



Highly Engaged Commitment

Impact

1

Change Impact

Team members understand what needs to change and what the likely impacts will be.

Influence

2

Information-based Change Leadership

Tendency to see those leading the change effort using a leadership approach that is information-based using logic, data and information that clearly outlines the benefits that will result from making the change.

3

Participation-based Change Leadership

Perception that those leading the change effort are using a leadership approach that is based on participation and inclusive decision-making.

Consistency

4

Trust in Management

Degree to which team members believe management / leaders are consistent with stated values and direction and will follow through on stated goals (e.g., management will do what it says it will).

5

Change Capability & Capacity

Team members' level of belief that they have the capability and capacity to handle the change and perform effectively in the future.