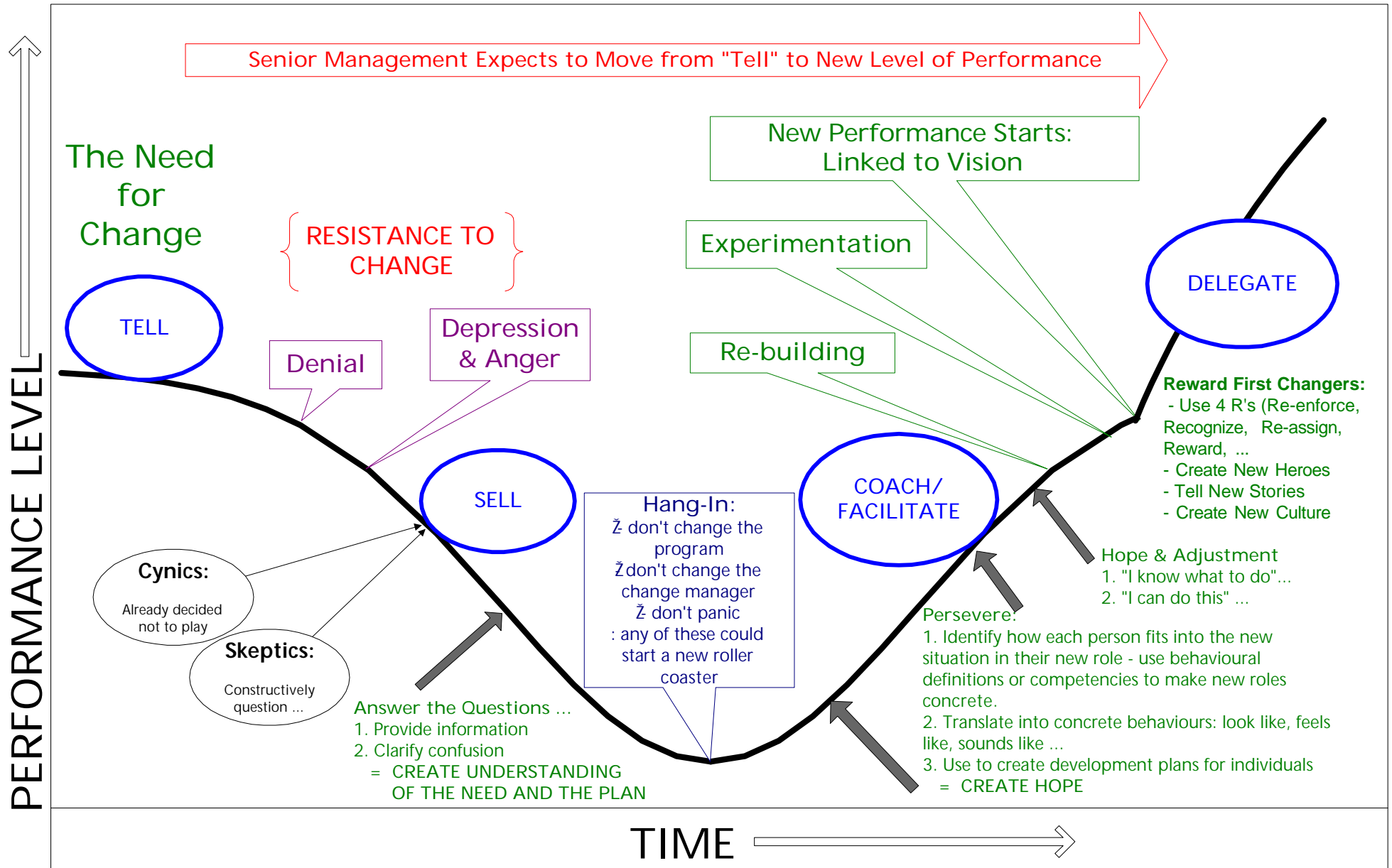


The Roller Coaster of Change

As Presented by Doug Mcnamara of The Banff Centre
to the Toronto Chapter of ISPI on May 16, 1996



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Ž"from where you are to where you want to be is at minimum 3 years (or more)"
Ž"the boss and the culture are the biggest resistors to change"