

Performance



Change WILLINGNESS: Resistance to Change

Political Resistance

Conflicting with People's Interests

Cognitive Resistance

Conflicting with People's Views

Emotional Resistance

Conflicting with People's Safety

Future State

Change ABILITY: Barriers to Change

Switching Barriers

Stuck Due to Lock-in Effects

Resource Barriers

Quantity & Quality of Means

Learning Barriers

Absorptive & Adaptive Capabilities

Current State

Change CLARITY: Ambiguity of Change

Specificity Ambiguity

Unclear What, When, How & Who

Credibility Ambiguity

Unclear Change Drive & Commitment

Consistency Ambiguity

Unclear Priority of Competing Objectives

Time

