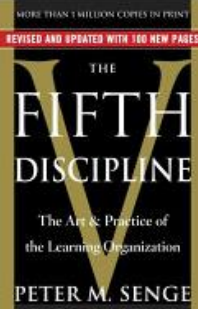
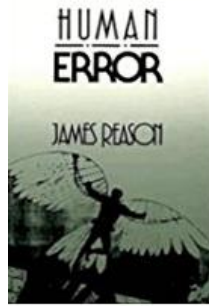


Recommended reading list for leaders, from Don Berwick

Title		Author
<p>The Fifth Discipline</p>		<p>Peter M. Senge</p>
<p>The Improvement Guide</p>		<p>Gerald J. Langley, Ronald D. Moen, Kevin M. Nolan, Thomas W. Nolan, Clifford L. Norman, Lloyd P. Provost</p>
<p>Overcoming Organisation Defences</p>		<p>Chris Argyris</p>
<p>Managing the Unexpected</p>		<p>Karl E. Weick and Kathleen M. Sutcliffe</p>
<p>The Design of Everyday Things</p>		<p>Don Norman</p>

Human Error



James Reason