

ASSOCIATED MOTORWAYS LTD



**Service Coordinator
Body & Paint Workshop**

The state-of-the-art body and paint workshop of Associated Motorways Ltd at Pellyagoda has immediate vacancy for a Service Coordinator.

The Service Coordinator will handle customers follow up customer requirements with staff, monitor customer satisfaction index, handle customer complaints and take preventive action on the guidelines given by the Service Manager. He will also maintain necessary data for evaluation of service advisors, front line staff, foremen and quality controllers in the workshop as per customer complaints.

Candidates need to be between 30 to 35 years of age with B.Sc Mechanical Engineering degree from a university or NVQ equivalent certification from a recognized vocational training institute with 3 years relevant experience in an automobile body and paint, mechanical and electrical acquired in a reputed company.

Candidates who have followed specialized course in automobile engineering will have an added advantage.

Candidates need to be computer literate and should be proficient in spoken and written English.

Detailed CV's with contact details of two non related referees need to be sent within 7 days of this advertisement addressed to:



**Human Resources Manager
Associated Motorways Ltd
185, Union Place, Colombo 02.
Fax No : 2300576
email : hr@amwlt.com**



APPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR

Change Management: A major stumbling block for many companies with growth potential

By Ranjan Saheed

2552 Years ago Gautama Lord Buddha preached the change management for the entire three worlds.

The management of change is a key skill and is so fundamental to the successful growth of the company that it deserves a mention in its own right. The reason for this is that the development of a company from inception through its growth stages to maturity is, in fact an exercise in change management.

The management of change is a major stumbling block for many companies with growth potential. Unlike lack of management resources, lack of financial resources or inadequacy of systems, change management is not Tangible, but rather it is a management skill which must be developed.

The management of change is important for two reasons:

1. Flexibility and the ability to respond quickly to changing conditions are, as has already been stated, key areas of advantage for the smaller company 'to be able to move quickly a company must be comfortable with change and not perceive it as threatening'
2. Today's business world is rapidly changing and uncertain 'it is against this background that a small company Must grow' in such an environment a knowledge of how and when to change is a

key management skill'

It is worthwhile examining the nature of change and where it is likely to come from in the context of a small growing company in an organization change can be split into two:

<ul style="list-style-type: none"> Internal change Company development New ideas and methods Technology processes, procedures Skills Physical Environment 	<ul style="list-style-type: none"> Political (government legislation) Economic (inflation, interest rates) New technology substitutions or replacement Market (Competitors, customers, Suppliers)
---	---

Management responsibility also extends to identifying external change factors and how they are likely to influence the organization and its people. The first to change is the attitude of management people feel comfortable doing things the way they have always Done them and the management of small companies in no different 'companies which have been reasonably Successful will take the view: 'we have always done it this way why should we change?'

This attitude has dogged many companies and is one of the main reasons why organizations fail to fulfil their Potential before change can take place there must be management recognition of the benefits which change Will bring to the organization. This will ensure a willingness to



Ranjan Saheed

instigate change within the company it is a major functions of the management of a growing company to strive for more efficient ways of operating and search for new opportunities for the company thus, good management should always be aware of change and its potential benefits.

The second major barrier to change that management is likely to face is the reaction of staff change is disruptive and it is natural to want to retain the status quo. people can be apprehensive about change and see even minor changes a threat. This apprehension can be lead to a 'knee jerk' reaction against change of any sort. Managing change involves an understanding of people's attitude to change their fear of the unknown their fear of a perceived reduction in status ,the feeling that they are being pressurized, or their reluctance to change from the comfort of existing procedures by understanding people's fears management can minimize the resistance of their staff to change.

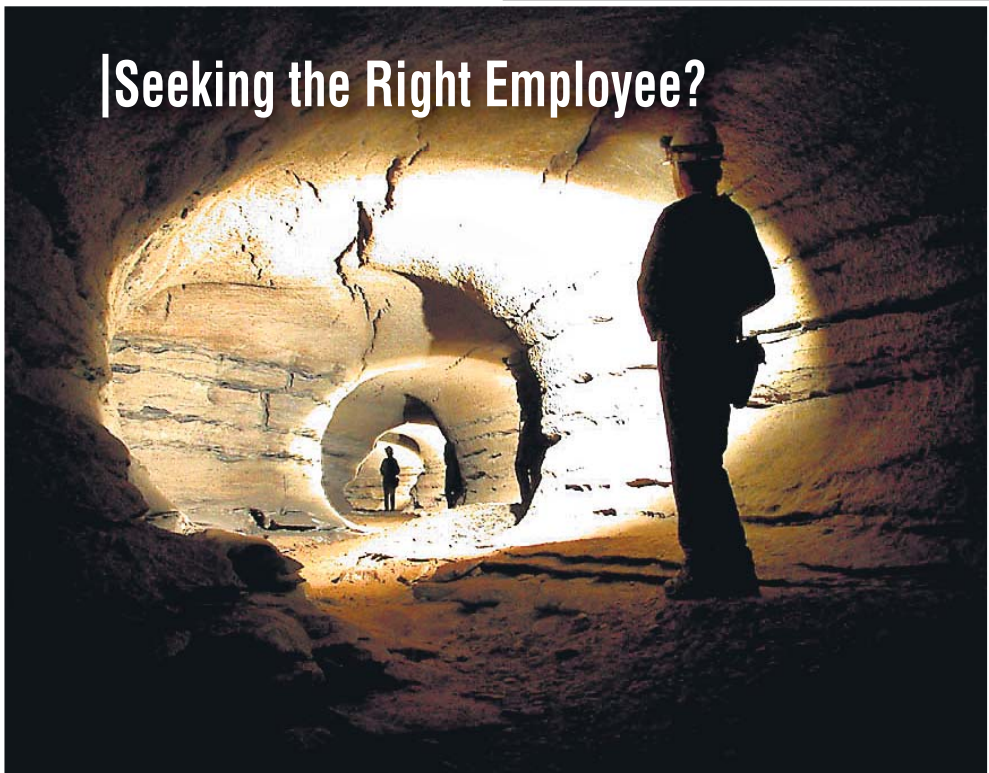
Changes are occurring all the time and in every organization there is a great deal of unplanned change' if however Unplanned change takes place in the key areas of the business then this is because of the absence of change

Management this can lead to problems managing change is about controlling the change and directing it in the key Business areas are opposed to passively reacting to change or worse still trying to discourage and resist change.


There are three main elements in the process of managing change creating the climate for managing change, identifying The areas for change, and implementing the change.

The writer is a Chartered Marketer a Senior Management Consultant and Lecturer Aquinas Faculty of Marketing and Management

|Seeking the Right Employee?




ADVERTISE IN



APPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR

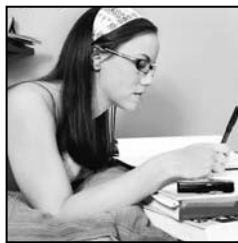
THE VACANCY ADVERTISING SECTION OF



Competitives Rates | High Caliber Readership | Free Web Advertising

Aravinda - 0773 219 777 Nigel - 0772385513 Hemantha - 0773 427 846 Madu - 0772 930 795

Aggression at work



Recent research by Wayne Hochwarter, a professor of management at Florida State University, and associate Samantha Engelhardt investigated differences in employees' responses to abusive supervisors. Their study included more than 180 employees from a range of professions and built on 2006 research that assessed the effects of abusive bosses on employees' health and job performance.

Wayne Hochwarter explained:

"Our goal was to isolate those who reported daily abuse from those who did not."

The researchers found significant differences between the two groups. Of those who reported abuse:

- 30 per cent slowed down or purposely made errors (compared with 6 per cent of those not reporting abuse)
- 27 per cent purposely hid from the boss (compared with 4 per cent)
- 33 per cent confessed to not putting in maximum effort (compared with 9 per cent)
- 29 per cent took sick time off even when not ill (compared with 4 per cent)
- 25 per cent took more or longer breaks (compared with 7 per cent)

They also found that participants not reporting abuse were three times more likely to be proactive in solving problems they experienced in the workplace, including perceived abuse.

Wayne Hochwarter commented:

"The data do not allow us to definitively state if abuse leads to these reactions, or if managers are just responding to their subordinates' less-than-stellar behaviour. However, it is clear that employee-supervisor relations are at one of the lowest points in history."

Researchers highlight the importance of "basic civility" and effective communication when addressing many workplace problems.