Factors in Managing Complex Change

- Vision + Skills + Incentives + Resources + Action Plan = CHANGE

- Skills + Incentives + Resources + Action Plan = CONFUSION

- Vision + Incentives + Resources + Action Plan = ANXIETY

- Vision + Skills + Resources + Action Plan = RESISTANCE

- Vision + Skills + Incentives + Action Plan = FRUSTRATION

- Vision + Skills + Incentives + Resources = TREADMILL

- Knoster (1991) and Ambrose (1987)