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Nota di contenuto	CHAPTER 1: COULD THIS BE YOU?; CHAPTER 2: ILLUMINATING THE EXPERIENCE OF CHANGE; CHAPTER 3: CHAOS AND THE SATIR CHANGE MODEL; CHAPTER 4: UNIVERSAL TRUTHS ABOUT CHANGE; CHAPTER 5: DIFFERENCES IN RECEPTIVENESS TO CHANGE; CHAPTER 6: ASSESSING YOUR RESPONSE TO CHANGE; CHAPTER 7: BUILDING A FOUNDATION FOR MANAGING CHANGE; CHAPTER 8: INTRODUCING CHANGE THOUGHTFULLY; CHAPTER 9: TALKING TO THE PEOPLE AFFECTED BY CHANGE; CHAPTER 10: OFFERING CARING COMMUNICATION; CHAPTER 11: LEARNING FROM THE EXPERIENCE OF CHANGE; BIBLIOGRAPHY; ITG RESOURCES
Sommario/riassunto	Having spent most of her career working in and with IT organizations, Naomi Karten has written this book for IT professionals and those who work with IT. These groups are the primary audience and the context for most of the examples and stories. But everything in the book applies to any line of work, even if it doesn't entail contact with IT.

