



Impediments to Leading Change

"The single biggest problem in communication is the illusion that it has taken place." — George Bernard Shaw

1. Rigor / close minded thinking
"we always do it this way"
2. Us / them thinking
"they don't get what it is like here"
3. Group think & narcissism
"we are always right here"
4. Lack of social skill and emotional intelligence
"you're stupid"
5. Lack of political skill and social monitoring
"only a woman would say that"
6. Lack of proactive behaviors
"we can wait you out"
7. Bad calibration with larger unit efforts
"the campus plan isn't useful"
8. Misuse of power
"who does he think he is?"
9. Lack of / bad communication
"I heard a rumor..."