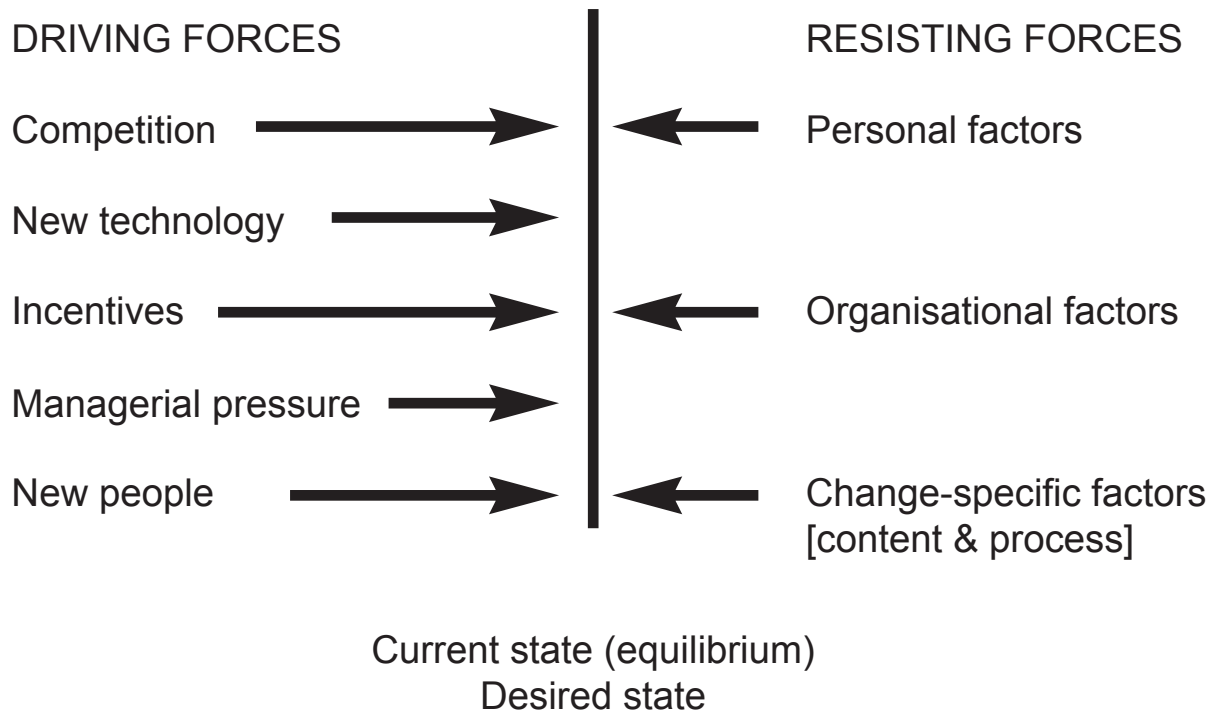


Force field model



The diagram incorporates three types of 'resistance factors' (Self and Schraeder, 2008):

- Personal factors: aversion to change; impact of change on personal life, external concerns
- Organisational factors: history of change interventions; credibility of change agent(s)
- Change-specific factors; planned change perceived as erroneous; flawed planning; concern over interpersonal impact of proposed change