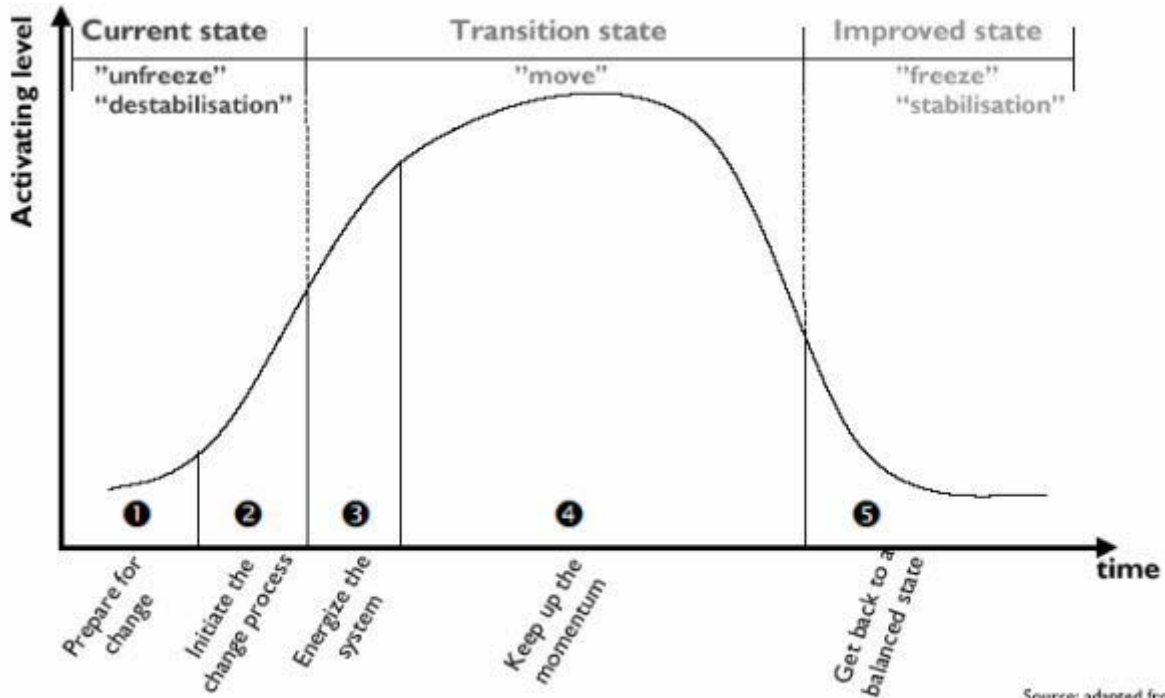


Sunday, July 18, 2004

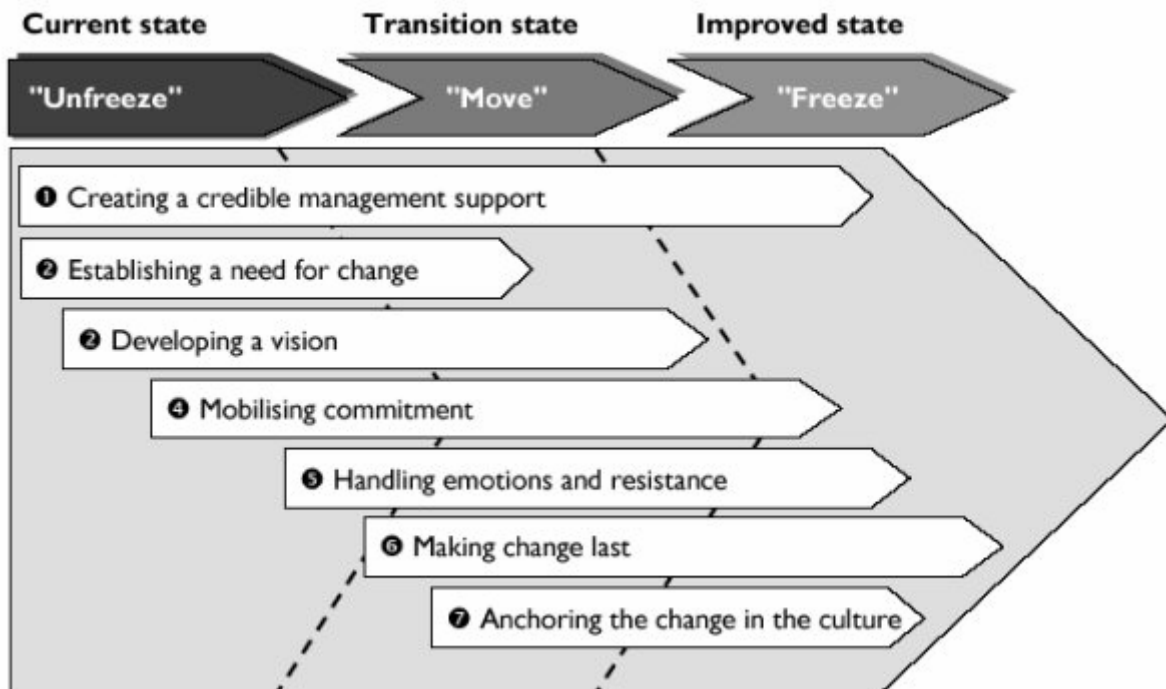
BUSINESS: Change Management (05)

Dividing a change cycle into phases



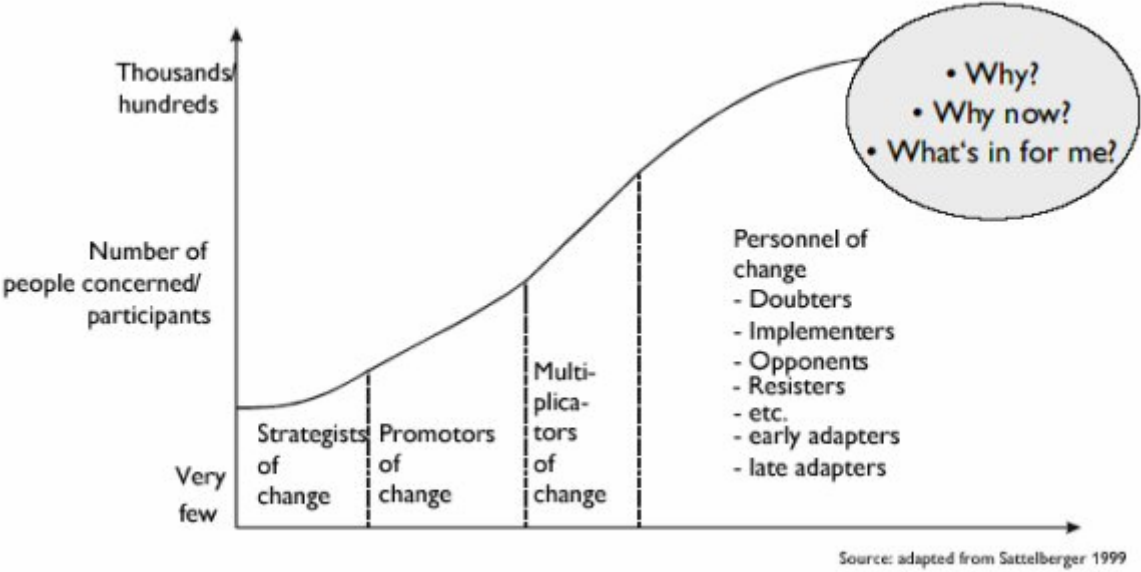
Source: adapted from
Müller-Stewens / Lechner 2001

An action plan for creating sustaining change



Mobilising commitment

The success of change projects depends on the number and quality of change agents



Source: G. Müller-Stewens / Ch. Lechner