

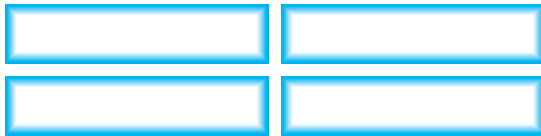
Phase 1-5 — Layer 10: Common Errors

Humans resistant to change.

is the central activity of the human experience.

The Change Process:

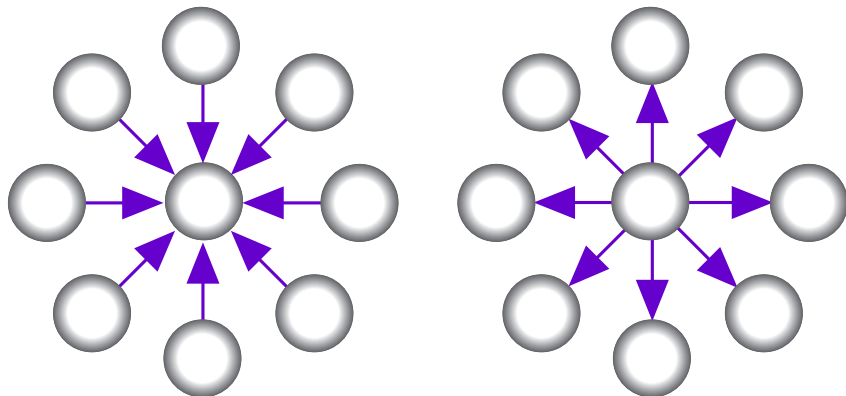
Step 1:



Step 2:

Step 3:

is at the heart of every meaningful relationship.



is the purpose of every job.

What changes do you help people make?

