



NEVER UNDERESTIMATE
THE DIFFICULTY IN
MAKING CHANGE

PEOPLE NEED TO
EXPERIENCE A NEW
PROCESS TO UNDERSTAND
HOW IT IS DIFFERENT





YOU CAN GET
STAKEHOLDERS TOGETHER
IF YOU ARE CLEAR ABOUT
EXPECTATIONS, NEEDS, AND
BUSINESS VALUE

ELICITATION
EXCELLENCE TAKES TIME
TO BUILD AND MUST BE
LEARNED THROUGH
EXPERIENCES



Source: IAG Consulting http://www.iag.biz/