

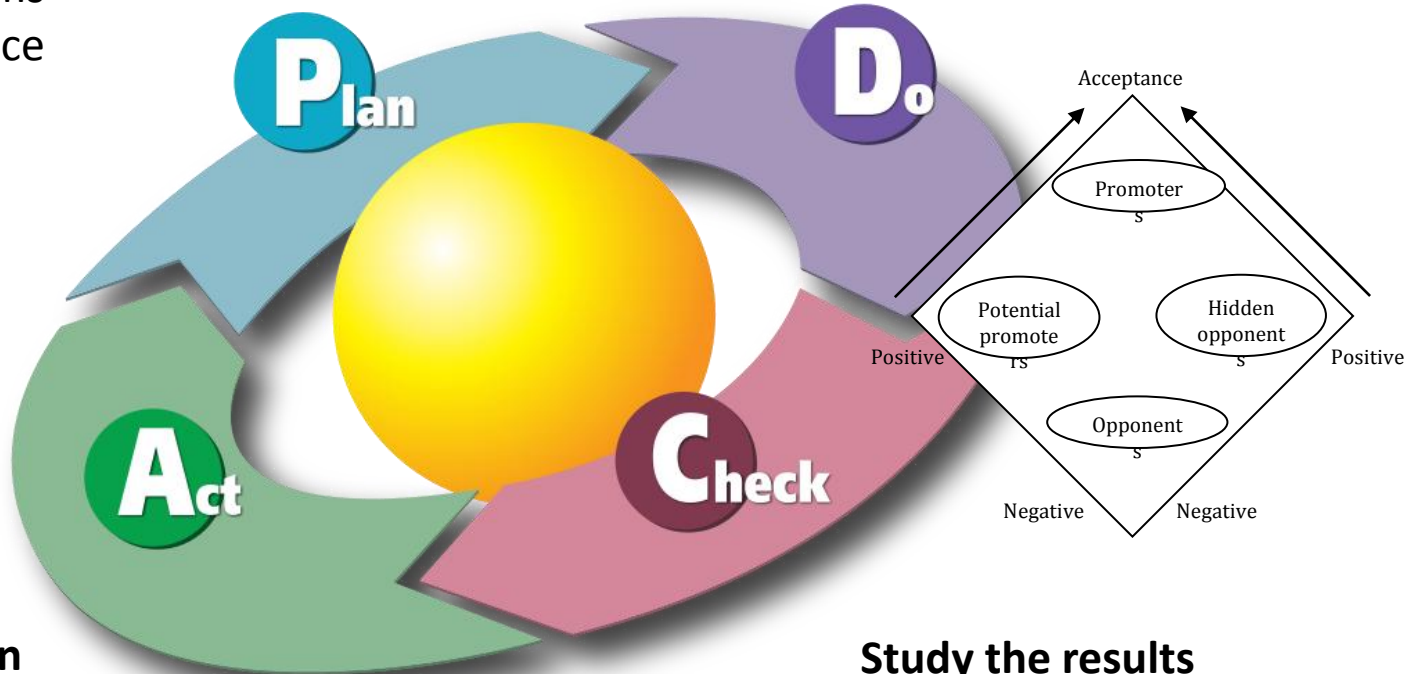
Change management

Plan a change

Involve shareholders
Identify problems
Predict resistance

Do it on a small scale

Inform shareholders



Make a decision

Adopt, Abandon or change plan
Compare support vs. Resistance:

$$\boxed{\text{Dis-satisfaction}} \times \boxed{\text{Desirability}} \times \boxed{\text{Practicality}} > \boxed{\text{Resistance}}$$

Study the results

List promoters and opponents
Identify reasons