

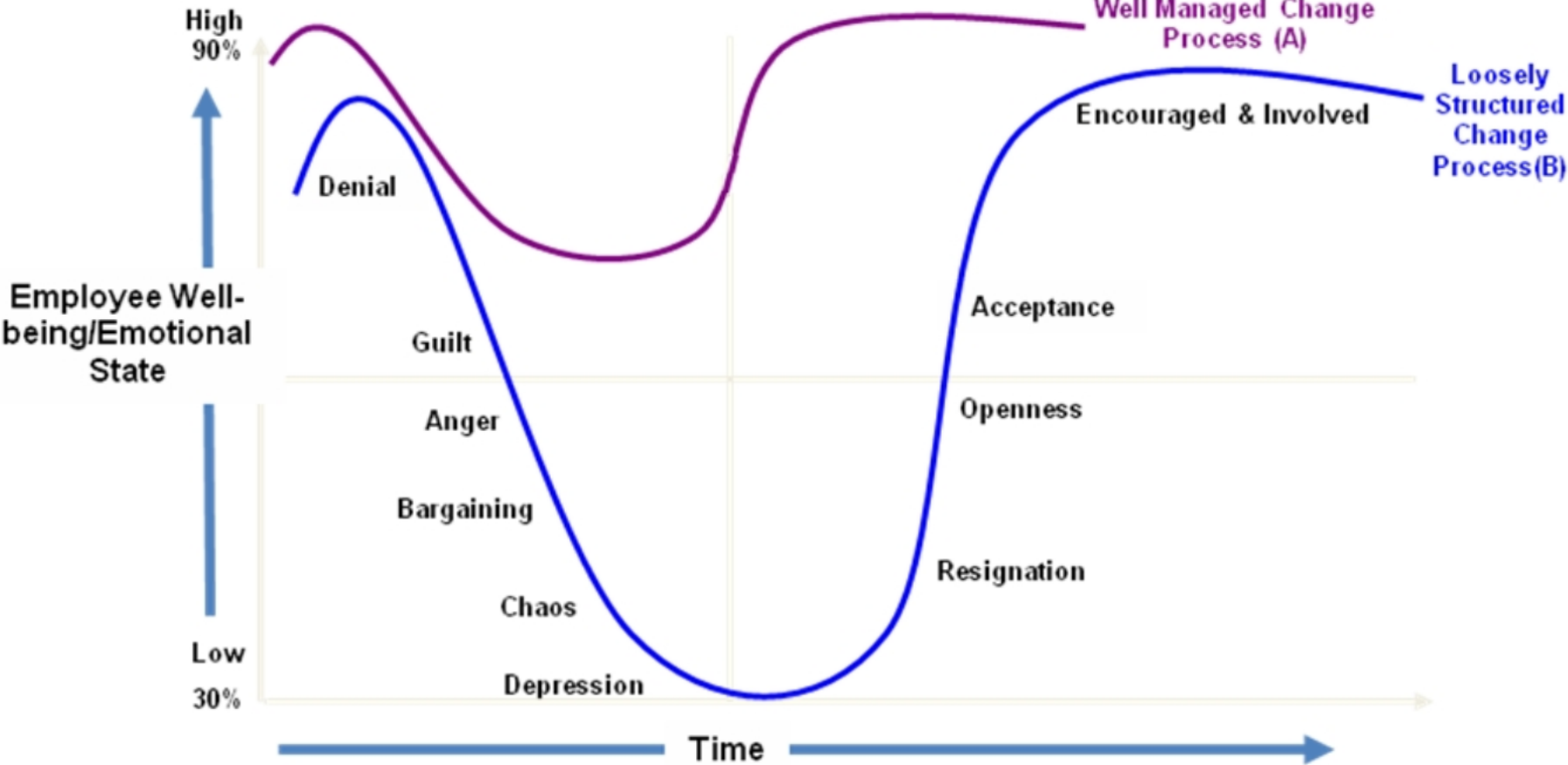


Changing the Mindset of the Administration: Managing Change and Emotions in Introducing Shared Services in Bulgaria

October 3, 2019
Sofia, Bulgaria

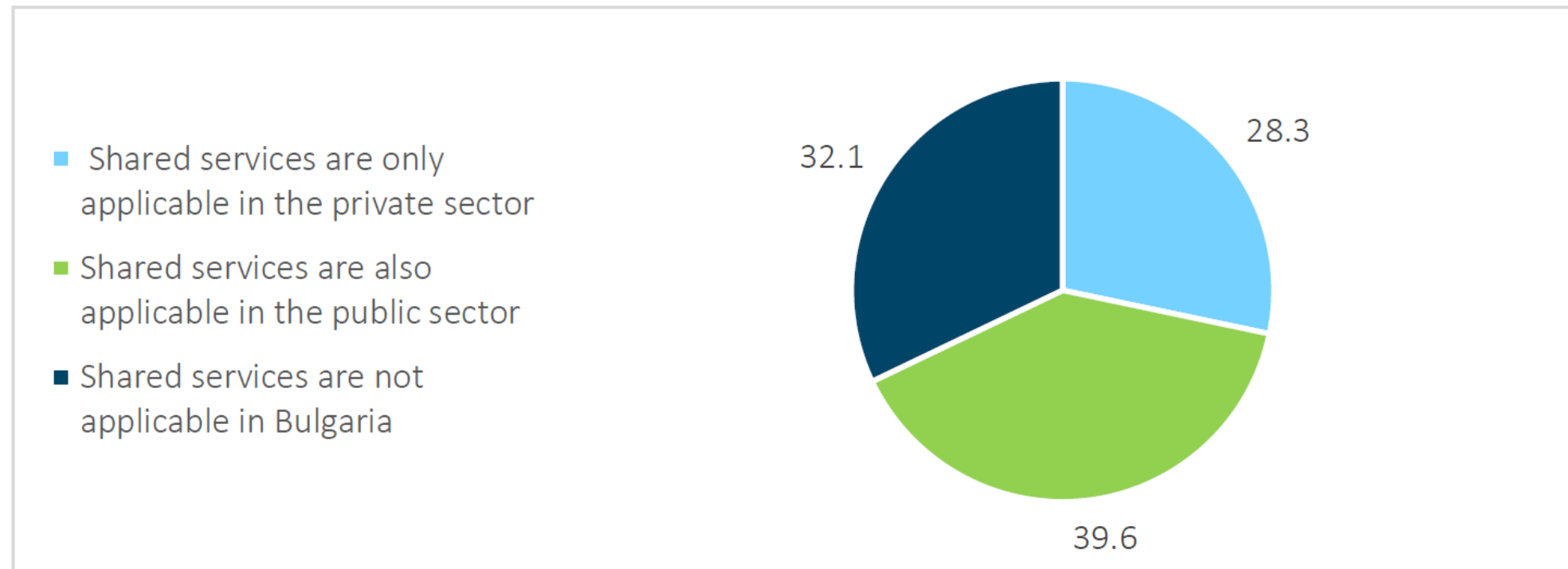


Managing Change: Stages You Move Through Emotionally



Understanding is not Acceptance

GRAPH 3: PLEASE INDICATE WHICH OF THE STATEMENTS BELOW IS MOST RELEVANT TO YOU? [BASE: 106. ANSWERED „YES“ TO QUESTION №1.]



Support – Opposition

GRAPH 4: DO YOU PERSONALLY SUPPORT INTRODUCTION OF SHARED SERVICES? [BASE: 111]

