

Factors in Managing Complex Change

Vision	Skills	Incentives	Resources	Action Plan	Results	Confusion
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Vision	Skills	Incentives	Resources	Action Plan	Results	Anxiety
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Vision	Skills	Incentives	Resources	Action Plan	Results	Resistance
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Vision	Skills	Incentives	Resources	Action Plan	Results	Frustration
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Vision	Skills	Incentives	Resources	Action Plan	Results	Treadmill
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Vision	Skills	Incentives	Resources	Action Plan	Results	Inertia
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Adapted from model originally developed by Ambrose (1987) and modified by Knoster (1991).
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