



Adapted from: Don Kelley and Daryl R. Conner, "The Emotional Cycle of Change," in JE Jones and JW Pfeiffer, eds.. *The 1979 Annual Handbook for Group Facilitators* (San Diego, Calif.: University Associates, Inc., 1979). 31. Ibid., 118; Ronald Havelock, *The Change Agent's Guide to Innovation in Education*. (Englewood Cliffs, NJ, Educational Technology Publications, 1973)