Unfreeze
- current ways of doing things are no longer working
- if we don’t learn something new, we will fail

Change
- safe circumstances in which to experiment
- opportunities for training and practice
- support and encouragement

Refreeze
- put in supporting mechanisms
- reward
- appraise
- train

Taken from Clarke L. *The essence of change*. Hemel Hempstead: Prentice Hall; 1994.