

communicate can bring. Resistance to change is fed by these two elements, and the results can range from annoying delays and mistakes to outright sabotage of equipment and programs. The following is a list of items that should be discussed with employees.

Training - this can be anything from general computer literacy to specific training offered by manufacturers.

Job Descriptions - employees should know what impact the machine will have on what their jobs are and what that will or won't do to their level.

Job Security - employees should know whether their jobs are secure or not. Security should be put in terms of security of employment, not permanently doing exactly the same thing.

Expectations - employees may develop unrealistic expectations. These expectations may be doom and gloom or a belief of instant promotion. It may be they have unrealistic expectations as to what the system itself can do.

Commitment - employees should be encouraged to have input into systems. They should be encouraged to point out problems and bring forward solutions. You can't order commitment, you have to develop it.

Resistance to Change - employee's fears and inappropriate behaviour should be discussed openly and dealt with quickly.

Job Satisfaction - job satisfaction can come from a variety of things, including pride of performance, perceived status, who we communicate with and how. Automation sometimes robs people of job satisfaction because they no longer see the whole picture or are unable to report to certain people. Functions can become so specialized that people feel like a cog and not part of a team.

Office Layout - installing new equipment sometimes means changing office layouts. Employees should have a chance to express their opinions. It is after all their environment.

Ergonomics - a new word for a safe pleasant environment with suitable lighting and comfortable furniture