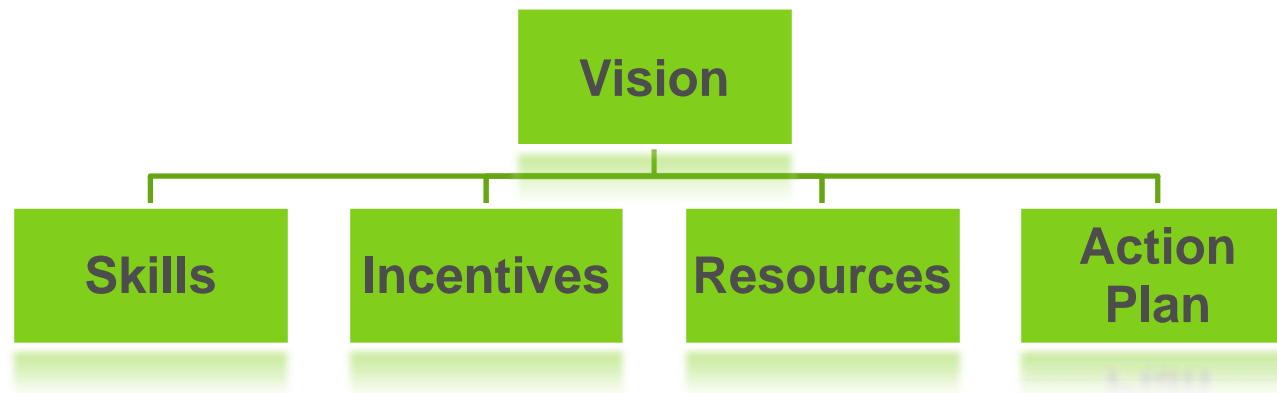




Translating Theory into Institutional Action

Presented by Dr. Jim Black
President & CEO of SEM WORKS

Antecedents for Creating a Retention Culture



= FRUSTRATION
= ANXIETY = CHANGE = CONFUSION
= GRADUAL CHANGE
= FALSE STARTS

Managing Change



**Structural
Frame**



**Human
Resource**



**Political
Frame**



**Symbolic
Frame**



Refuse to Be Boiled!!!



Institutional Action Plan

