

A MANAGER'S GUIDE TO SUCCESSFUL ORGANISATIONAL CHANGE

Resources to help mitigate against the threat of Counterproductive Work Behaviour and insider acts during organisational change.

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MANAGING ORGANISATIONAL CHANGE

MANAGER'S GUIDE

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This manager's guide to successful organisational change was produced from the *Assessing And Mitigating The Impact Of Organisational Change On Counterproductive Work Behaviour: An Operational (Dis)Trust Based Framework* project, funded by CREST.

A Practitioner Toolkit, containing all 4 toolkits (Leaders, Individuals, Organisational Culture, Team Relations) and two e-webinars are also available at www.crestresearch.ac.uk/cwb. To find out more information about this project visit: www.crestresearch.ac.uk/projects/counterproductive-work-behaviour/

About CREST

The Centre for Research and Evidence on Security Threats (CREST) is a national hub for understanding, countering and mitigating security threats. It is an independent centre, commissioned by the Economic and Social Research Council (ESRC) and funded in part by the UK security and intelligence agencies (ESRC Award: ES/N009614/1).

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GUIDE OVERVIEW

WHAT IS THE GUIDE DESIGNED TO DO?

The guide contains key concepts, practical resources and self-reflective activities.

We focus on the need to maximise the development of trust across the organisation and minimise the formation of distrust, in order to mitigate the development of, and potential consequences of Counterproductive Work Behaviour (CWB) and insider threat.

HOW DO I USE IT?

This guide can be used by leaders of any organisation undergoing change. It can be used alone or in conjunction with our full toolkit www.crestresearch.ac.uk/resources/cwb-toolkit.

It can also be used by employees across the organisation as a training resource.

WHAT SHOULD I EXPECT TO GET OUT OF IT?

It is a starting point for leaders who are implementing organisational change and should be used as part of a larger impact assessment on organisational change. Leaders are encouraged to adapt the materials for their own particular requirements.

HOW WAS IT DEVELOPED?

This toolkit has been created through findings from a CREST-funded project, undertaken by Professor Rosalind Searle (University of Glasgow) and Dr Charis Rice (Coventry University). The project produced a (dis)trust based framework for predicting, identifying and mitigating counter-productive work behaviour and insider threat within the context of organisational change.

The project included a review of the current literature and a case study of a security critical organisation undergoing changes. This included interviews with management on the change context; critical incident stakeholder interviews for three insider threat cases; and administering anonymous online site surveys to managers and employees to gauge the organisation's climate.

The project builds on the team's past research and expertise in the area of trust, organisational change and employee behaviour.

RESOURCES

As well as this manager's guide there is a Practitioner Toolkit, containing all 4 toolkits (Leaders, Individuals, Organisational Culture, Team Relations). The separate toolkits are available at:

- **Leaders** - www.crestresearch.ac.uk/resources/cwb-toolkit-leaders
- **Individuals** - www.crestresearch.ac.uk/resources/cwb-toolkit-individuals
- **Organisational Culture** - www.crestresearch.ac.uk/resources/cwb-toolkit-organisational-culture
- **Team Relations** - www.crestresearch.ac.uk/resources/cwb-toolkit-team-relations

There are also two **e-webinars** available at www.crestresearch.ac.uk/resources/cwb-video-toolkits and www.crestresearch.ac.uk/resources/cwb-video-key-messages

INTRODUCTION TO GUIDE

This introduction section provides an overview of Counterproductive Working Behaviour (CWB), trust and organisational change through outlining:

1. Key definitions relevant to the topics of trust, change and CWB.
2. Key messages about the topics and good practice indicators gained through our past research.
3. Why change matters in creating CWB.
4. Why trust matters for organisations and why it might shift to distrust during organisational change.

KEY CONCEPTS

- **Change** is not a discrete event but a part of multiple and ongoing sets of experiences that alter an organisation's structure, its processes and/or its social systems (Kiefer, 2005).
- Change triggers emotional and cognitive processes that affect individuals' behavioural responses (Oreg et al., 2018).
- **Counterproductive working behaviour (CWB)** includes voluntary actions which threaten the effectiveness of an organisation and/or harm the safety of an employer and its stakeholders. These behaviours range from small scale indiscretions (e.g., time wasting or knowledge hiding) to serious insider threat activities (e.g., destroying systems or divulging confidential information to malicious others).



- Our research shows that CWB and insider threat occurs not just through the recruitment of deviant or malicious individuals, but can develop through negative employee experiences during organisational change.
- A change in **psychological attachment** is likely following organisational changes to roles, relationships, and resources.
- An '**insider**' is someone with privileged access to the networks, systems or data of an organisation (Nurse et al., 2014) e.g., an employee (past or present), a contractor, or a trusted third party.
- **Active insider threat** - behaviour that is carried out by someone with inside access to an organisation which threatens to harm the organisation and/or its members. This can be intentional and malicious, or unintentional, accidental behaviour.
- **Passive insider threat** - includes the passive threat actions of an individual insider such as the withdrawal of full effort from work tasks, as well as the unintentional behaviour of those around an insider that facilitates or tacitly condones the insider's threat behaviour and consequently threatens or harms an organisation and/or its members.

MANAGING ORGANISATIONAL CHANGE: MANAGER'S GUIDE

- **Moral disengagement** is a socio-psychological process in which individuals become freed from the self-sanctions and self-monitoring that typically guide them to act according to ethical or moral standards (Bandura, 1999).
- **Attribution** is a psychological process by which individuals explain the causes of behaviour and events.
- **Integrity** is a dimension of trustworthiness that involves the adherence to moral principles such as honesty and fairness (Gillespie and Dietz, 2009).
- **Trust** is a 'willingness to be vulnerable to the actions of another party based on the positive expectations that the other will act beneficially, or at least not inflict harm, irrespective of any monitoring or control mechanism' (Mayer et al., 1995; Rousseau et al., 1998).
- **Distrust** involves pervasive negative expectations of the motives, intentions or actions of others (Bijlsma-Frankema et al., 2015).



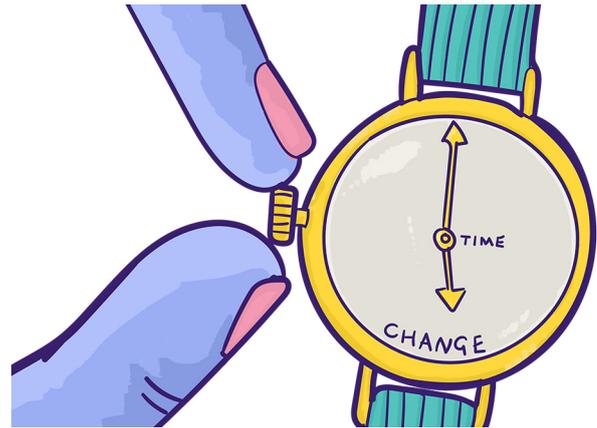
UNINTENDED CONSEQUENCES OF CHANGE

What negative impacts are produced by organisational change?

Change can produce four main types of impact. **First**, it makes the work environment less predictable. Therefore, employees' attention becomes diverted to detect what is changing, and to understand if it is different from what they have been told is changing.

Second, changes are often accompanied by inadequate communication, characterised by information which may be incomplete, inaccurate or untimely. As a result, misunderstanding and rumours can emerge.

Third, changes in organisations are often accompanied by leadership changes at a variety of levels. This might be confined just to the top of the organisation, but equally it can cascade down



to all levels. Further, the way leaders are used in the organisation might change (e.g., through re-structuring), meaning the types of behaviours expected from both leaders and employees will change in line with the new direction.

Fourth, in undertaking these transformations, there will be those who feel the process or the outcome of change is unfair; this is particularly likely for those who have lost power and influence.



What role does (dis)trust play within an organisational change context in CWB?

The diagram below outlines a process which often follows change and marks the evolution not only of trust decline but also of the development of CWB. Each of these mechanisms is illustrated by a quote from our CREST Insider Threat research.

"They worked in our team for a number of years, and we had mentioned that if he loses a password, that's a drop everything and fix it thing...but I think we probably should have impressed upon him more how serious it was."

PASSIVE INSIDER THREAT (Employee, CREST Insider Threat Study)

"Would I be surprised looking back at some of the behaviours, the dissatisfaction with some of the team members, that someone may have acted and done something deliberately? Not fully surprised."

ACTIVE INSIDER THREAT

(Employee, CREST Insider Threat Study)

ACTIVE & PASSIVE INSIDER THREAT

START OF CWB

MORAL DISENGAGEMENT

"I, as not [being] the line manager, had the option of sort of just, not wasting an hour of my life taking him under my wing...I then didn't take it that I needed to further impress on him or start nagging him. I said what I thought should happen and if he chose not to do it, then, it wasn't my problem."

(Employee, CREST Insider Threat Study)

"You thought that you absolutely have a level of trust with your organisation and yet last year, psychologically, we took that final salary pension away which as you know to some people...it's such an integral part...that social contract of, but you were looking after me, I knew what I was going to get, that's gone."

(Employee, CREST Insider Threat Study)

PERCEIVED
INTEGRITY
BREACH

START OF
DISENGAGEMENT

"I love what I do and I'm good at it. But the environment isn't right. It doesn't value me. I have a lot to offer but this place isn't making the best of me."

(Employee, CREST Insider Threat Study)

CHANGE IN
ATTRIBUTIONS

CYNICISM

"We always get promised this and that...there is a healthy level of cynicism about whether change will actually happen and a degree of push back against change in the organisation."

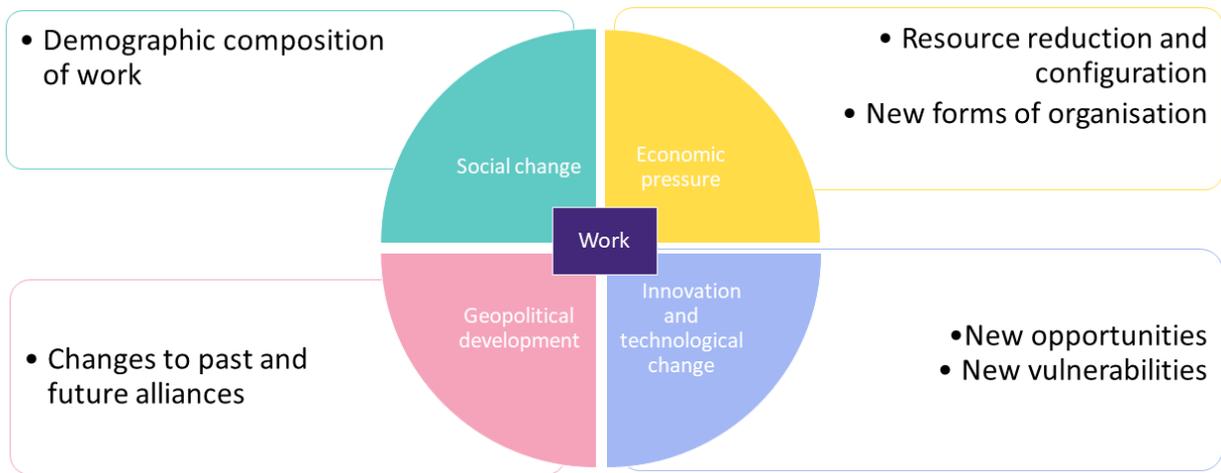
(Employee, CREST Insider Threat Study)

INTRODUCTION TO CHANGE

Change and its relationship to trust.

This sub-section encourages you to reflect on what types of change might be occurring in your organisation. It seeks to explain trust, how and why employee trust might be negatively affected by organisational change, and how breached trust might manifest in different types of counterproductive work behaviour.

TYPE OF CHANGE



KEY IMPACTS OF ORGANISATIONAL CHANGE

Organisational structure:

- Shift in top level organisation and reporting relationships.
- Alteration of physical and virtual locations of work.

Organisational processes and systems:

- What is done on a daily and frequent basis.
- How it is done.

Organisational social systems:

- Who does it.
- Who directs and controls work.
- Culture and values of that organisation and the local workplace.

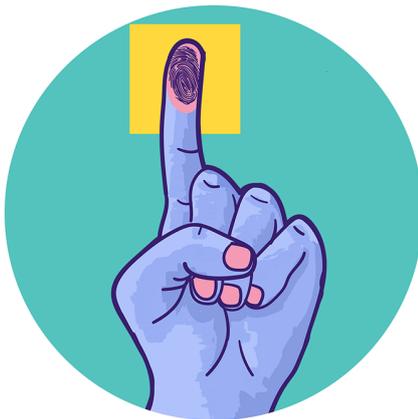
ACTIVITY 1: REFLECTION

Review both the types of change and the key impacts of organisational change indicated above and consider what is happening in your own organisation.

CHANGE MAKES TRUST SALIENT

Change can affect individuals' psychological attachment to their employing organisation, which involves three distinct dimensions. Although they are interconnected, each is a separate form of connection to the organisation.

PSYCHOLOGICAL ATTACHMENT



IDENTITY



COMMITMENT



TRUST

SYNERGY BETWEEN DIMENSIONS

WHAT IS TRUST?

Trust is a willingness to be vulnerable to the actions of another party based on the positive expectations that the other will act beneficially, or at least not inflict harm, irrespective of any monitoring or control mechanism.

(Mayer et al., 1995; Rousseau et al., 1998).

Distrust involves pervasive negative expectations of the motives, intentions or actions of others.

(Bijlsma-Frankema et al., 2015).

Trust = trustworthiness

Trust is derived from a sense of trustworthiness based on cognitive and affective components.

(Colquitt et al., 2012).

COGNITIVE BASED TRUST INVOLVES:

- Track record/Reputation.
- Dependability, Reliability.
- Professionalism.
- Weak trust - derived from predictability.
- Impact = certainty.

AFFECT BASED TRUST INVOLVES:

- Emotional investment.
- Genuine care and concern.
- Stronger trust - belief in other's goodwill - discount occasional expectation violations.
- Impact = resilience and reduced wariness.

TRUST DIVIDENDS

Research shows that organisations with high trust have distinct advantages. They have higher performance levels, their reputation, gained in part from the positive experiences of those working within them, results in more internal and external recommendations and endorsements.

Those who work in trusted organisations have greater job satisfaction and are more co-operative with each other; they tend to share information with each other, including potential errors and new ideas. These organisations have less turnover of staff as people want to remain working there. Organisations with high trust are able to leverage these positive elements during change.

WHAT DOES TRUST LOOK LIKE DURING CHANGE?

- Feelings of security and safety in employment and key relationships.
- Leader emphasis on the welfare and well-being of the workforce in making transitions.
- Engaged staff with shared organisational goals and values.
- Empowerment and participation from lower levels.
- Open dialogue and constructive communication.
- Citizenship behaviours evident including high levels of support e.g., volunteering, 'going the extra mile', helping out colleagues.
- Integrity of staff, especially amongst leaders – doing the right thing matters most.
- Demonstrating the capacity, abilities and skills to make alterations.

"There is a lot of people engagement in teams and things like that...we are empowered to drive that change and to take responsibility for that change...I think it's when people genuinely share. We have team breakfasts, we have team meetings, a lot more team orientated discussions now...sharing reward and recognition."

(Employee, CREST Insider Threat Study)



More error detection



Less stress



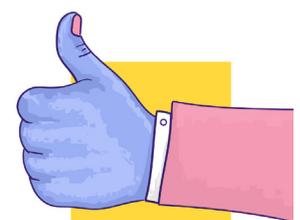
More co-operative



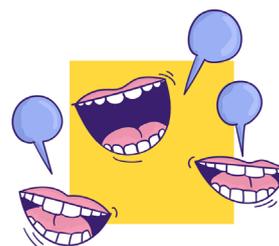
More innovation



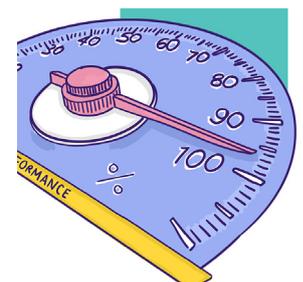
More recommended



Greater job satisfaction



Participation in decisions



High job performance

LOW TRUST

In contrast, low trust organisations have lower productivity for a variety of reasons. Low trust organisations require greater efforts around communication, either to ‘spin’ negative information, or to overcome bias to communicate good news.

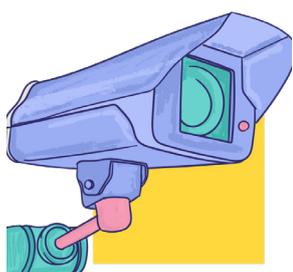
Low trust organisations are less conducive for efficient working; they are political and stressful, which results in people withdrawing their effort. Such an atmosphere can lead to higher absence levels, which raises the workloads of those who are present. Output is depressed due to the higher levels of monitoring and control required; people care less about these organisations and so they feel more inclined to steal or sabotage.

Finally, many of those who remain in low trust organisations disengage psychologically or make plans to physically leave. In this way, a spiral of decline develops.

Effective organisational change in a low trust context is more challenging to achieve; while it might be necessary, there is less engagement and support from employees.

WHAT DOES DISTRUST LOOK LIKE DURING CHANGE?

- Feelings of frustration, anger, fear and contempt about the change and its key actors.
- Feelings of acute vulnerability and dependency – loss of control.



More monitoring



Lower performance



Higher turnover rate



Higher stress

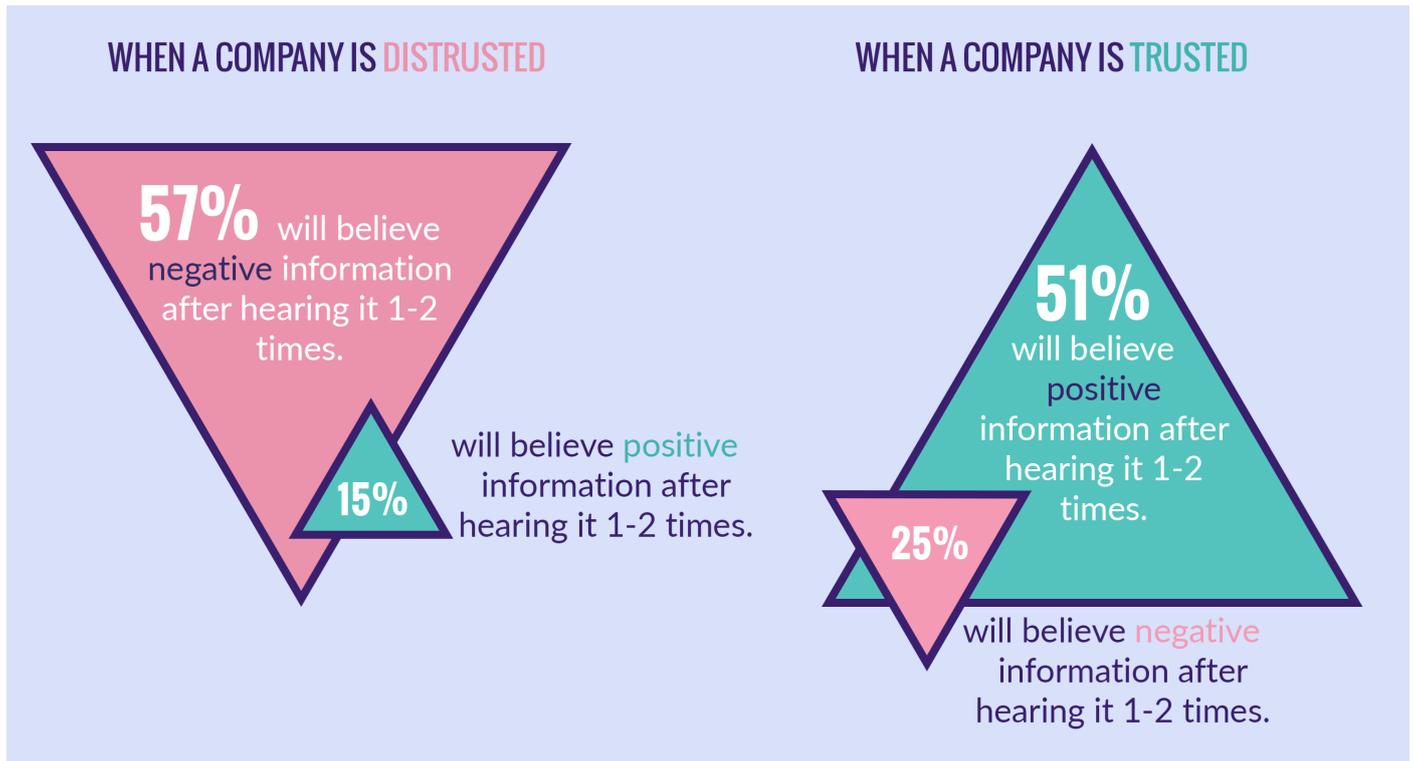
- Broken or breached expectations and promises – personal and organisational goals no longer aligned.
- Operation of political networks.
- Doubts about the intentions and motivation of others in the organisation – feeling the need to monitor and protect self, hyper-vigilance.
- Concern about lack of or low level of skill and ability of others in the organisation – uncertainty and unpredictability.
- Apathetic and disengaged staff – everyone looks after themselves.
- Little or no open communication – perceived political and hidden agendas.
- Inconsistency between what is being said and what can be seen as being done – creates uncertainty and vulnerability.
- Counterproductive behaviours are evident in active and/or passive form.

“The pension is a big disappointment. It's something that if I could be bothered, I might have found out more about, and maybe been more animated about it. But I figure the management are going to do what they are going to do.”

(Employee, CREST Insider Threat Study)

“The fear of getting people into trouble is definitely there, the fear of mentioning something and then it's an overreaction...you know you are going to get somebody in an awful lot of trouble for doing something [small].”

(Employee, CREST Insider Threat Study)



Above: Edleman, Trust Barometer (2011)

NEGATIVE RESPONSES TO CHANGE

One of the consequences of low trust and high change contexts is CWB; this can take a variety of forms.

	MINOR	MODERATE	SEVERE
ORGANISATIONAL	<p>WITHDRAWAL Intentional avoidance of or disengagement from work environment, job tasks, or the organisation (includes deliberate withholding of pertinent information and knowledge from the organisation).</p>	<p>PRODUCTION DEVIANCE Intentional non-compliance with how work should be done.</p>	<p>PROPERTY DEVIANCE Organisational Theft - Intentional taking of organisation's property for personal purposes or financial gain.</p> <p>FRAUD Wrongful or criminal deception concerning organisational assets for financial or personal gain.</p>
INTERPERSONAL	<p>POLITICAL DEVIANCE Deliberate social interaction intended to gain personal or political advantage over another party.</p>		<p>INTERPERSONAL AGGRESSION Deliberate physical and verbal aggression and incivility designed to be hostile towards or to harm or endanger another individual. Includes: Sexual misconduct and harassment, physical violence, bullying and verbal incivility and abuse.</p> <p>INDIVIDUAL TARGETED THEFT Intentional taking of another individual's property for personal or financial gain.</p>

Above: Adapted from Robinson and Bennet (1995) and Spector et al. (2006)

EFFECTIVE CHANGE MANAGEMENT FOR CWB PREVENTION

Strategies to help mitigate against the threat of CWB and insider acts in organisational change initiatives.

USING THE CORE SKILLS AND INDICATORS

Each of the following core skill definitions describes good practice for leaders in order to maximise their chances of being effective in managing organisational change. It is recognised that every organisation is different and so leaders will need to tailor the core skills and indicators to their particular context and demands. Nonetheless, the skills and indicators that follow reflect findings from a comprehensive study into CWB, insider threat and organisational change, and have been validated through extensive feedback from stakeholders.

Positive and negative indicators are included for each of the five core skills. We expect that it will not be possible for all of the positive indicators to be evident all of the time nor for there to be a consistent absence of negative indicators. However, striving towards as many positive indicators as possible should enable you and your organisation to improve change management and secure your environment.

The positive and negative indicators demonstrate types of behaviour that our research shows are associated with effective and ineffective management of organisational change and CWB. They are not designed to be prescriptive but to aid leaders to be self-reflective about their

Fair and consistent

Be fair and consistent with HR procedures and managing people during change.

Organisational citizenship

Make Counterproductive Work Behaviour reporting a part of employee safeguarding.

Communicate change

Communicate change initiatives transparently, consistently, regularly and collaboratively.

Assess your environments

Assess both individual and team environments for their vulnerabilities and tailor change initiatives accordingly.

Lead by example

Leaders act as role models for the organisation, demonstrating acceptable behaviours and morals for employees.

performance and that of the organisation. They can also be used as an educational aid for members of the wider organisation, to help develop a shared understanding of good change management and organisational citizenship.

FOCAL

FAIR AND CONSISTENT

Be fair and consistent with HR procedures and managing people during times of change and stability. This will leave employees more resilient to the turbulence of organisational change and trusting in the vision of the projected change outcome.

Positive Indicators

- ✓ There are clear policies on expected behaviours in the organisation.
- ✓ Leaders and teams regularly reflect on the existence of desired behaviours and values and try to address any associated issues and involve staff in their development.
- ✓ Rewards are made against a set of clear and consistently implemented criteria.
- ✓ Sanction-based policies are applied consistently across all levels and types of employees.
- ✓ A core value of the organisation is to treat all employees with respect and value.
- ✓ Promises made are delivered and when they cannot be, a full and honest account is provided as to why not, or why inconsistency has arisen.
- ✓ There is active listening and engagement directed towards all employee groups.
- ✓ Checks and audits are undertaken to ensure fairness in policy application e.g., gender, age, ethnicity compositions checked for key HR issues – pay, reward and recognition, and progression.

Negative Indicators

- ✗ Policies on expected behaviours and HR processes are missing, out-dated or difficult to access/understand.
- ✗ Lapses in expected behaviours are addressed through official sanctions only.
- ✗ Individuals can get ahead if they 'get in' with the right group.
- ✗ Leaders or certain groups in the organisation do not follow the rules, or avoid the rules, and escape the negative effects of change in some circumstances.
- ✗ Leaders are protected above others.
- ✗ Promises are often broken meaning staff are often disappointed.
- ✗ There is no transparency around, or explanation given, for organisational decisions.
- ✗ Individuals are excluded from important decisions by virtue of their age, race, sex, etc., or because of their level/role in the organisation.

HOW DO WE DEMONSTRATE FAIRNESS (OR UNFAIRNESS)?

Use the indicators outlined as a basis to consider how you currently demonstrate fairness (or unfairness) in your organisation. Think about the stories that are shared

The more positive indicators you have in place, the more secure your organisation is likely to be towards mitigating CWB, both generally and during organisational change. If you only recognise the negative indicators, you should seek to implement the indicators outlined on the positive side

ORGANISATIONAL CITIZENSHIP

Make CWB reporting a part of employee safeguarding. Reporting is likely to be increased through creating an organisational value system in which reporting CWB or unusual activities among colleagues is considered a protective, rather than punitive, measure for the potential perpetrator and others around them.

Positive Indicators

- ✓ CWB is defined in a comprehensive fashion and well understood by all in the organisation. There is regular education on CWB warning signs, reporting procedures and individual responsibility making it part of the organisation's safety culture.
- ✓ All employees and managers consider reporting CWB and unusual behaviours part of their social responsibility for keeping the organisation safe.
- ✓ Staff regularly mention behaviours and issues that concern them to managers/ security even if they are unsure it is relevant.
- ✓ Low level CWB such as inappropriate workplace talk, incivility, lack of conscientiousness, is recognised and dealt with consistently by leaders.
- ✓ Leaders proactively communicate about and seek feedback on changes which are likely to negatively impact on staff and seek to implement appropriate support strategies.
- ✓ There is a proactive focus on identifying potential threats or risks – changes in employee attitudes or behaviours (e.g., frustration, anger, fear).
- ✓ Ongoing analysis of data occurs to identify and revise risks and exposures.
- ✓ Managers are aware of the life events of their staff and sensitive to the need to provide additional support.

Negative Indicators

- ✗ There is a lack of clear guidance and information available on CWB.
- ✗ Employees receive minimal education about CWB on a one-off or irregular basis.
- ✗ Employees only follow the rules to avoid getting in trouble.
- ✗ Employees avoid reporting CWB or 'play dumb' when questioned about CWB in case they get themselves or others into trouble. Leaders are considered responsible for CWB reporting.
- ✗ Low level CWB is ignored by leaders and considered normal in the workplace; only the most serious forms of insider threat are recognised and tackled.
- ✗ Leaders do not openly anticipate and address upcoming changes that are likely to negatively impact on staff and do not have insight into staff sentiment.
- ✗ There is a reactive focus on CWB with efforts made only after something has gone wrong.
- ✗ Managers are unwilling or lack the skills to have difficult or sensitive conversations with staff.
- ✗ Ongoing concessions are devised for certain angry, 'difficult' or isolated team members.

HOW DO WE CURRENTLY MANAGE CWB AND WHAT SHOULD WE CHANGE?

Use the indicators outlined as a basis to consider how you currently manage CWB in your organisation. The more positive indicators you have in place, the more secure your organisation is likely to be towards tackling CWB generally and during organisational change. If you only recognise the negative indicators, you should seek to implement the indicators outlined on the positive side.

ACTIVITY 2: COUNTERPRODUCTIVE WORK BEHAVIOUR

The items below have deliberately been worded to collect the witnessing rather than the undertaking of these actions. These should drive a more open discussion about what those completing the task are seeing going on around them. While some of the items appear similar to each other, they address slightly different issues or affirm previous answers and so all items should be completed.

KEY SCORING ITEMS

- 0 = Never
- 1 = Occasionally
- 2 = Sometimes
- 3 = Frequently
- 4 = Every Day

Please select the appropriate number by using the interactive tick in this document.

Indicate how often you have witnessed the following behaviours in your organisation:	0	1	2	3	4
1. People telling others outside the job what a lousy place it is to work at.	<input type="checkbox"/>				
2. People staying home from work sick when they were not	<input type="checkbox"/>				
3. People starting or continuing a damaging or harmful rumour at work	<input type="checkbox"/>				
4. Something belonging to your employer being stolen	<input type="checkbox"/>				
5. Someone being insulted about their job performance	<input type="checkbox"/>				
6. Someone being made fun of at work because of their personal life	<input type="checkbox"/>				
7. Someone being ignored at work	<input type="checkbox"/>				
8. Someone blaming someone at work for an error they made themselves	<input type="checkbox"/>				
9. Someone starting an argument with someone else at work	<input type="checkbox"/>				
10. Someone purposely doing their work incorrectly	<input type="checkbox"/>				
11. Someone being verbally abused at work	<input type="checkbox"/>				
12. Someone taking a longer break than they were allowed to take	<input type="checkbox"/>				
13. Supplies or tools being taken home without permission	<input type="checkbox"/>				
14. Someone being threatened with violence at work	<input type="checkbox"/>				
15. Someone saying something obscene to someone at work to make them feel bad	<input type="checkbox"/>				
16. Some purposely working slowly when things needed to get done	<input type="checkbox"/>				
17. Someone purposely wasting the organisation's materials/supplies	<input type="checkbox"/>				

Indicate how often you have witnessed the following behaviours in your organisation:	0	1	2	3	4
18. Someone being threatened at work, but not physically	<input type="checkbox"/>				
19. Someone leaving work earlier than they were allowed to	<input type="checkbox"/>				
20. Someone doing something to make someone else at work look bad	<input type="checkbox"/>				
21. A mean prank designed to embarrass someone at work	<input type="checkbox"/>				
22. Someone purposely failing to follow instructions	<input type="checkbox"/>				
23. Someone looking at someone else's private work mail/property without permission	<input type="checkbox"/>				
24. Someone hitting or pushing someone at work	<input type="checkbox"/>				
25. Someone purposely damaging a piece of equipment or property	<input type="checkbox"/>				
26. Someone insulting or making fun of someone at work	<input type="checkbox"/>				

SCORING KEY: WORK BEHAVIOURS

Counterproductive work behaviour (CWB) involves any behaviour that occurs in the context of work which harms either the organisation or its members (Spector et al., 2006). There are two levels. First, those directed at individuals, and termed CWB-I.

This form comprises: theft of other's property, sabotage towards a specific target person, and acts of interpersonal aggression. In contrast, CWB actions that are focused on harming the organisation are organisational-level deviances (CWB-O). They include: failures to comply with rules about how work tasks should be done (production deviance), industrial-focused sabotage and theft.

On the next page you will see a key as to how each of the items link to the five different dimensions of CWB, and their type (CWB-O or CWB-I). Reflect on the finding that any items where you have circled 1 or above means some form of that CWB dimension is present in your organisation. In debriefing this task, it is useful to identify the most common items.

You could compare the differences in frequencies between managers and staff members to see if there are consistent dimensions of CWB that are being witnessed.

Discuss what could be done to detect and reduce the occurrence of these behaviours in your workplace (to help, you could consider the positive and negative indicators for Organisational Citizenship Behaviour we have developed on p28).

WORKING OUT YOUR SCORE

Look at the table on page 20, you will see the item numbers that correspond with each of the CWB dimensions. Add together the score you have marked for each item. Thus with sabotage if you have marked a 1 and a 3 for items 17 and 25 respectively, your total score would be 4. Take the total score and divide by the number of items to work out the average. So for sabotage you would divide by 2 whereas for withdrawal the total score would be divided by 3. This new figure is the average and allows you to compare the results across the different CWB dimensions.

CWB Dimension	Item number	Total score	Average
Sabotage (CWB-O)	17, 25		/2 =
Withdrawal (CWB-O)	2, 12, 19		/3 =
Production deviance (CWB-O)	10, 16, 22		/3 =
Theft (CWB-O)	4, 13		/2 =
Interpersonal abuse (CWB-I)	1, 3, 5, 6, 7, 8, 9, 11, 14, 15, 18, 20, 21, 23, 24, 26		/16 =

DEFINITION OF CWB DIMENSIONS

Sabotage:

Sabotage is defacing or destroying physical property belonging to the employer.

Withdrawal:

Withdrawal consists of behaviours that restrict the amount of time working to less than is contracted to the organisation. It includes unauthorised absence, arriving late or leaving early, and taking longer breaks than necessary or authorised.

Production deviance:

Production deviance is the purposeful failure to perform job tasks effectively in the way that they are supposed to be performed.

Theft:

Theft is the wrongful taking of money, goods, or property by an organisational member.

Interpersonal abuse:

Interpersonal abuse consists of harmful behaviours directed toward co-workers and others, designed to harm either physically or psychologically through making threats, nasty comments, ignoring the person, or undermining the person's ability to work effectively.

This activity is has been adpated from Spector, P. E., Fox, S., Penney, L. M., Bruursema, K., Goh, A., & Kessler, S. (2006). The dimensionality of counter-productivity: Are all counterproductive behaviors created equal? *Journal of Vocational Behavior*, 68(3): 446-460

FOCAL

COMMUNICATE CHANGE INITIATIVES TRANSPARENTLY, CONSISTENTLY, REGULARLY AND COLLABORATIVELY

Early dialogue and collaboration with individuals on change projects will enable them to feel more in control of their working life, less vulnerable, and reduce unpredictability. How leaders communicate about routine and novel issues provides employees with clues about their trustworthiness and that of the overall organisation.

Positive Indicators

- ✓ Individuals generally share knowledge with each other.
 - ✓ Employees regularly and openly discuss their concerns with leaders in a constructive fashion.
 - ✓ Staff engagement surveys/feedback indicates that individuals are satisfied with the communication they receive about change in their organisation.
 - ✓ Staff of all levels are engaged at an early stage in change initiatives and this engagement is ongoing. Specific staff consultation mechanisms that empower employee voice are established in the organisation.
 - ✓ A wide variety of mediums are used to communicate with employees to explain why change is relevant to individuals, rather than just to the organisation or its shareholders.
 - ✓ When information is communicated, it is done in a transparent and non-evasive manner that manages expectations appropriately.
 - ✓ Change initiatives evidently incorporate staff input.
- ✓ Forums are made available for open dialogue and to raise concerns or unexpected issues throughout organisational change.
 - ✓ There is ongoing evaluation of effectiveness of organisational change communication.

Negative Indicators

- ✗ Individuals generally do not share knowledge with other.
- ✗ When concerns are shared with colleagues or leaders it often leads to conflict and is left unresolved.
- ✗ Staff engagement surveys/feedback about organisational change communication is largely negative.
- ✗ Staff are not engaged, or are irregularly engaged, in change initiatives through limited avenues e.g., one off formal consultation event.
- ✗ Only one-way, basic mediums (e.g., mass email) are used to communicate change.
- ✗ Organisational change communication does not highlight or consider the impact of change for individual employees.
- ✗ Information is not transparent, and includes evasive or technical language.
- ✗ Information provided about organisational change fails to manage employee expectations effectively.
- ✗ Change initiatives clearly do not include staff input and staff feel powerless in the face of change.
- ✗ There is no evaluation carried out on organisational change communication.

ACTIVITY 3: COMMUNICATION

This set of three exercises has been developed to facilitate the gathering of insight into the communication of change in your organisation, to identify areas of strength, and those requiring development. They have been adapted from Hargie and Tourish's (2009) communication audit work.

While the activities come from validated audit methodologies of organisational communication and include scales that can be statistically analysed, we have made the scoring and feedback on these resources as simple as possible.

They are primarily designed for leaders to reflect on their organisation's (and their own) internal communication practices. They should be used to start a conversation with staff, and to aid action planning around communicating organisational change.

All of these activities can be either directly given to employees or slightly rephrased and then given to employees so the perspectives of each group can be compared to identify gaps and allow appropriate action plans to be created.

SECTION 1: STRENGTHS AND WEAKNESSES IN COMMUNICATION

List below what you think are the three main strengths in the way people in your organisation communicate about organisational changes, for example:

- 1. Information about organisational changes is always given ahead of any changes actually occurring.*
- 2. It is easy to access information about organisational changes in my organisation through a variety of mediums.*

1.
2.
3.

List below the three main weaknesses in the way people in your organisation communicate about organisational changes, for example:

- 1. Information about organisational changes is often provided after change has occurred.*
- 2. People pay too much attention to rumours regarding organisational changes rather than official sources.*

1.
2.
3.

SECTION 2: SURVEY OF COMMUNICATION ABOUT ORGANISATIONAL CHANGE

This exercise is a survey comprising four components, designed to help you reflect on key communication issues in your organisation, such as what aspects of organisational change are communicated, who does that communicating and what mediums are used.

Your responses and the key below should be used to identify areas where you might need more, or less, focus regarding communication. While we have suggested pertinent issues, sources and channels of communication derived from our research, it is important that you tailor these items

to reflect your own organisation's specific changes and communication practices.

KEY SCORING ITEMS

0 = None.

1 = Very little information.

2 = Little information.

3 = Some information.

4 = Quite a bit of information.

5 = Great amount of information.

TOPICS OF COMMUNICATION

Indicate the number that best represents the amount of information that you think your organisation sends to employees about organisational changes.

	0	1	2	3	4	5
1. What is changing in the organisation	<input type="checkbox"/>					
2. How individuals can participate in and contribute to organisational change	<input type="checkbox"/>					
3. How organisational changes affect individual jobs	<input type="checkbox"/>					
4. How organisational changes affect the structure of the organisation	<input type="checkbox"/>					
5. The new challenges that the organisation faces because of organisational changes	<input type="checkbox"/>					
6. How organisational change decisions are reached	<input type="checkbox"/>					
7. Important new service/production developments caused by organisational change	<input type="checkbox"/>					
8. How benefits and rewards are affected by organisational change	<input type="checkbox"/>					
9. How training and development opportunities are affected by organisational change	<input type="checkbox"/>					
10. How the ability to deliver things that were previously promised to employees are affected by organisational change (e.g., pension schemes, bonuses)	<input type="checkbox"/>					

SCORING KEY:

Count up the frequency of each score rating you have given and record in the box below.

Score rating	Item numbers with that score	Total number of that score
Number of 0's		
Number of 1's		
Number of 2's		
Number of 3s		
Number of 4's		
Number of 5's		

Ideally, you want to see as many 4's and 5's as possible in this part of the survey, meaning that there is a strong and comprehensive

communication flow in your organisation about organisational change processes and its impacts.

If the scores indicated are 0-2 in particular, you should seek to increase communication around these issues; the topics we have included here are indicative of the kinds of areas likely to be important to individuals experiencing organisational change and those which research shows contribute to the decline of trust if they are not addressed.

Past communication research suggests that communication strategies that encourage a dialogue between organisations and employees are particularly good practice and signals the trustworthiness of the organisation (e.g., consider your score on item 2). Similarly, organisations that fully and transparently explain why past promises made to employees are no longer achievable following organisational change, are likely to avoid an integrity breach which is critical to trust decline and the development of CWB.

SOURCES OF COMMUNICATION

For each person or source listed below, indicate the number that best represents the amount of information you currently receive from the following sources about organisational changes.	0	1	2	3	4	5
1. Immediate work colleagues	<input type="checkbox"/>					
2. Colleagues in other departments	<input type="checkbox"/>					
3. Immediate line manager	<input type="checkbox"/>					
4. Middle managers	<input type="checkbox"/>					
5. Senior managers	<input type="checkbox"/>					
6. Team briefings	<input type="checkbox"/>					
7. Special management talks	<input type="checkbox"/>					
8. Trade Unions	<input type="checkbox"/>					
9. Specialised employee forums on organisational change	<input type="checkbox"/>					

For each person or source listed below, indicate the number that best represents the amount of information you currently receive from the following sources about organisational changes.

0 1 2 3 4 5

10. Specialist change agent (e.g., HR, organisational development/change manager)	<input type="checkbox"/>					
11. The grapevine/rumour (word of mouth)	<input type="checkbox"/>					

SCORING KEY

Count up the frequency of each score rating you have given and record in the box below.

Score rating	Item numbers with that score	Total number of that score
Number of 0's		
Number of 1's		
Number of 2's		
Number of 3s		
Number of 4's		
Number of 5's		

These results should help you compare the amount of information perceived to be given by different sources. Critically, attention should be paid towards the role of the informal grapevine as a key source compared to other more informed and thus reliable sources. For example, if there is a very great deal of information about organisational change being obtained through the grapevine and a very little amount gained through specialist change agents, this would be a cause for concern.

What is important is which sources might be perceived as more trustworthy. For example, work colleagues compared to different levels of manager. Work colleagues, while perhaps more trusted by individual employees than distant leaders, will often lack insight into the machinations of organisational change and why decisions have been made. Trustworthy organisational communication can also be strategic, controlled communication.

Organisations undergoing change should seek to utilise the professional skills of HR, organisational change and communication specialists to deliver a consistent message across the organisation about change.

Further, look to see how far each of the different levels of management are involved in visibly delivering the change message. It is important that there are multiple sources that should be giving and confirming the same information. Specialist employee forums and management talks on organisational change are channels which signal that the organisation cares about individual responses to organisational change, and is actively seeking involvement from employees in change development.

CHANNELS OF COMMUNICATION

Indicate the number that best represents the amount of information you receive from the following channels about organisational changes.	0	1	2	3	4	5
1. Individual (one-to-one) face-to face contact between employees and their managers	<input type="checkbox"/>					
2. Face-to-face contact among people in their immediate teams	<input type="checkbox"/>					
3. Personal telephone calls from managers	<input type="checkbox"/>					
4. Written communications from managers (memos, letters, briefing statements etc.)	<input type="checkbox"/>					
5. Notice boards	<input type="checkbox"/>					
6. Internal publications (magazine, newsletter etc.)	<input type="checkbox"/>					
7. Internal audio-visual material (videos, slides etc.)	<input type="checkbox"/>					
8. With pay slips	<input type="checkbox"/>					
9. Mass email	<input type="checkbox"/>					
10. Personal email	<input type="checkbox"/>					
11. Intranet (e.g., CEO blog)	<input type="checkbox"/>					

SCORING KEY

Count up the frequency of each score rating you have given and record in the box below.

Score rating	Item numbers with that score	Total number of that score
Number of 0's		
Number of 1's		
Number of 2's		
Number of 3s		
Number of 4's		
Number of 5's		

Identify and consider any discrepancies between high and low scores and whether this demonstrates a tailored approach to organisational communication, or might be indicative of over-reliance on certain channels.

While the particular and appropriate channels of communications will vary from organisation to organisation (e.g., such as those typical in a technology company vs. a manufacturing factory setting), generally, using a wide variety of different channels to deliver a consistent message about organisational change is advisable.

Using a wide variety of channels increases the chances of an organisation being able to reach its employees, and also of delivering communication in a means that suits employees' different communication preferences. In this way it promotes greater opportunities for employee participation and two-way dialogue between employees and their leaders.

In addition, there should be regular and ongoing opportunities for personal dialogue between employees and their local, and where possible, senior leaders. This is in order that employee concerns can be properly acknowledged, any issues attended to, and these resolved where possible.

Note that different channels may be more or less appropriate depending on the particular change topic, for example, using mass email may be effective in communicating a minor change to service delivery, whereas individual face-to-face contact from a line manager to their employee will be required if individual jobs are under threat.

You could alter these survey questions about Channels of Communication to identify any gaps between what is being sent and what is received – this will provide clues about the channels’ effectiveness and the practices of those controlling the flow of information about organisational change.

OVERALL COMMUNICATION QUALITY

The communication around changes in our organisation is typically:	-3	-2	-1	0	1	2	3
	Untimely			Timely			
Untimely /Timely (e.g., I often get information about changes too late/in advance of changes or exactly when I need it)	<input type="checkbox"/>						
	Inaccurate			Accurate			
Inaccurate /Accurate (e.g., The information I get often turns out to be incorrect/correct)	<input type="checkbox"/>						
	Unclear			Clear			
Unclear/Clear (e.g., The information I get often contains language or terms I do not/I understand)	<input type="checkbox"/>						
	Incomplete			Complete			
Incomplete /Complete (e.g., The information I receive often provides me with a partial/comprehensive account of the particular topic)	<input type="checkbox"/>						
	Not Credible			Credible			
Not credible/Credible (e.g., The information I receive often seems to provide an unlikely/a likely account of events)	<input type="checkbox"/>						

This section has been adapted from Mohr and Sohi (1995). ‘Communication flows in distribution channels: Impact on assessments of communication quality and satisfaction’, *Journal of Retailing*, 71(4): 393-415.

SCORING KEY

Count up the frequency of each score and record in the box below alongside the topic areas.

Score	Areas with that score (e.g., Timeliness, Accuracy, etc.)	Total no. of that score
-3 - 0		
1 - 3		

As with the 'topics of communication' section (page 23), ideal scores for each category would be 3, reflecting that organisational change communication encompasses these crucial elements, required to maintain trust.

Use this exercise to start a conversation about where your organisation is doing well and where it could do better; build on what is identified in the first section and use these findings to have deeper discussion with leaders and employees about what can be improved and how.

SECTION 3: SUGGESTIONS TO ENHANCE CHANGE COMMUNICATION

As outlined above, these items can be completed by both managers and employees and their responses compared to identify areas where there are different perspectives between hierarchical levels and to create ideas about the ways in which the communication of change can be improved.

List in the following box three changes in the way people communicate with you that would improve the communication you are receiving in your organisation about organisational changes. Be as specific as possible.

FOCAL

ASSESS YOUR ENVIRONMENTS (INDIVIDUAL, TEAM, ORGANISATIONAL) FOR THEIR VULNERABILITIES AND TAILOR CHANGE INITIATIVES ACCORDINGLY

Change has different impacts on different individuals. This is due both to individual differences and their particular vulnerabilities, as well as the particular dynamics and challenges existent in any given team.

Positive Indicators

- ✓ The impact of change has been considered at an individual, team and organisational level well in advance of implementation.
 - ✓ All staff have had an opportunity to genuinely input into an organisational change impact assessment through a wide variety of mediums.
 - ✓ Leaders have a strong grasp of the personalities within their teams and the unique difficulties change might present for them.
 - ✓ The range of CWB behaviours that may be triggered by organisational change have been proactively identified – leaders are alert to the warning signs and educate their teams on the need for their support and their personal responsibility in addressing CWB.
 - ✓ Before making the change, a comprehensive and tailored set of support mechanisms has been put in place; these are easily accessible to staff and involve key teams e.g., HR, communication, change managers.
 - ✓ Leaders are aware that change is a process and so make time to work with staff as required.
- ✓ Core organisational values are identified that need to be retained and built on from the past.
 - ✓ Leaders are aware of the core principles and values that matter to staff and plan messages and actions accordingly.

Negative Indicators

- ✗ Change has been considered necessary for organisational reasons, but its specific impact on employees has not been considered.
- ✗ Only leaders have been involved in an organisational change impact assessment.
- ✗ Leaders have little sense of, or have not reflected on, the individual and team level needs/vulnerabilities within the organisation.
- ✗ Leaders are not encouraged to build strong relations with their staff.
- ✗ While the broad negative impacts of change may have been identified, specific change-related CWB and disengagement has not, nor the related mitigation strategies.
- ✗ Only standard support mechanisms are available for staff during organisational change.
- ✗ Leaders do not make time for staff to process their emotions regarding organisational change.
- ✗ Leaders consider there to be only one organisational change trajectory.
- ✗ Core organisational values are abandoned during organisational change.

IMPACT ASSESSMENT

Now that you know more about the impact of change on CWB and the importance of trust in effectively managing change, you are in a great place to start an impact assessment.

- What is changing or needs to change in the organisation and why? Leaders must be able to stand over their reasons for change
- What are the key messages we need to communicate about the change?
- Who are the groups most likely to be affected in the organisation? From past experience, how are they likely to react?
- What has worked well in the past in managing change and what has not?
- What kinds of CWB do we currently experience? How might the specific change we are implementing lead to new negative behaviours and what can we do about it (e.g., might resource cuts mean employees may be at risk of depletion related errors rather than malicious sabotage)?
- What strategies can we put in place to mitigate the negative impact of organisational change for individuals? Consider the five core skills and their indicators.
- Does the change significantly alter previously communicated plans and promises? If so change could represent a trust breach and you should seek to openly address the issue and implement the strategies around the five core skills.

Use your answers to these 'first steps' impact assessment questions and the tables below to forward plan. Forward planning should involve key departments such as HR, security

Fair and consistent

Be fair and consistent with HR procedures and managing people during change.

Organisational citizenship

Make Counterproductive Work Behaviour reporting a part of employee safeguarding.

Communicate change

Communicate change initiatives transparently, consistently, regularly and collaboratively.

Assess your environments

Assess both individual and team environments for their vulnerabilities and tailor change initiatives accordingly.

Lead by example

Leaders act as role models for the organisation, demonstrating acceptable behaviours and morals for employees.

and communication, as well as specialists such as change managers and occupational psychologists. Vitality, impact assessments should be an opportunity for all staff to have their voice heard and to feed into change initiatives.

Below is an example of forward planning. Use the blank chart on page 32 to fill in your own answers.

Core Skill (FOCAL)	Action: identify the gaps)	Measure	Responsibility	Timescale/ Deadline Priority rating 1-5	Follow up action: address the gaps
Be fair and consistent.	Review formal policies and informal norms and values around people management, reward and controls.	<ol style="list-style-type: none"> 1. Consider clarity of policies in written documents and how implemented in past paperwork. 2. Staff feedback: focus groups and one to ones. 3. Level of staff grievances. 	Led by HR, with input from all departments and staff levels.	<p>To be mutually agreed by lead departments</p> <p>e.g., By 1st May 2018. Priority rating 1.</p>	Implement good practice as outlined in the Toolkit and Manager's Guide and re-measure using specified techniques.
Organisational Citizenship: make CWB reporting a part of employee safeguarding.	Review security risk management policies and procedures in place for effectiveness.	<ol style="list-style-type: none"> 1. Current policies and procedures: degree of reliance on only formal controls and security sanctions. 2. Current known level of CWB or past insider threat cases. 3. Level of openness around CWB and level of employee vs. manager reporting. 4. Staff feedback: focus groups and one to ones 	Led by security, with input from all departments and staff levels.	<p>To be mutually agreed by lead departments</p> <p>e.g., By 8th May 2018. Priority rating 2.</p>	Implement good practice as outlined in the Toolkit and Manager's Guide and re-measure using specified techniques.
Communicate change initiatives transparently, consistently, regularly and collaboratively.	Review quality of current organisational communication and current level of staff input into change initiative from middle and lower levels.	<ol style="list-style-type: none"> 1. Level of openness around CWB and level of employee vs manager reporting. 2. Staff feedback: focus groups and one to ones. 	Led by communications, with input from all departments and staff levels.	<p>To be mutually agreed by lead departments</p> <p>e.g., By 15th May 2018. Priority rating 3.</p>	Implement good practice as outlined in the Toolkit and Manager's Guide and re-measure using specified techniques.
Assess your environment (individual, team, organisational) for their vulnerabilities and tailor change initiatives accordingly.	Carry out change impact assessment on the individual, team and organisational level.	<ol style="list-style-type: none"> 1. Staff feedback: focus groups and one to ones. 2. Team manager feedback. 3. Reference to performance reviews and employee welfare reports. 4. Review of organisational resources and finance. 	Led by change manager (if available), in close collaboration with operations, finance, and HR, with input from all departments and staff levels.	<p>To be mutually agreed by lead departments</p> <p>e.g., By 22nd May 2018. Priority rating 4.</p>	Implement good practice as outlined in the Toolkit and Manager's Guide and re-measure using specified techniques.
Lead by example.	Review current leadership composition and styles.	<ol style="list-style-type: none"> 1. Staff feedback: focus groups and one to ones. 2. Anonymous staff survey. 3. All managers conduct 'what kind of manager am I' activity. 	Led by HR in close collaboration with senior management team, with input from all departments and staff levels.	<p>To be mutually agreed by lead departments</p> <p>e.g., By 29th May 2018. Priority rating 5.</p>	Implement good practice as outlined in the Toolkit and Manager's Guide and re-measure using specified techniques.

MANAGING ORGANISATIONAL CHANGE: MANAGER'S GUIDE

Core Skill (FOCAL)	Action: identify the gaps)	Measure	Responsibility	Timescale/ Deadline Priority rating 1-5	Follow up action: address the gaps
Be fair and consistent.					
Organisational Citizenship: make CWB reporting a part of employee safeguarding.					
Communicate change initiatives transparently, consistently, regularly and collaboratively.					
Assess your environment (individual, team, organisational) for their vulnerabilities and tailor change initiatives accordingly.					
Lead by example.					

IMPACT OF CHANGE ON INDIVIDUAL EMPLOYEES

Individuals react differently to change. Recent research looking at the impact of organisational change on employees has differentiated seven different types with distinct emotions and cognitions.

(Searle et al., 2017)

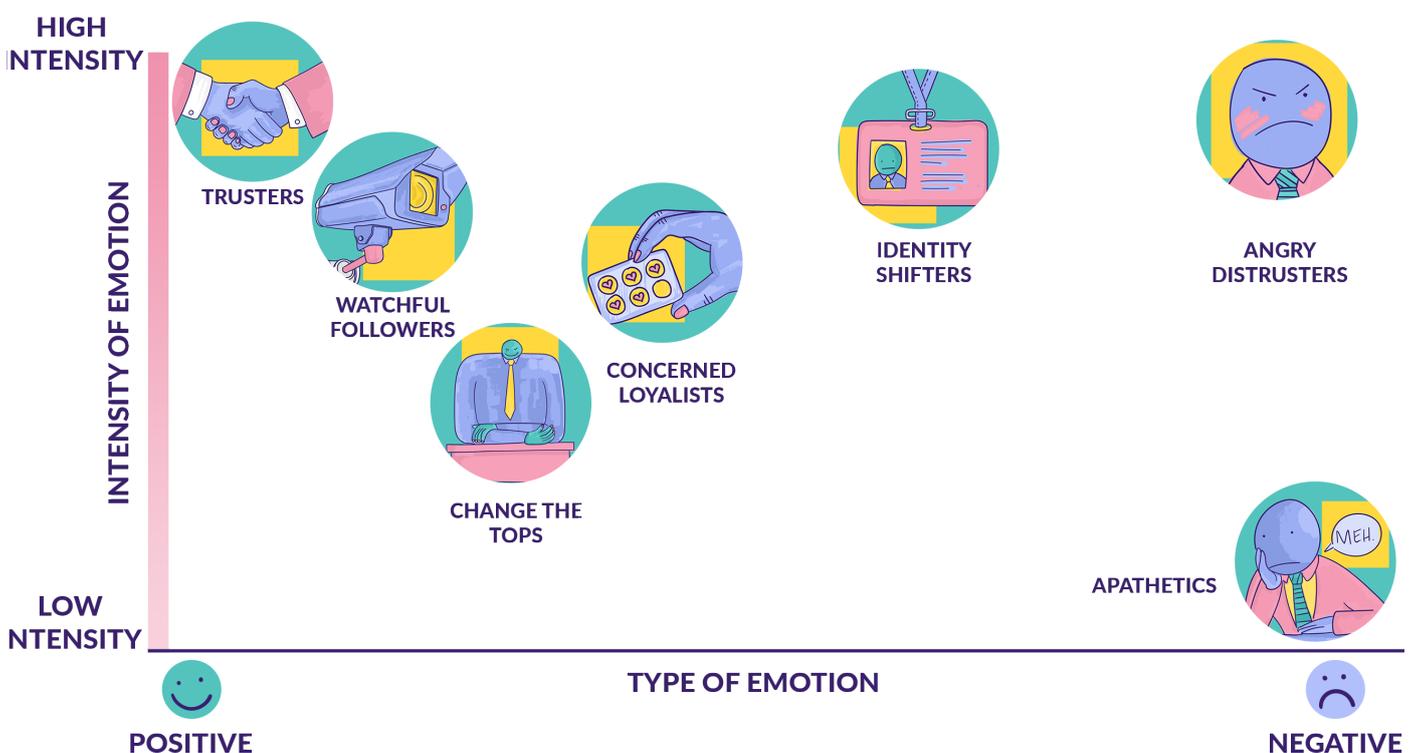
This research demonstrated that one group ('Trusters'), and to a lesser extent 'Watchful Followers', displayed relatively little detrimental effect on their trust levels, these individuals were part of a cohesive team whose leaders sought to engage them in the change process. Two other groups, one, 'Concerned Loyalists', were relatively limited in their attention, either not being

particularly alert to the detail of what change was occurring and another ('Apathetics') comprised individuals who were resigned and without energy to engage.

In a further set of three groups, however, concerns were salient but confined to a specific area of concern, such as trust in the leaders at the top ('Change the Tops'), or regarding the shifts in identity required for some roles ('Identity Shifters').

In contrast, the last group ('Angry Distrusters') had a distinct and completely negative tone, characterised by a pervasive distrust that adversely affected all their relations. These distrusters appeared to be troubled about how the change had affected their personal goals.

SEVEN EMPLOYEE GROUPS AND THEIR RESPONSES TO CHANGE



GUIDELINES: SEVEN TYPES OF RESPONSES TO CHANGE

A recent study of individual responses to organisational change identified seven different emotional and behavioural types.

(Searle et al., 2017)

While the original study used validated surveys and in-depth interviews to identify these groups, below you will find a description of the groups which can be used to help you provisionally identify the different groups that might be present in your organisation.

Once these distinct types are identified, it is important that pertinent communication and (re-) engagement strategies are developed to support each group through change. Further guidance on supporting individuals through change is available throughout this section of the toolkit. As with the other activities, these descriptions can be given to employees as well as leaders to gain their insights into whether each type is apparent in the organisation – leaders may not always be aware of wider sentiment among employees in their organisation.

TRUSTERS



This category is receptive to the need for change; the source of change is often external and so they rally together. There is a fit between employees' personal goals and those of the organisation.

Employees are proactive in identifying what might be improved and done differently to support the change and they work with leaders to make the transitions required. They are therefore engaged and active participants in change processes, offering their ideas and suggestions on how to

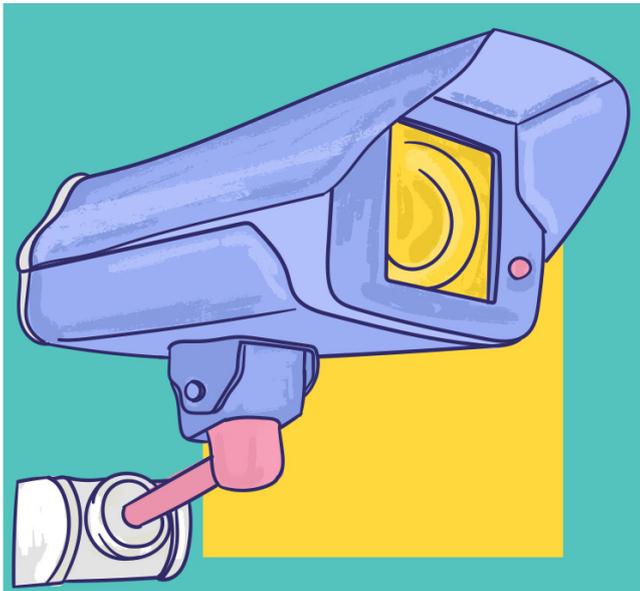
adapt and meet the organisation's new needs. These individuals are unlikely to be either an active or a passive insider threat during organisational change.

Communication and engagement strategy

Continue dialogue with employees at all levels to allow these individuals to feel involved in the changes and updated on further developments. Talk to individuals to check they are not just going through the motions and are anticipating issues that might cause subsequent conflict or challenge.

These individuals could be used as 'change champions' where they lead employee forums on change and feed back concerns to management from across the other six groups of individuals outlined below.

WATCHFUL FOLLOWERS



This type of team member is alert to change that might occur/is occurring and is concerned. In the past there has been a close synergy between their personal and the organisation's goals, but now they have an inkling that things might be starting to change.

Failure by leaders to acknowledge that a transition has started may sow the seeds of reduced trust and create more entrenched vigilance among this group. This group is not likely to form an active threat, but may be a passive threat through withdrawing further investment in their role during a time of uncertainty.

Communication and engagement strategy

Enhance the resilience of those in this category by letting them process their emotions about change by actively listening to their concerns. They need time to talk through their issues and support to manage their emotions of surprise, shock and watchfulness, and to help them regain their sense of control.

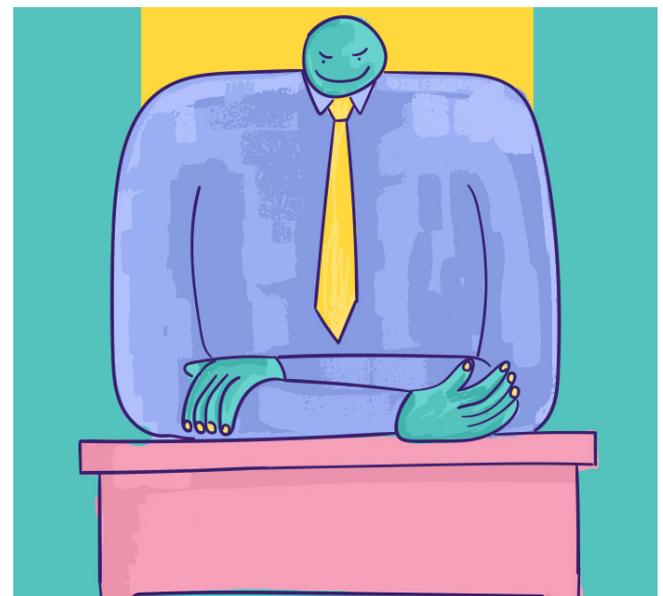
Build on their previous positive experiences of transition(s), and provide clear explanations as to the underlying reasons why change is now

necessary. This interaction needs to be genuine to avoid trust declining any further towards the organisation and its leaders.

If leaders know change-related information but are unable to pass on detailed information to those in this group, then they should be open about the reasons for withholding information; where leaders do not know the desired information, they should endeavour to find out and report back.

Ensure such exchanges are positive and keep open the communication channels. Ensure those in this group are aware of any new developments and actively involved as new developments emerge. It would be valuable to make top leaders aware of the source of their emotions so they can be aware of such potential reactions in the future.

CHANGE THE TOPS



This type of team member perceives that the source of change is due to unwelcome transition at the top, with newcomers imposing something that appears to be unnecessary in the organisation.

Those in this category are concerned with a discrepancy between their personal goals and the new organisational direction; they perceive a loss of control due to this new direction imposed

by new leaders that disrupts some (or all) of the previous vision and objectives of the organisation.

Insider threat can arise within this group through active retaliation against new 'problem' leaders, and involve rebellion that is perceived as morally justified against leaders who lack integrity or are seen as incompetent. Passive threat activity could emerge with those in this group feeling their voice and concerns are unheeded by top management, and so they choose to remain silent and not speak up about CWB.

Communication and engagement strategy

Emphasis needs to be directed towards communication about the case for change(s), but also to try and link what endures from the past for this organisation. New top and local leaders should ensure that they are available to meet staff and hear their concerns. It is helpful to understand what it is about the new direction that is seen as threatening.

Attention must focus on better communication to try and break down the emergent 'them' (new leaders) and 'us' (those remaining in the organisation) dichotomy. It is important leaders take time to listen to employees' experiences and concerns and, where necessary, respond to alter the course of change. They need to identify and build on the key values and cultural dimensions of this organisation to show how this change is connected to its past; it is critical new leaders recognise and show respect for the continuity of things that have been important in this organisation.

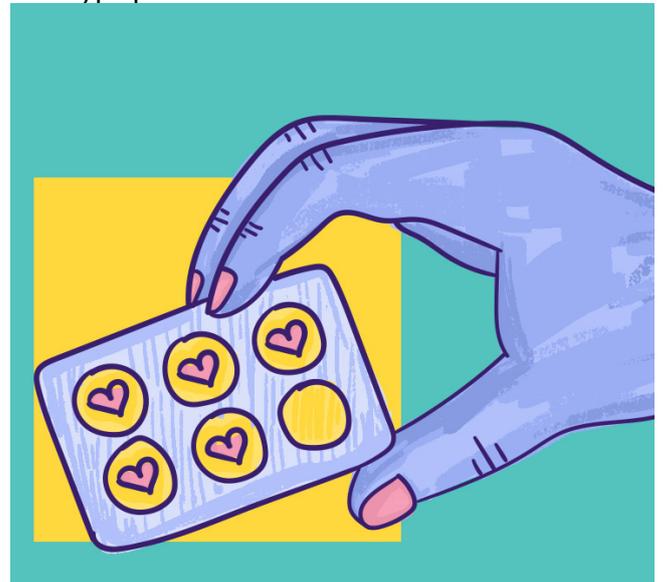
Further, in building their credibility, new leaders need to ensure that their words and actions engender the trust of staff. They should comply with the rules of the organisation so that there is no difference in fair treatment between those at the top of this organisation and lower level

employees.

These individuals could be included as 'critical friends' on management committees on organisational change, to increase transparency around the role of new leaders; they can add their insight, and through this, the organisation may gain their buy-in and participation for the new direction.

CONCERNED LOYALISTS

This type perceives a disconnect between different



parts of the organisation. It stems from different perceptions about what needs to be done and why. There is a perceived fit between some parts of the organisation in terms of personal goals and organisation goals, but it is not complete and so this group perceive a lack of alignment between some departments, groups or units.

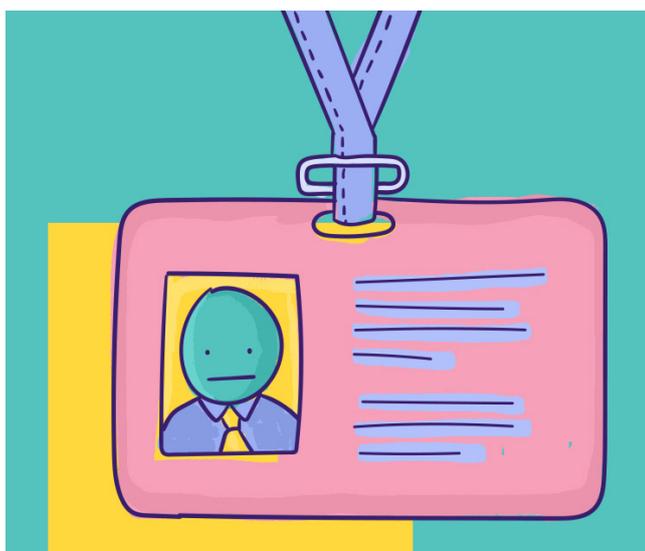
It may be symptomatic of the different speed of change in the organisation, different ways of working, or different requirements of customers, etc. There is little risk of active insider threat here, but passive risk can arise where these employees feel their concerns are not listened to and therefore choose to ignore and not report CWB.

Communication and engagement strategy

Time needs to be devoted to listening and working out whether this category is voicing a genuine difference and concern which offers important insights for the organisation, or whether this is about shifts in power dynamics. It may be important to use third parties to defuse and avoid partisanship in any new direction agreed. Try and emphasise the greater good of the organisation as a whole and why all departments matter in the transition. Individuals in this group could form the basis of inter-departmental taskforces/forums on organisational change. This might be an important opportunity to build insight and raise awareness of differences between two divergent areas.

If handled positively, it can be a means of creating dialogue and resolving conflict around new agreed objectives. If dismissed or diverted, it has the potential to sow future seeds of discontent between this department and another, but also towards leadership.

IDENTITY SHIFTERS



This category arises from a disconnect between an individual's past work identity and goals and the new organisational requirements and objectives. This difference may have been occurring over a long period of time and be related to generational

differences, such as in training given to a particular profession. There are likely to be groups within or across departments that share these views.

These individuals can create a heightened risk of insider threat, either through withdrawal and passive resistance to the new direction, or from actively sabotaging efforts to change. This risk can arise through their moral disengagement, characterised by cynicism, frustration, fear or anger towards the required change.

If these individuals are morally disengaged they may fail to see their retaliatory actions as harming the organisation and its stakeholders; they need support to recognise the unintended consequences of their actions.

Communication and engagement strategy

Attention needs to be paid to identifying and emphasising the overarching elements of the job/profession that are enduring, to underscore what is being changed and why new requirements need to be added.

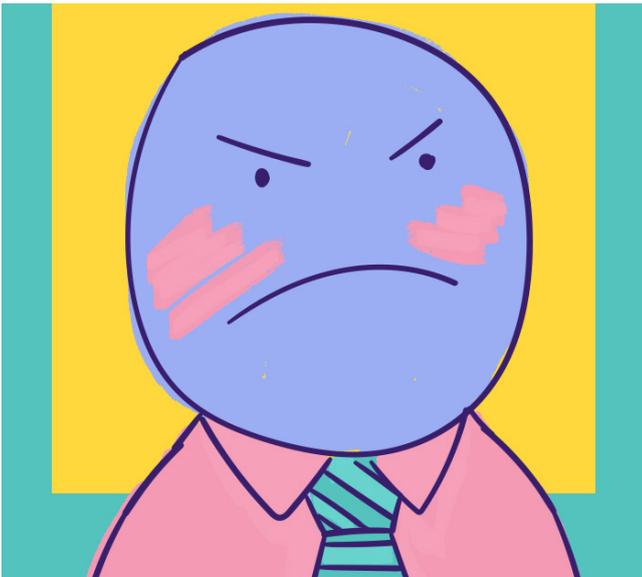
These should be communicated in terms of how changes enhance this role, rather than detract from it. It is important that this group's contributions and the value they bring to the organisation are recognised.

This can be done meaningfully through personal and specific feedback. It is critical to listen to the concerns about what is being endangered for those in this group. Negative reactions may be related to a perceived loss of status or loss of resources that make their roles more difficult to do. Identify and focus efforts on key leaders of this sub-group who can be influential in supporting the change.

If after evaluation, this group are found to be accepting of and operating in line with the updated changes, they should be encouraged to support

the training and mentoring of other staff. Such a strategy would signal respect and appreciation for their skills and insights and trigger the ongoing development of these individuals' skills. Such exposure, however, should only be undertaken where there is certainty that the new and correct procedures are being adhered to.

ANGRY DISTRUSTERS



This category arises from a thwarting of an important personal goal. This is likely to have arisen over time and may be related to identify-shift issues. It may stem from unrealistic expectations that have not been well-managed by line managers in the past and have now reached a tipping point. For example, this individual may feel disgruntled through changes to their final salary pension.

As a result they are likely to feel morally justified in undertaking actions that recover what they perceive is 'owed' to them. This group has the highest risk of active insider threat, and such individuals are also vulnerable to being exploited by malicious external/internal actors. They are likely to already be isolated within their work group, and that can impede the detection of the threat they pose.

They have strong moral emotions (anger) and cynical distrust of those in authority whom they are likely to regard as responsible for squashing or sabotaging their cherished plans.

Communication and engagement strategy

It is important to identify the underlying source and history of the angry distruster's issue(s). This state is a demanding and depleting place for anyone to be in for any length of time; it takes effort to stay angry. Once leaders have ascertained insight they can discern whether it is possible to achieve some or all of their goal(s), or whether a better route is to apologise for past or future (perceived) injustices.

Be aware that leaders may be in a difficult position and actually exacerbate issues through perceived unfair treatment by angry distrusters or their colleagues. New leaders may not be tainted in the same way as others.

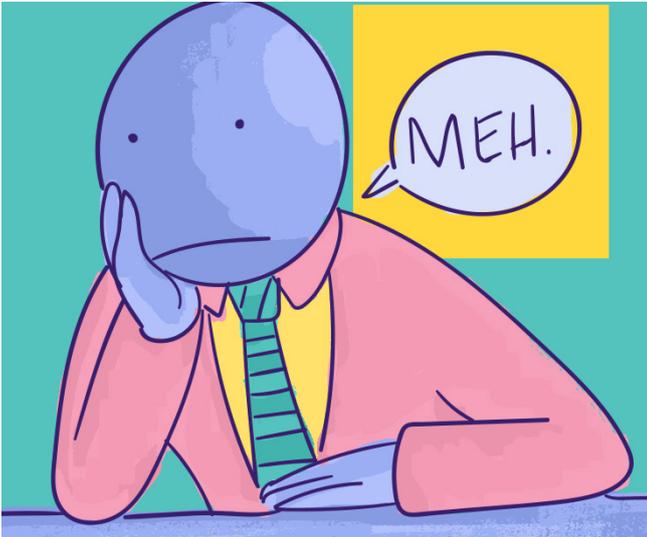
Avoid creating any kind of scapegoat or martyr, but equally ensure that those who pose a risk are not allowed to remain unchallenged. If this situation has been going on for some time co-workers may have been alienated and also feel resentful of the time such individuals absorb from leaders.

The best route might be to identify and work sensitively and discretely with line managers and co-workers to gain insight into the history. Try and identify those who still have a constructive dialogue with the individual. It is important to try to recognise what adjustments could be made to support this group, but also the limitations if their expectations are unreasonable.

This may make their retention difficult and it might be better for all for them to exit the team or the organisation. Key here is that this group's treatment can send important signals to others about how the organisation cares and respects

its staff. Emphasise the value of reporting concerns for employee well-being. Ensure that any processes used demonstrate the core values of the organisation.

APATHETICS



This category of employee is likely to contain long-serving and previously loyal individuals. They now see no synergy between their personal goals and those of the organisation. They may have been angry distrusters in the past. They may perceive there is simply no point in changing as they see their prime focus to try and remain in the organisation in order to access their pension, for example.

It is important to distinguish between those who represent an insider threat through their passive withdrawal activity, from those who are actually still angry and so pose a more active risk as outlined in the angry distruster category.

This group is likely to use escape coping to avoid engaging with the changes occurring around them. Their disengagement will be noted by others and can spread and become the norm if left unchallenged.

Communication and engagement strategy

It is important, as with other types, to ascertain the underlying source and history of this group's issue(s). It is crucial to recognise those who used to be engaged and discern whether work or other external matters are core to their disengagement. Identify organisational goals that incorporate things that are important to them, it may be significant for the organisation to ensure that their knowledge and experience is transferred to others in the team.

Ensure any effort at change is recognised and praised to help these individuals re-engage, but also monitor their behaviour to ensure they are not undertaking CWB. Emphasise the risk to everyone from those who are not following the correct procedures or rules.

The tarnishing of an otherwise impeccable legacy is a lever that might be important here in personally re-engaging this group. It might be productive to encourage these individuals to form part of small team-level groups on organisational change initiatives.

LEAD BY EXAMPLE

Leaders act as role models for the organisation, demonstrating acceptable behaviours and morals which act as guides for employees in their everyday lives. When leaders consistently demonstrate concern for their employees and the kinds of citizenship behaviours which engender trust, employees build up resilience in the face of change.

Positive Indicators

- ✓ Leaders consistently demonstrate not only rule compliance but also ethical behaviour and citizenship behaviour.
- ✓ Employees demonstrate citizenship behaviour and little to no CWB.
- ✓ Individuals feel confident in reporting issues/ concerns to leaders.
- ✓ Employees feel trusted by their managers.
- ✓ Leaders acknowledge employees' emotions and demonstrate genuine interest in employees.
- ✓ Leaders make time for their employees.
- ✓ Leaders are aware of the issues and challenges their employees are facing and provide appropriate support.
- ✓ Leaders have difficult conversations in private with employees.
- ✓ Leaders actively solicit views from all employees.
- ✓ Leaders take time to provide meaningful feedback on work.
- ✓ Annual appraisal is just a culmination of a series of regular catch ups over the year.

Negative Indicators

- ✗ Leaders openly or covertly disregard organisational rules.
- ✗ Employees undertake CWB and demonstrate little citizenship behaviour.
- ✗ Employees do not report their concerns to their leaders.
- ✗ Leaders micro-manage employees and employees do not feel trusted by managers.
- ✗ Employees' feelings are discounted or explained away by their leaders.
- ✗ Leaders belittle or discount the contributions of some employees.
- ✗ Leaders exploit staff and pursue their own agendas.
- ✗ Leaders tend to direct rather than work with their employees.
- ✗ Leaders interrupt or ignore employees.
- ✗ Leaders treat some employees more favourably than others.
- ✗ Annual appraisals include information at odds with prior feedback.

ACTIVITY 4: LEADERSHIP

Leader Quiz: What type of leader are you?

While some of the items appear similar to each other, they address slightly different issues or affirm previous answers and so all items should be completed.

KEY SCORING ITEMS

0 = Not at all

1 = Very little

2 = Somewhat

3 = Quite a bit

4 = A great deal

Please indicate how often you do each of the following behaviours in your present job:	0 ₄	1 ₃	2 ₂	3 ₁	4 ₀
1. I am interested in how my staff feel and how they are doing	<input type="checkbox"/>				
2. I hold my staff accountable for problems over which they have no control	<input type="checkbox"/>				
3. I allow subordinates to influence critical decisions	<input type="checkbox"/>				
4. I clearly explain integrity-related codes of conduct	<input type="checkbox"/>				
5. I indicate what the performance expectations of each group member are	<input type="checkbox"/>				
6. I keep my promises	<input type="checkbox"/>				
7. I take time to make personal contact with employees	<input type="checkbox"/>				
8. I pay attention to my employees' personal needs	<input type="checkbox"/>				
9. I hold staff responsible for things that are not their fault	<input type="checkbox"/>				
10. I allow others to participate in decision making	<input type="checkbox"/>				
11. I explain what is expected from employees in terms of behaving with integrity	<input type="checkbox"/>				
12. I explain what is expected of each group member	<input type="checkbox"/>				
13. I can be trusted to do the things I say I will	<input type="checkbox"/>				
14. I take time to talk about work-related emotions	<input type="checkbox"/>				
15. I clarify integrity guidelines	<input type="checkbox"/>				
16. I seek advice from subordinates concerning organisational strategy	<input type="checkbox"/>				
17. I ensure that employees follow codes of integrity	<input type="checkbox"/>				
18. I am genuinely concerned about my staff members' personal development	<input type="checkbox"/>				
19. I clarify the likely consequences of possible unethical behaviour by myself and my colleagues	<input type="checkbox"/>				

Please indicate how often you do each of the following behaviours in your present job:	0 ₄	1 ₃	2 ₂	3 ₁	4 ₀
20. I sympathise with my staff when they have problems	<input type="checkbox"/>				
21. I stimulate the discussion of integrity issues among employees	<input type="checkbox"/>				
22. I tend to pursue my own success at the expense of others	<input type="checkbox"/>				

SCORING KEY: LEADERSHIP

Below you will see a key as to how each of the items link to the six different dimensions of ethical leadership. For each of the six dimensions in the chart (next page) identify the items and calculate your total score.

Total Score: Add the rating for each item together.

E.g., for the Power Sharing dimension, if you had ticked 2 for Q3, 4 for Q10 and 1 for Q16, you would have a total score of 7.

Average:

To allow you to compare across these dimensions, calculate the average by taking the Total Score and dividing by the number indicated in the corresponding Average box.

E.g., for the Power Sharing dimension, if you had a total score of 7 you would divide by 3 for your average. But if you had a score of 7 for Ethical Guidance, you would divide by 6.

Frequency:

If you are time constrained or find the scoring complex, use a simple frequency count for the items to see which are the most common, rather than calculating the strength of each item or the average. Do this by simply counting the number of items in that corresponding dimension.

E.g., for the People Orientation dimension, if you scored 0 for Q1 and Q7 but scored 1 for Qs 8, 14, 20 and 22, you'd have a frequency count of 4.

This activity was adapted from Kalshoven, K., Den Hartog, D. N., & De Hoogh, A. H. (2011). 'Ethical leadership at work questionnaire: Development and validation of a multidimensional measure', *Leadership Quarterly*, 22: 51-69.

Dimensions	Item number	Total score	Average	Frequency
People Orientation	1, 7, 8, 14, 18, 20, 22		/7 =	
Fairness	2, 9, 22 reversed items scores are calculated using the small yellow numbers instead of the larger white ones.	Re-calculated score	/3 =	
Power Sharing	3, 10, 16		/3 =	
Ethical Guidance	4, 11, 15, 17, 19, 21		/6 =	
Role Clarification	5, 12		/2 =	
Integrity	6, 13, 23		/3 =	

People Orientation

Cares about, respects and supports followers.

Fairness

Does not practice favouritism, treats others in a way that is right and equal, makes principled and fair choices.

Power Sharing

Allows followers a say in decision making and listens to their ideas and concerns.

Ethical Guidance

Communicates about ethics, explains ethical rules, promotes and rewards ethical conduct.

Role Clarification

Clarifies responsibilities, expectations and performance goals.

Integrity

Consistency of words and acts, keeps promises.

To further reflect on leadership practice in your organisation, you could consider the positive and negative indicators on page 40.

CONCLUSION

Summary of key individual, social and organisation factors which enhance or diminish the risk of CWB.

PUSH FACTORS - INCREASING THE RISK OF INSIDER THREAT.

From our CREST Insider Threat Study, we have identified three types of 'push' factors, i.e., factors which push individuals towards acting counter-productively themselves, or push them away from reporting the CWB of others. They are:

1. Individual characteristics

Perceived injustice and integrity breach from the organisation and its leaders. Such a perception is a strong motivator of both active and passive insider threat behaviour, or at least in reducing citizenship behaviour towards the organisation. It is particularly likely following organisational change.

Psychological closeness. When individuals feel empathy towards perpetrators, they appear less likely to flag their inappropriate behaviour. This is intensified if the perpetrator is assisting them in some way in their work or they feel partly responsible for the perpetrator's actions.

Goal alignment. Accordingly, where there is a value to the perpetrator's transgressive actions for other individuals, their reporting is less likely. This can occur through an active sharing in their gains, or through their efforts providing information that can reduce uncertainty during change.

2. Team matters

The negative experiences of those who speak up. This involves either direct or indirect knowledge (or perceptions) of the negative consequences of whistle-blowing. These experiences can be centred on a lack of confidence in organisational systems

A feeling of anxiety in the team. When individuals around the perpetrator are worried or uncertain about their working lives, and the consequences speaking up about CWB will have directly for them, they are less inclined to register concerns about potential harm to the organisation.

Local CWB culture. Contexts in which counterproductive work behaviour are the norm reduce the capacity of individuals to discern right from wrong. This is especially likely where the decline into CWB occurs over a longer period of time and so the individual is less likely to be aware that it has occurred.

Moral disengagement. When individuals around the perpetrator feel able to morally disengage from the CWB behaviour they witness, they are less likely to speak out. There are seven mechanisms (see page 34) through which this can arise; these mechanisms are critical in the creation and maintenance of passive insider threat.

3. Organisational climate

Negative leadership behaviour. When leaders behave in ways that are perceived to undermine employees, there is a disincentive to speak up about CWB and limited confidence that employee concerns will be dealt with appropriately.

Organisational distrust. In workplaces with some level of distrust towards the motivations

and intentions of leaders across the organisation as a whole, individual employees tend to feel aggrieved. This makes them less concerned about potential harm to the organisation or even to regard the organisation or management as having provoked insider threats.

Low confidence in systems. In contexts where there are ineffective or inconsistently applied systems and policies, employees have reduced confidence in the capacity of the organisation to deal with their concerns. They therefore seek to diminish the severity of the consequences of not speaking out.

PULL FACTORS - DECREASING THE RISK OF INSIDER THREAT

On the other hand, there are three corresponding positive 'pull' factors, which support citizenship behaviour and enable others to speak up about CWB. These are as follows:

1. Individual characteristics

Changes to routine observed behaviour. These actions are typically included in insider threat training and in checklists (such as excessive photocopying or a change in working patterns). Critically, these are unambiguous and so the individual is aware of and sensitised to such activities being important.

Lack of identification or empathy with perpetrators. When perpetrators exhibit behaviour or traits that make it difficult for colleagues to empathise with a perpetrator, e.g., incivility, individuals may be more likely to report their CWB.

Perceived intention to harm. Where the type of action breaches a perceived (and often unspoken) acceptable threshold of behaviour, e.g., 'overstepping the mark', an individual is more

likely to report the actions of another. Such events trigger a moral emotion, such as anger or disgust, making it more likely that individuals are provoked to report others.

Moral identity. In contrast to moral disengagement, when individuals feel a strong moral responsibility in the workplace that involves them looking out for the organisation and its members, they are more likely to avoid CWB themselves and to report others' CWB. Moral identity can be fostered through the modelling of leaders, and through the wider organisational climate.

2. Team matters

Feelings of support and security in speaking out. CWB reporting is increased in contexts in which individuals see this type of reporting as something that is the norm and where they feel confident that it is safe to raise their concerns. Positive examples and stories are important means of transmitting the acceptability of reporting.

3. Organisational climate

Policies applied consistently. In contexts characterised by high levels of justice and trustworthiness, where individuals trust that their concerns will be dealt with in a measured and fair way, employees are happier to share these concerns with management. This of course extends to the general behaviour of an organisation's management and not just to security and HR personnel.

Active and consistent communication about key changes. In contexts where there is frequent, coherent and participative communication about any changes that are occurring, particularly the necessity for change, individuals feel that they better understand these changes and are a valued part of the organisation.

Safe places and methods for reporting.

Individuals are likely to report their concerns where there are multiple simplified routes to report. These should include face to face systems as well as cyber and other anonymised means.

FURTHER INFORMATION AND RESOURCES

The online version of this guide, as well as the associated toolkits are available through the CREST website at: www.crestresearch.ac.uk

Other useful learning resources are available from our partners:

CREST: www.crestresearch.ac.uk

CPNI: www.cpni.gov.uk

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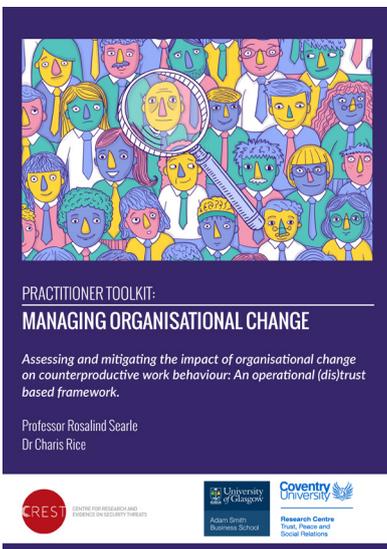
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The Practitioner's Toolkit, containing all 4 toolkits (Leaders, Individuals, Organisational Culture, Team Relations) is available at: www.crestresearch.ac.uk/resources/cwb-toolkit

There are also two e-webinars available at:

www.crestresearch.ac.uk/resources/cwb-video-toolkits

www.crestresearch.ac.uk/resources/cwb-video-key-messages



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