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Titolo	Swans, swine, and swindlers [[electronic resource]] : coping with the growing threat of mega-crises and mega-messes // Can M. Alpaslan and Ian I. Mitroff
Pubbl/distr/stampa	Stanford, California, : Stanford Business Books, An Imprint of Stanford University Press, 2011
ISBN	0-8047-8108-7
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Collana	High reliability and crisis management
Altri autori (Persone)	Mitroff Ian I
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Contents; Preface; Part I: Uncovering Assumptions; 1. A Crisis Is Not What We Have Been Led to Believe; Every Crisis Is an Existential Crisis of Meaning; 2. What Is a Mess? The Fundamental Differences Between Exercises, Problems, and Messes; 3. All Crises Are Messes; 4. When Good Organizations Do Unwise, Immature, and Bad Things; 5. It's the Culture; Part II: Managing Assumptions; 6. Overcoming Mega-Denial; 7. Beyond Fear-Based Crisis Management; Part III: Applications; 8. The Art and Science of Messy Inquiry 9. Trust, Transparency, and Reliability: What Can the HROs Teach the Financial Sector? Afterword; Notes; Index
Sommario/riassunto	Swans, Swine, and Swindlers addresses a core, contemporary question: What steps can we take to better anticipate and manage mega-crises, such as Haiti, Katrina, and 9/11? This book explores the concept of "messes." A mess is a web of complex and dynamically interacting, ill-defined, and/or wicked problems; their solutions; and our conscious and unconscious assumptions, beliefs, emotions, and values. The roots of messes can be classified as Swans (the inability to surface and test false assumptions and mistaken beliefs), Swine (the inability to confront and m

