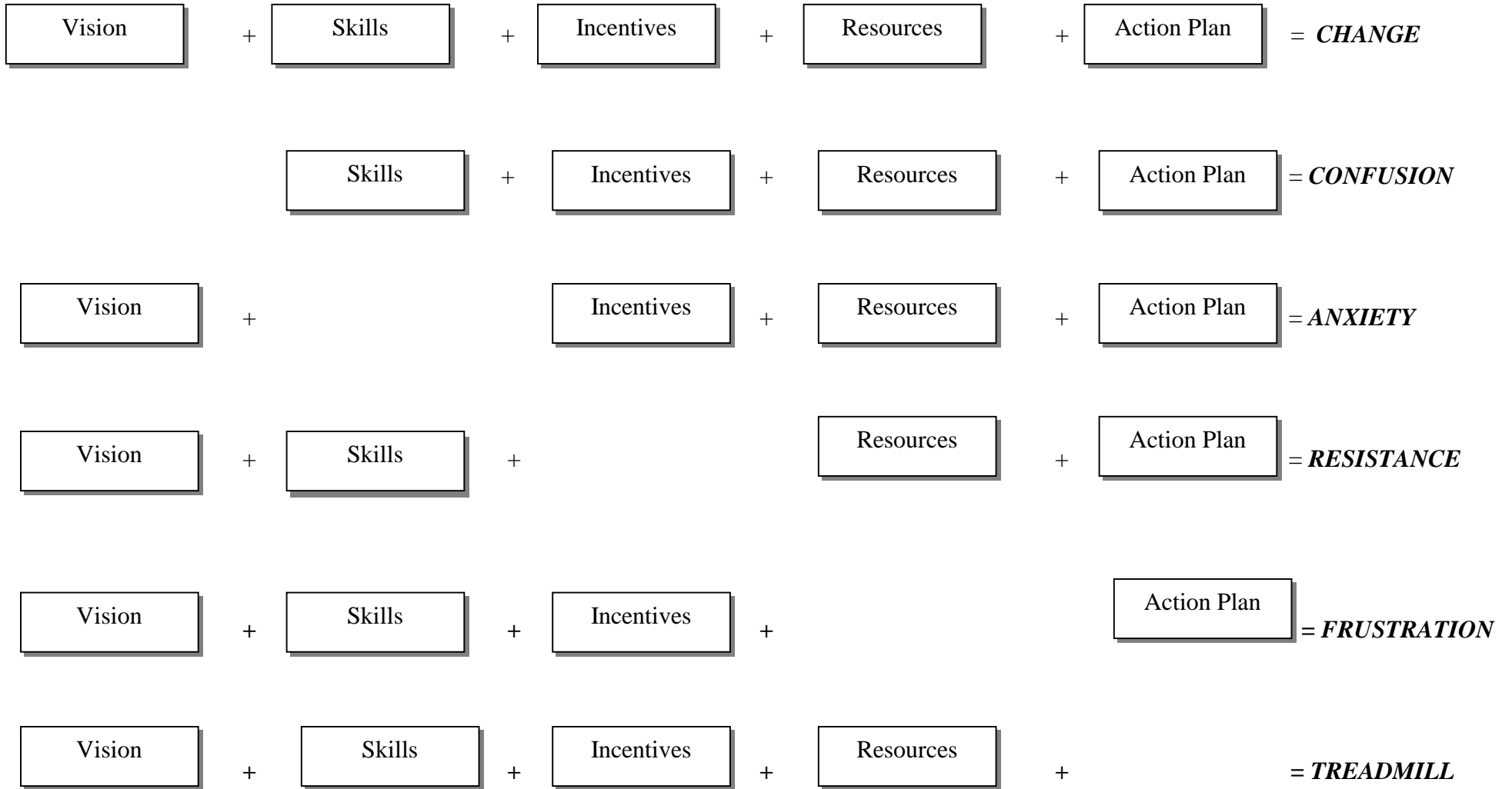


Factors in Managing Complex Change



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- Knoster (1991) and Ambrose (1987)