## Change Management in Information Services

SECOND EDITION

Lyndon Pugh

## Contents

List of Figures Preface Acknowledgements		vii
		ix
		xi
1	The Nature of Change	1
2	Change Theories	23
3	Strategies	49
4	Process and Models	71
5	Metaphors for Organizations	103
6	Structures	113
7	Teams in Change Management	137
8	Leadership for Change	163
9	The Psychology of Change	177
10	The Skills of Change Management	193
Bibliography		209
Index		219