Managing Complex Change

Case for Change → Vision → Skills → Incentives → Resources → Action Plan → Change

Case for Change → Vision → Skills → Incentives → Resources → Action Plan → Status Quo → Confusion

Case for Change → Vision → Skills → Incentives → Resources → Action Plan → Anxiety → Gradual Change → Frustration

Case for Change → Vision → Skills → Incentives → Resources → Action Plan → False Starts

Ambrose 1987, Managing Complex Change