

Before Something Unexpected Happens Ask Yourself...

1. Can I see weak signals of failure and make sense of them?
(*Failure*, how healthy is the system).
2. How differentiated are the labels I apply to a situation? (e.g., I thought they could fill that order in a week, *Simplification*).
3. Am I aware of the unfolding situation? (*Operations*).
4. Do I have the skills to make do? (*Resilience*).
5. Who knows how to do what? (*Expertise*).