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# Management of Change in the Era of Pandemic

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As a leader in the British hospitality industry focusing on international education, Anglo Educational Services has experienced the impact of the recent pandemic as something that cannot be ignored. The unanticipated change in world travel required positive action in numerous ways. The lessons learned can (and should) be applied to a number of other disciplines, including the construction industry.

Change is inevitable. Response to change is determinative of success or failure. The response must address and include all constituencies of the industry: staff, clients, support services and others.

Response may also include the business model of the industry involved –

- Sources of income
- Sources for employees
- Sources of support
- Methods of dealing with all the above (i.e. flexibility in artificial intelligence, social media and virtual connections)

What other change may be confronting us? Few would have thought two years ago that war in Europe caused by Russia was a possibility. Today it is the reality.

Think fast. Be bold. Be brave. Be kind. Most importantly, stay in communication with all areas that are impacted by your decisions as you manage large magnitude changes that confront your business and industry.

**Key words:** *unanticipated change, pandemic, flexibility in artificial intelligence, social media*