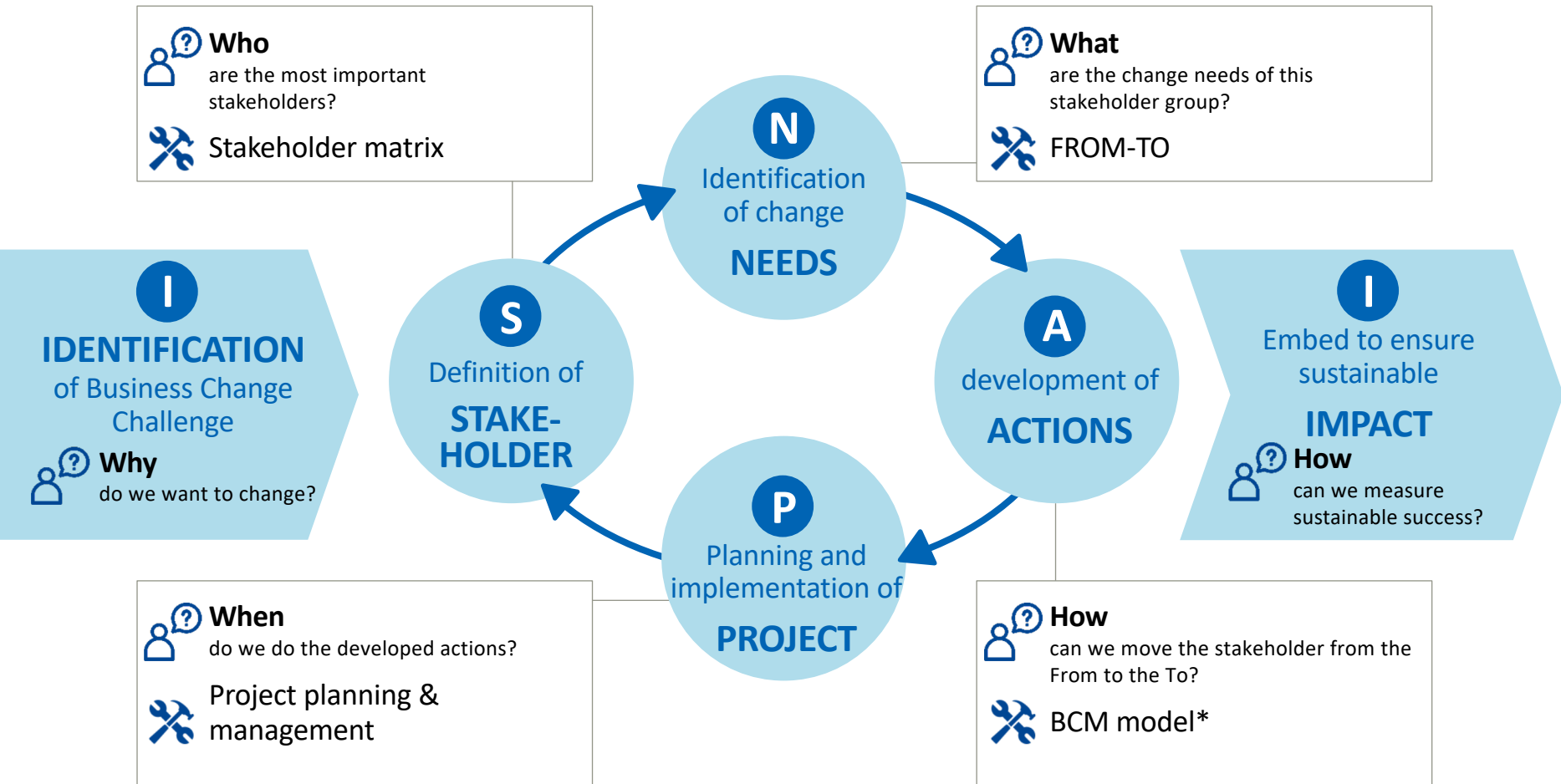


Change is an iterative process – the I-SNAP-I model

 Key question  Key tool



* Filled with actions like change story, role models, training support, revision of processes
 Source: RETURN ON MEANING