**Key Takeaways:**

The need to create alignment of the vision with stakeholders’ understanding

Management change depends on incentives/crises (external stimuli)/but rarely on moral conviction

Resistance may be better stated and more convincing than the vision or good deed/will/intention

Trust is important in change/reform for you will need to entrust people with your vision

Change the method of choosing middle leadership according to good roles because these are the important persons

Those who get in the way—isolate them

Trust should begin with you and trickle down to others

For those affected by change, find them a place in the story

We don’t mention the role of education and its problems in the future

Inclusiveness—persuasion and collaboration is core to gaining support; ventilation is a last resort, which may be deployed.

Bringing in a variety of types across the org for promoting reform (“line of sight” diagonal)

**Want more of this:**

Communication and building trust

How to get middle managers to be part of the reform process