

## Managing resistance to change

- (a) Education and communication
- (b) Participation
- © Facilitation and support
- (d) Negotiation
- (e) Manipulation
- (f) Coercion

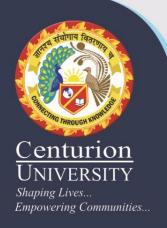


## **KURT LEWIN'S CHANGE MODEL**

FORCE FIELD MODEL

OR

3 STAGE MODEL OF CHANGE SYSTEM



- (a) Unfreezing
- (b) Changing
- © Refreezing