

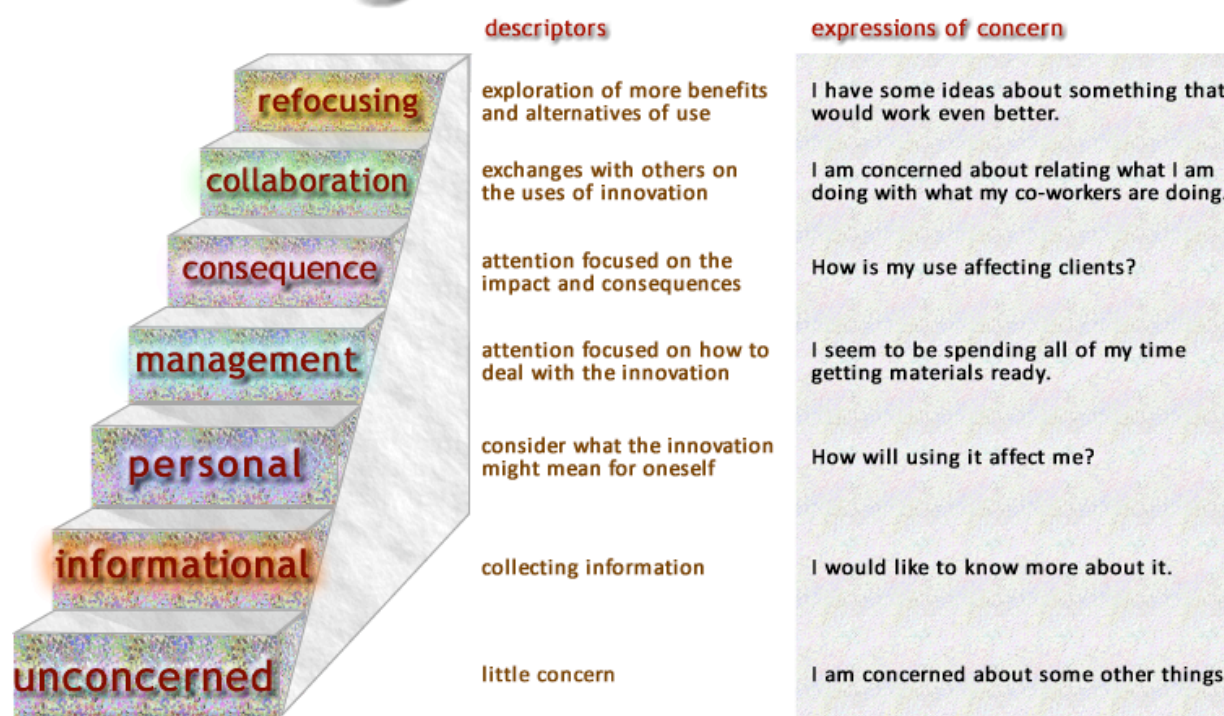
## Concerns based adoption model (CBAM)

This model of change was designed by educators to be used by educators. One component is based on the emotional components of any change process. Each component can assist leaders in understanding what is happening in the change process. Diagnostic tools are also available to measure each component.

There are three principal dimensions of CBAM:

- **Stages of concern** seven stages of feelings and perceptions experienced in a change process
- **Levels of use** eight behavioral profiles that describe actions occurring in the adoption of a change
- **Innovation configurations** different ways an innovation can be implemented.

### Stages of concern



#### Reference

Adapted from Hall, G.E. & Hord, S.M. (2011) *Implementing change: Patterns, principles and potholes*, Pearson, Boston, Massachusetts.