

# Some Traditional Techniques Used to Handle Organisational Change

- 1 Downsizing  
(assets, staff - including management)
  - 2 Organisational restructuring  
(retrenchments)
  - 3 Quality and customer services  
(TQM & CRM)
  - 4 Industrial relations change  
(enterprise bargaining agreements, award restructuring, work choice, etc)
- (source: R. Waldersee et al, 1993)