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Strategists Differ from Tacticians in Dealing with Surprise?; CHAPTER NINE Surprise as an Opportunity; CHAPTER TEN Helpful Lessons from Specific Professions; Yes, and; Look Outside the Immediate Network for Help; CHAPTER ELEVEN Key Observations and Their Implications; Key Findings; Implications and Suggested Practices Moving Forward; In Conclusion; Bibliography

Sommario/riassunto

This report relates what professionals believe creates surprise, how they respond to it, and how the effects of surprise can be mitigated. RAND researchers interviewed representatives from 13 diverse professions and identified some common coping strategies, such as relying on past experience and trying to reduce the level of chaos in the environment.
