**Walmart Organizational Change**

**Thesis Statement**: Change is inevitable in any organization that wants to remain competitive. This paper looks at how Walmart can effect change in terms of customer service using Kotter’s eight-step change model.

1. Introduction

Introducing the topic.

1. Company Overview

An overview of Walmart.

1. Diagnosis

Diagnosing the need for change in Walmart.

1. Kotter’s 8-Step Approach

Creating a sense of urgency, creating the leading coalition, developing a change strategy and vision, communicating the change vision, empowering broad-based action/removing obstacles, generating short term wins, consolidating gains and implementing more change/building on the change, and anchoring change in the culture.

1. Conclusion

Summary

1. References

Sources