

Behavioral Change Model – overview

“Change is more likely to be successful if...”

I Build capabilities	Align systems III
<i>“... I have the skills and opportunities to behave in the new way.”</i>	<i>“... I see that our structures, processes, and systems support the changes I am being asked to make.”</i>
<i>“... I understand what is being asked of me and it makes sense.”</i>	<i>“... I see my leaders, colleagues and staff behaving differently.”</i>
II Create understanding	Ensure role modeling IV