Emotional-Behavioral Response to Restructuring-Merger or Change Efforts

Pessimism

- Uninformed Optimism
- Informed Pessimism
- Hopeful Realism
- Informed Impact
- Change Completion

Pre-Announcement: Stable-Secure Comfortable
Announcement: Denial-Anger Sense of Loss
Discovery: Bargaining Negotiating
Transition-Action Plan: Resignation Stay or Leave
New Order: Acceptance Re-engage

Conner, 1992