

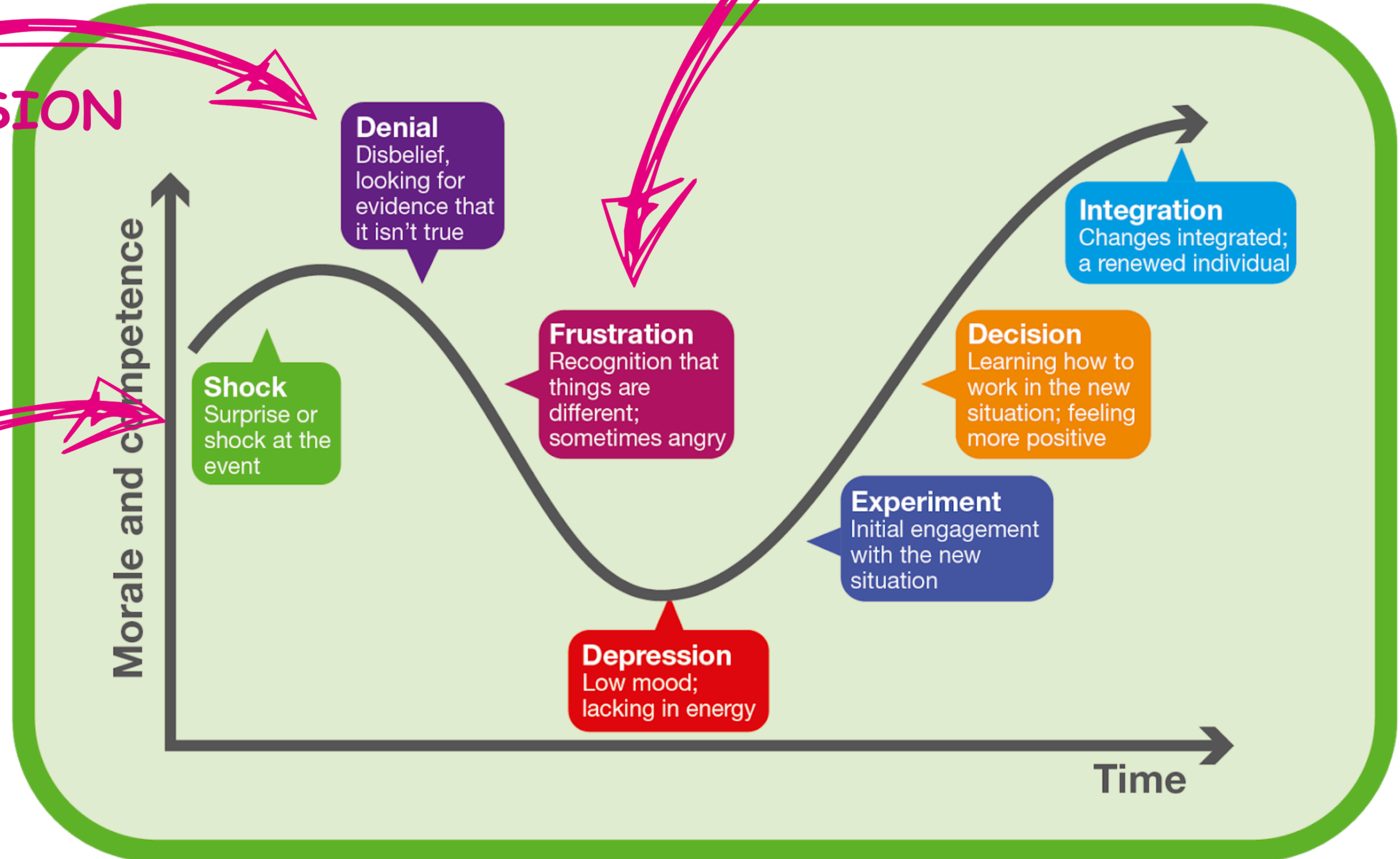
Change Curve



CONFUSION

PARALYSIS

VUCA



'The Kübler-Ross Change Curve'