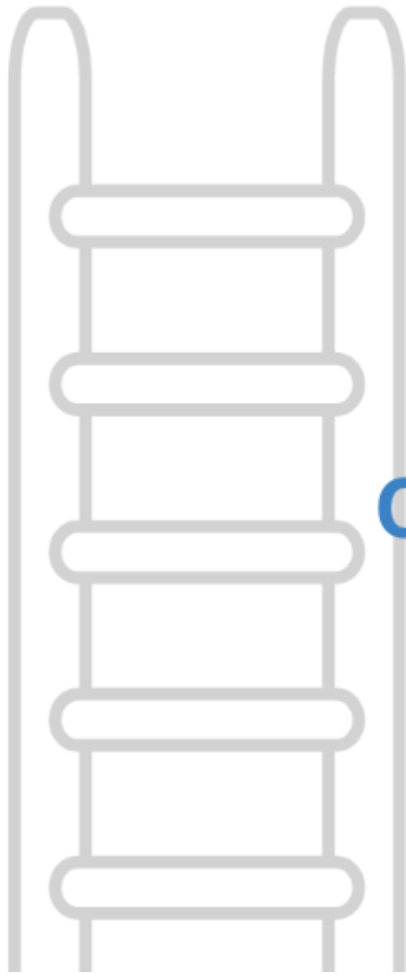


The Ladder of Inference



*Adapted from the Chris Argyris & Peter Senge