Supporting Document 2: Resistance Risk Mitigation Intervention Table

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| **Issues** | **Risk** | **Description** | **Rating** | **Mitigation** | **Downgrade to** |
| Culture of the organization | The organization lacks a sense of innovation  | The employees are comfortable following the past procedures that have been set by their predecessors as opposed to coming up with new initiatives | High(H) | The organization should change the procedures used to create room for new and informed ways of handling crucial matters. This will create a crop of creative thinkers. Offering training to the members of staff within the organization so as to teach the employees to become problem solvers. | Moderate (M) |
| Psychological learning | The employees are afraid of the possibility that they may fail. | There is a general atmosphere of fear that changing the normal ways of doing things, which the employees are used to will result in failure. | Moderate(M) | The organization should research on previous cases where the same programs have been used and proven to be successfulThe leadership should work hand in hand with the employees and offer them assurance regardless of the outcome that may be generated from the whole process.  | Low(L) |
| The current structure of the organization | There numbers of ranks as established within the organization are too many. | The high number of ranks as currently constituted within the organization becomes an impediment in the event an individual wants to bring a matter forward.  | High(H) | The organization should focus on ways by, which the ranks that currently exist can be reduced to number that can be easy to report to in the event of an issue occurring. By creating various ranks within a specific department, the organization will reduce the different layers of leadership that presently exist. | Low(L) |
| Commitment of the workforce | The motivation level of the workers is currently low. This is a clear indication that a high number of them are not committed to working to the best interest of the organization.  | The current workforce is opposed to the idea of change based on past experiences. The response on the ground appears to be negative as expected. | High(H) | Preparing and teaching the current workforce on the positive impacts that will be experienced through embracing change.Encouraging them to embrace the planned changes by offering them a sense of assurance and the future possibility of rewards to those who prove loyalty to the organization.  | Moderate (M) |
| Knowledge dissemination | There is the lack of reliable system that can be used to spread knowledge and information as well as standardized procedures of operation within the organization | A reliable rank within the organization that can deal with creating procedures of operation within the organization does not exist. | High(H) | A specific sector should be created by the management that will solely deal with matters relating to the spread of information within the organization. New employees should also be taken to through a process where they will be taught and updated with all the necessary information they will require during their employment period.  | Low(L) |