to accelerate the speed at which people move along the curve, and reducing the depth of depression people experience during the change. We can do that with communication :

Communication style :

Reaction: Communication Style:

Shock/Denial -> Clarity/honest

Anger/Depression -> Emotional Support

Acceptance/Rebuilding -> Direction Guidance

First step:   
Make sure our communication is really clear, honest,   
It must include everyone affected by the change. Communicate more than you think you need to.

Second step:

Make sure that you take the lead and actively let people know that your door is always open and that you will listen sympathetically to their issues and reassure them as much as possible

Third step :

Supporting and guiding, they explore possibilities and make decisions, how the change will work for them. Poiting out opportunities and facilitation of meetings work on how things will look and work after the change