SYSTEMS OF CHANGE
Model for Managing Complex Change

Vision	Skills	Incentives	Resources	Action Plan	=	Success
Vision	Skills	Incentives	Resources	Missing	=	False Starts
Vision	Skills	Incentives	Missing	Action Plan	=	Frustration
Vision	Skills	Missing	Resources	Action Plan	=	Resistance
Vision	Missing	Incentives	Resources	Action Plan	=	Anxiety
Missing	Skills	Incentives	Resources	Action Plan	=	Confusion

Adapted from Knoster, T. (1991) Presentation in TASH Conference. Washington, D.C. Adapted by Knoster from Enterprise Group, Ltd.

The missing pieces of the chart above effect various possible outcomes of change

False starts, frustration, resistance, anxiety and confusion are all results of missing, key components to change

This tool is great for planning/brainstorming change and diagnosing issues when a project is in progress

We recommend using this tool as a "map" for consistency and coherence in a process of change

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