



Understanding Change

Trust	Vision	Skills	Resources	Payoff	Action Plan	Shared Values/Beliefs	=	Second Order Change
	Vision	Skills	Resources	Payoff	Action Plan	Shared Values/Beliefs	=	Sabotage
Trust		Skills	Resources	Payoff	Action Plan	Shared Values/Beliefs	=	Confusion
Trust	Vision		Resources	Payoff	Action Plan	Shared Values/Beliefs	=	Anxiety
Trust	Vision	Skills		Payoff	Action Plan	Shared Values/Beliefs	=	Anger
Trust	Vision	Skills	Resources		Action Plan	Shared Values/Beliefs	=	Sporadic Change
Trust	Vision	Skills	Resources	Payoff		Shared Values/Beliefs	=	False Starts
Trust	Vision	Skills	Resources	Payoff	Action Plan		=	First Order Change

Ambrose, 1987 "Managing Complex Change"