

Gloucestershire
and the Crisis Concordat:
a progress report

Eddie O'Neil
Guy Undrill

AN ACTION PLAN FROM THE WORLD'S
FOREMOST EXPERT ON BUSINESS LEADERSHIP

Leading Change



John P. Kotter

HARVARD BUSINESS SCHOOL PRESS

1

Establishing a sense
of urgency

2

Creating the
guiding coalition

3

Developing a vision
and strategy

4

Communicating
the change vision

5

Empowering
broad based action

6

Generating
quick wins

7

Consolidating gains



Anchoring new
approaches in
the culture

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