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Titolo	Managing risk and complexity through open communication and teamwork // Phillip K. Tompkins
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Introduction -- Concertive control in organizations -- A call from the moon : exemplary communication practices at nasa's marshall space flight center -- Studies of open communication and teamwork -- Operating as a team and checklists : reducing complexity and risks in health care -- Fighting fires with smart risks -- Challenger, columbia, and risk communication -- Responses to apollo, challenger, columbia: the decline of the space program -- Our homeless neighbors : "at risk" and "risky" to the domiciled -- Interorganizational risk communication : the aviation safety reporting system, stop, and safe tell -- The age of participation -- Conclusion -- Acknowledgments -- Notes -- Glossary -- Index.
Sommario/riassunto	Along with increased complexities in work and life in general in the twenty-first century come new and dangerous risks to workers, customers, and the general public. Drawing on decades of experience as a researcher and consultant for a range of organizations and individuals in high-risk domains, the author of this book presents a powerful theory of open communication and teamwork. This unites a range of communication practices and principles that have proven to combat risk and complexity in organizations. The book initially focuses

on NASA, an organization that experiences and engages with high
