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*Shaping Lives...  
Empowering Communities...*

## Managing resistance to change

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



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# KURT LEWIN'S CHANGE MODEL

FORCE FIELD MODEL

OR

3 STAGE MODEL OF CHANGE SYSTEM



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**(a) Unfreezing**

**(b) Changing**

**© Refreezing**