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Autore	Kusek Jody Zall <1952->
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Altri autori (Persone)	PrestidgeMarelize Gorgens HamiltonBilly C
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Sommario/riassunto	The decision to look at failures for answers is a bold one. Policy makers, planners and implementers have a tendency to look through prisms of success in framing working policies, programs and results when justifying them. Despite this, we still tend to address failures indirectly by looking at risk, critical success factors, unintended outcomes or consequences, and negative impacts to name a few. As the authors say, 'while success is desirable and we plan for it, failures are inevitable and we seldom plan to mitigate them.' The authors have clearly emphasized the need to look at failures in a