

# THE CHANGE PROCESS

| VISION | SKILLS | INCENTIVE | RESOURCES | ACTION PLAN |             |
|--------|--------|-----------|-----------|-------------|-------------|
| X      | X      | X         | X         | X           | CHANGE      |
|        | X      | X         | X         | X           | CONFUSION   |
| X      |        | X         | X         | X           | ANXIETY     |
| X      | X      |           | X         | X           | RESISTANCE  |
| X      | X      | X         |           | X           | FRUSTRATION |
| X      | X      | X         | X         |             | TREADMILL   |

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