

CONTENTS

Acknowledgments	ix
PART I: THE SCIENCE OF LEARNING	1
1 Learn or Die: Building a High-Performance Learning Organization	3
2 Learning: How Our Mind Works	9
3 Emotions: The Myth of Rationality	22
4 Learning: The Right People	32
5 Creating a Learning Environment	45
6 Learning Conversations	61
7 Critical Thinking Tools	74
8 A Conversation with Dr. Gary Klein	89

PART II: BUILDING A LEARNING ORGANIZATION	107
9 Bridgewater Associates, LP: Building a Learning “Machine”	113
10 Intuit, Inc.: “It’s Time to Bury Caesar”	164
11 United Parcel Services, Inc.: Being “Constructively Dissatisfied”	179
Epilogue	193
Notes	201
Bibliography	227
Index	257