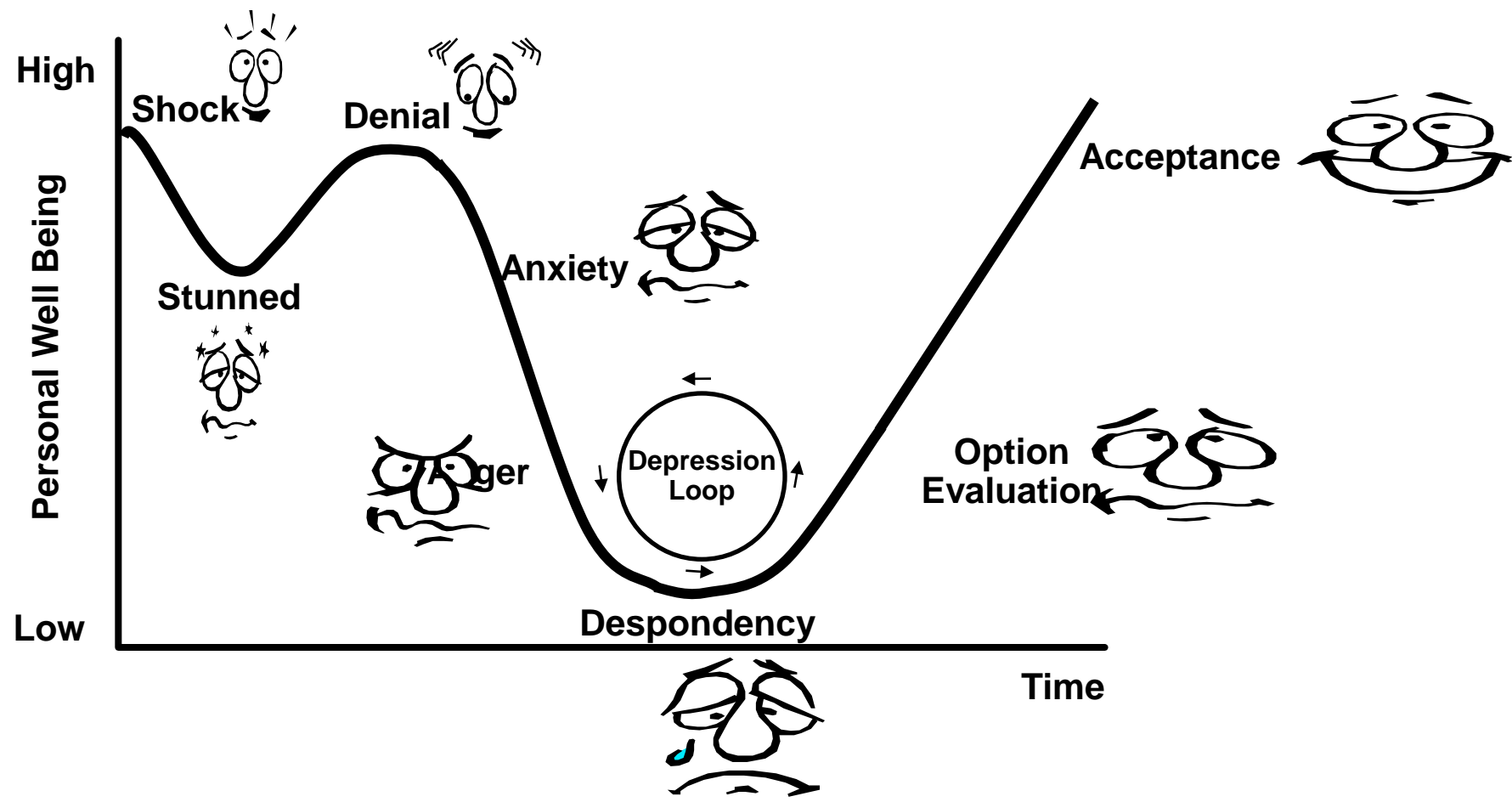


Managing the Change Response... A typical response to change



Source: Hopson, Scally, Stafford "The Challenge of Change"