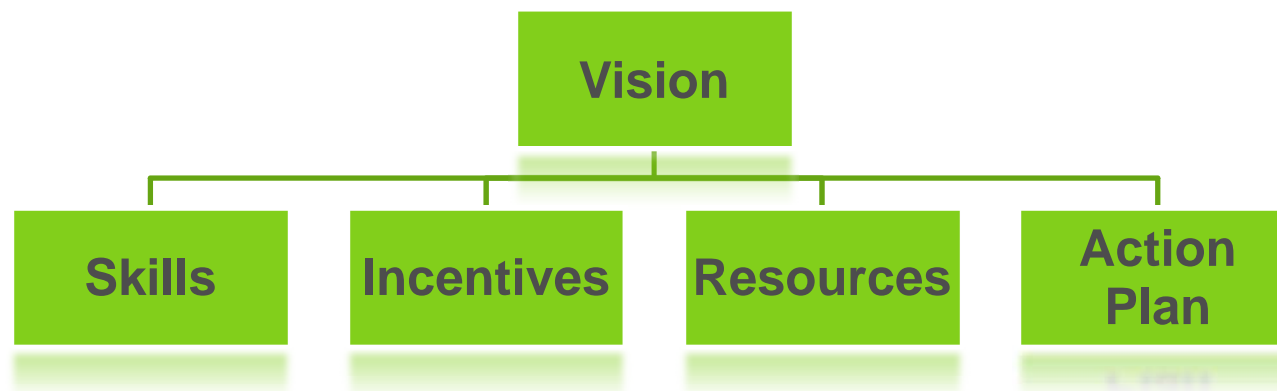




# Translating Theory into Institutional Action

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

