Appreciation for a System
How to lead and optimize a system – not destroy it! Joy in Work. Respect.

Understanding Variation
Conclusions we can/cannot make from data and observations. Actions to take.

The System of Profound Knowledge

Theory of Knowledge
Is what we “know” really so? Learning – Improvement – Rational Thinking.

Psychology
How humans react and interact. Beliefs – Behaviors – Consequences.

Learn more at deming.org