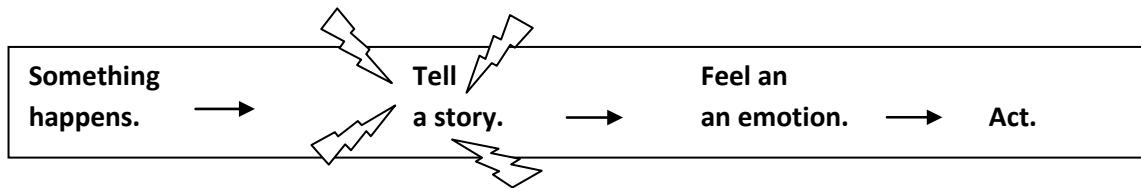
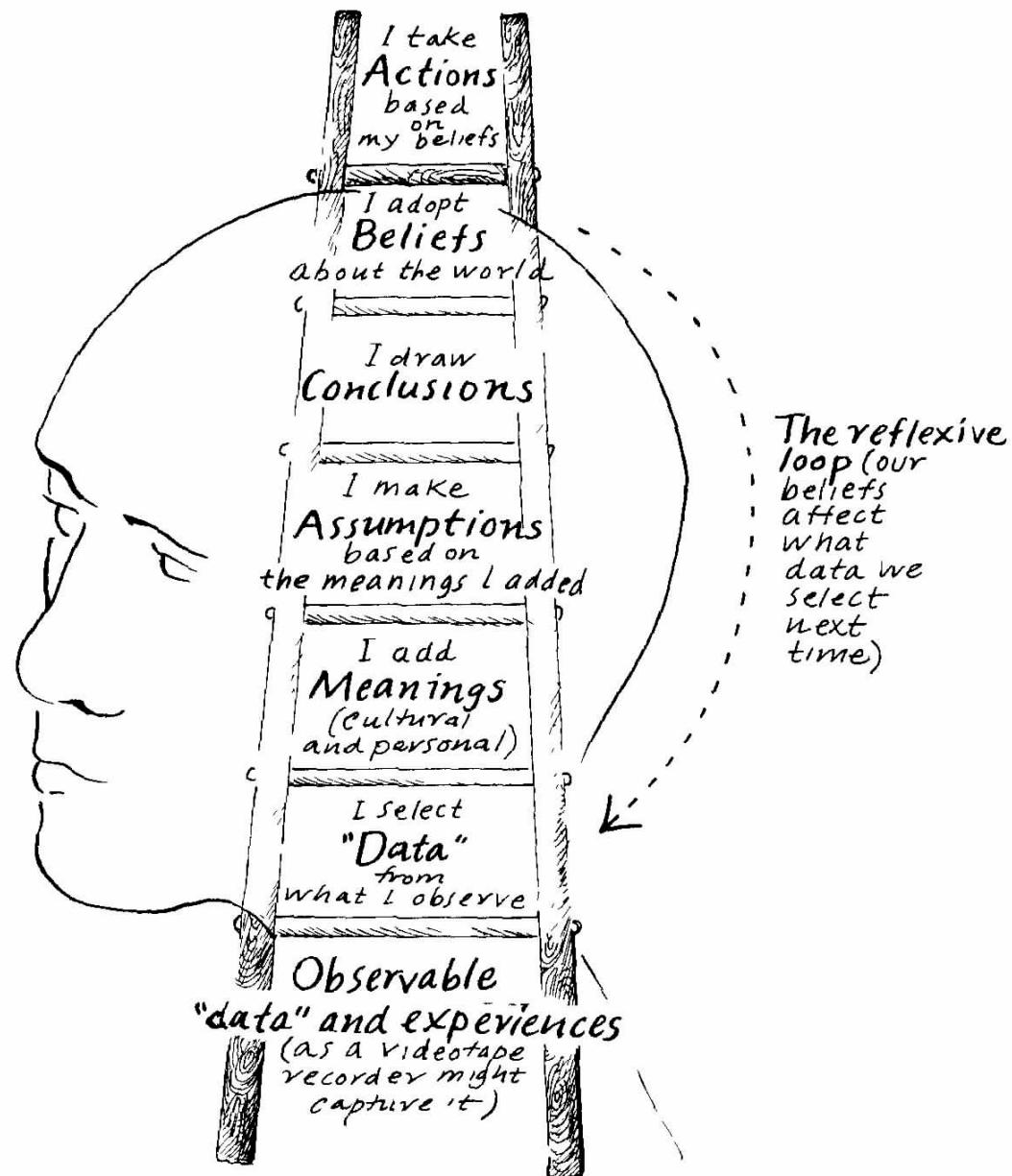


Two versions of how we go about making sense of ourselves, others and the world at large:

“The Path to Action,” from *Crucial Conversations*, Patterson, Grenny, et al:



Chris Argyris and the “Ladder of Inference”:



Ladder from bottom up: We experience life; we select data; we add personal and cultural meaning; we make assumptions based on meaning (that we added); we draw conclusions based on assumptions; we adopt beliefs and act based on our beliefs. Our beliefs affect what data we (are willing to) select next time.