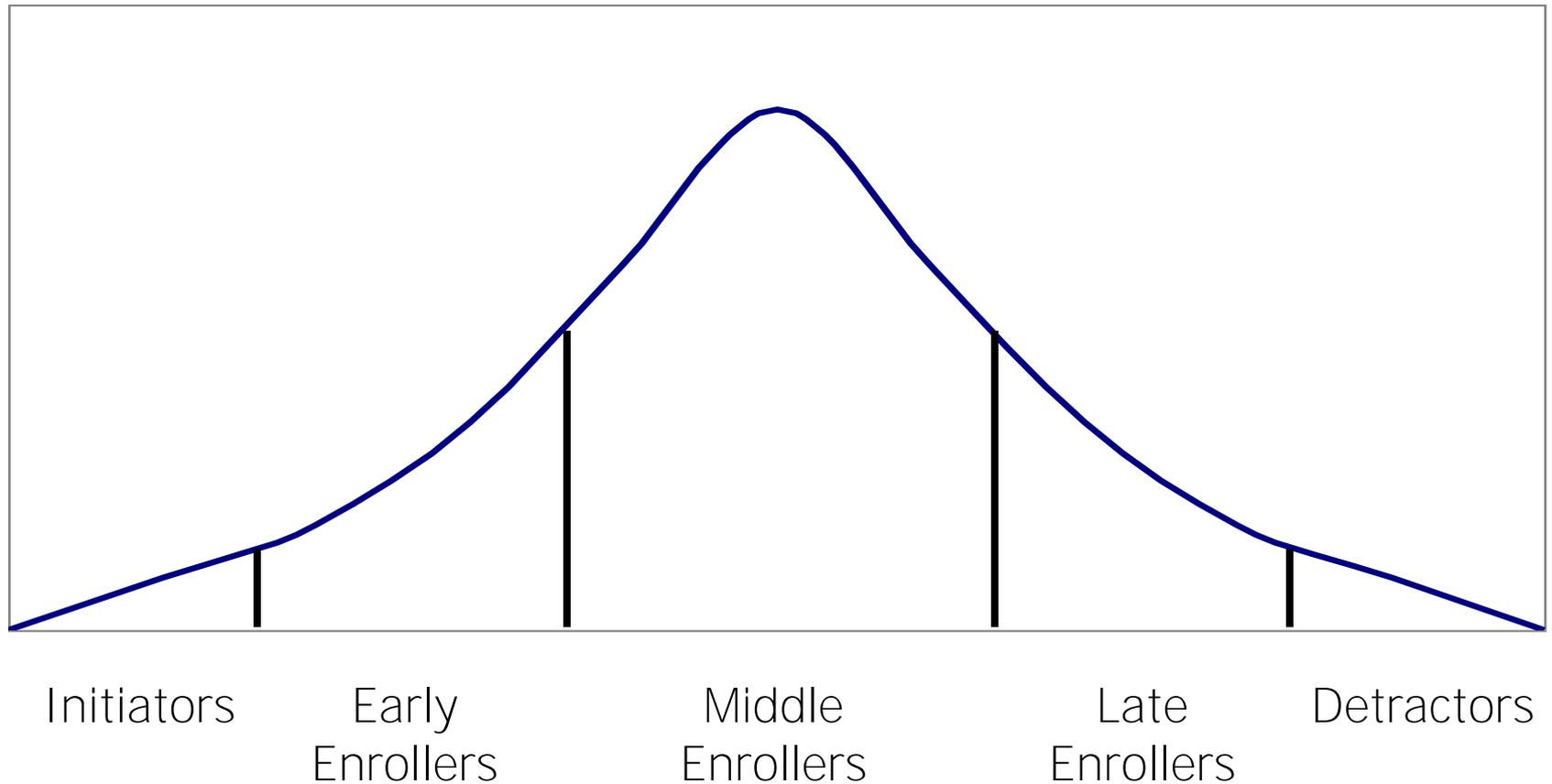
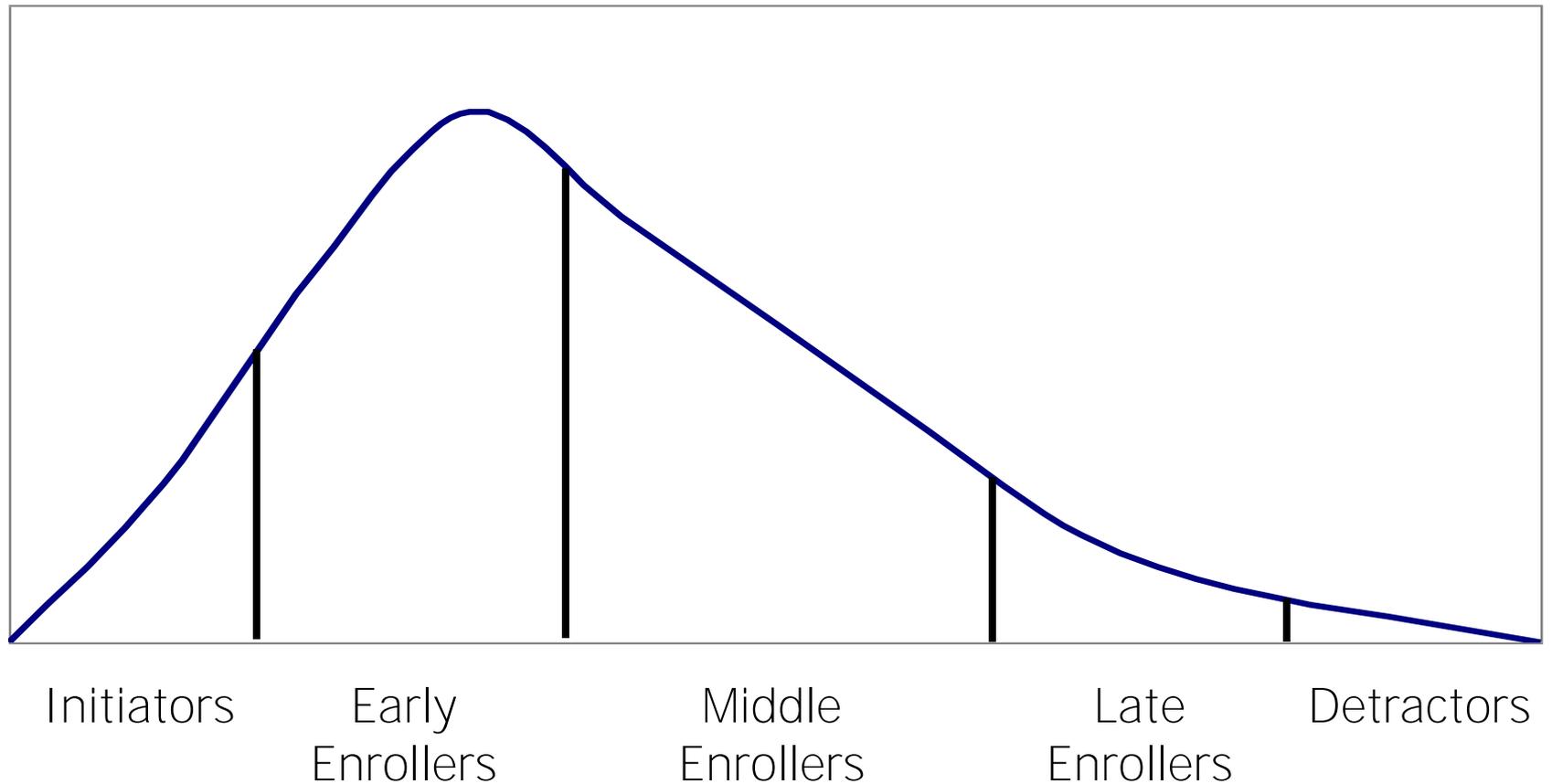


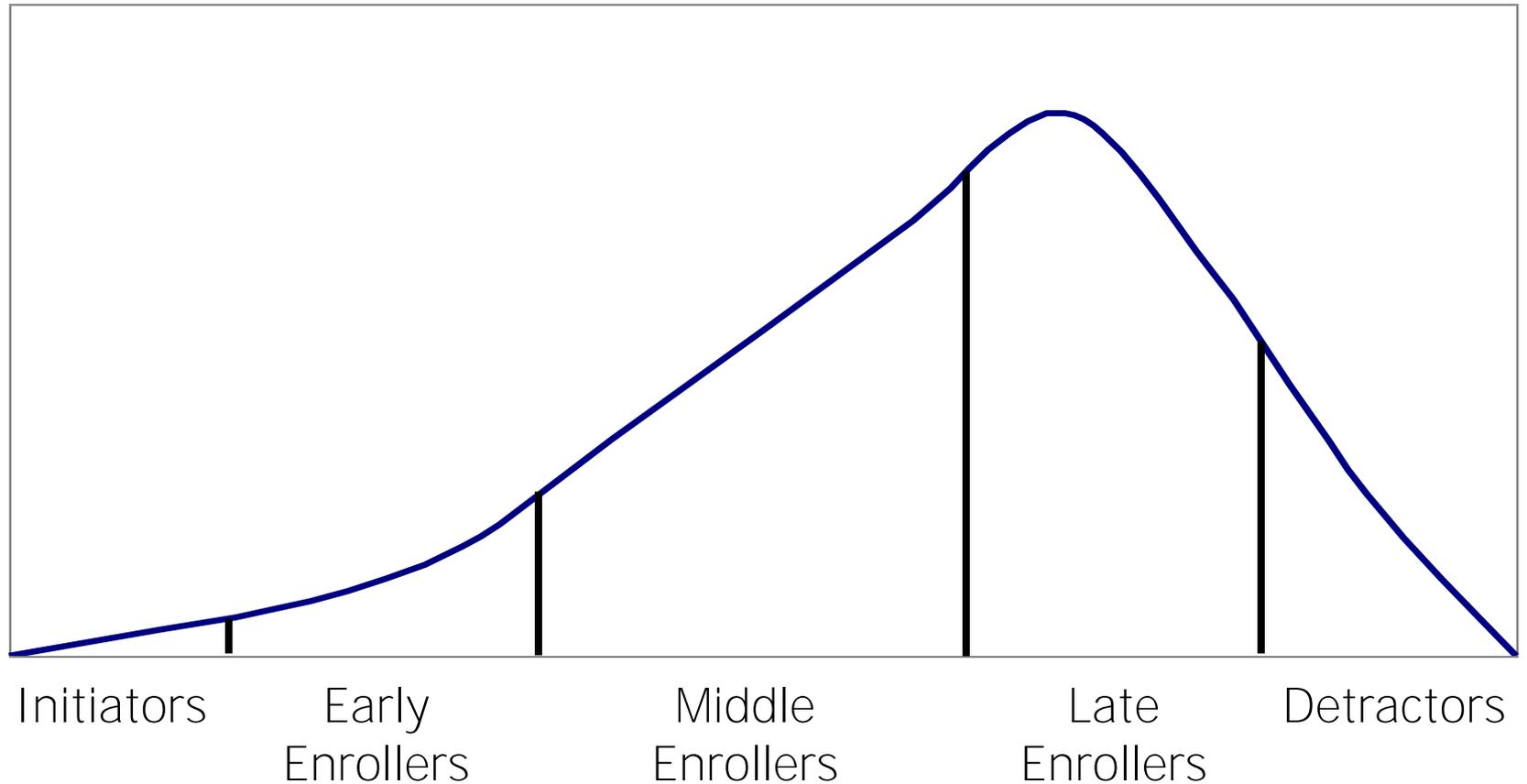
Change Enrollment



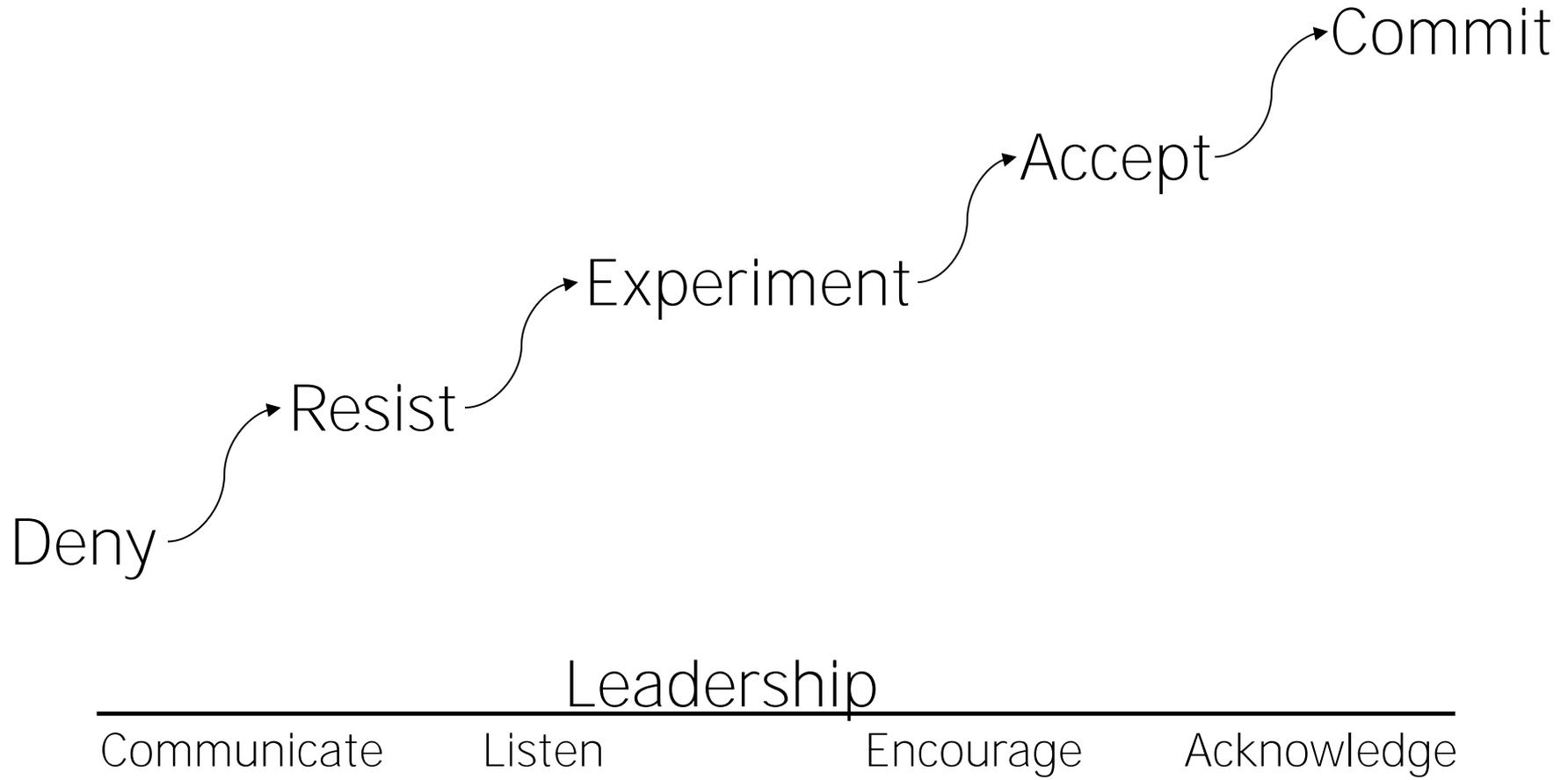
Change Is Just Difficult



Change Is Very Difficult



Change Acceptance



Communicate

Resist

- What & Why
- 60/30/10

Deny

Listen

Experiment

- Questions
- Directives
- Listening Checks

Resist

Encourage

Accept

- Feedback
- Coaching
- Redirecting

Experiment

Acknowledge

Accept

- Reward
- Recognize

Commit