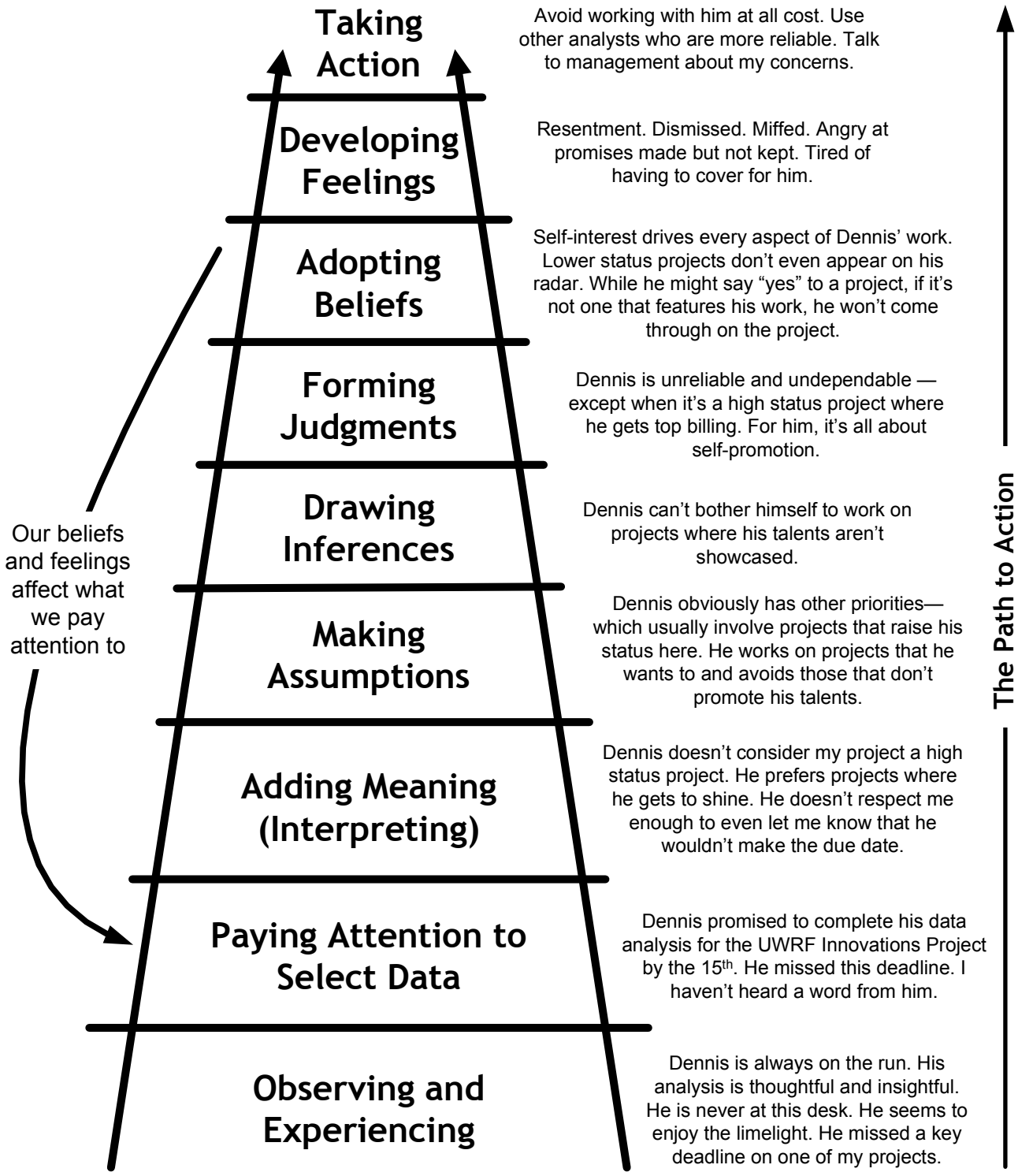
Climbing the Ladder of Inference



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Based upon the work of Chris Argyris, Peter Senge, and William Isaacs.