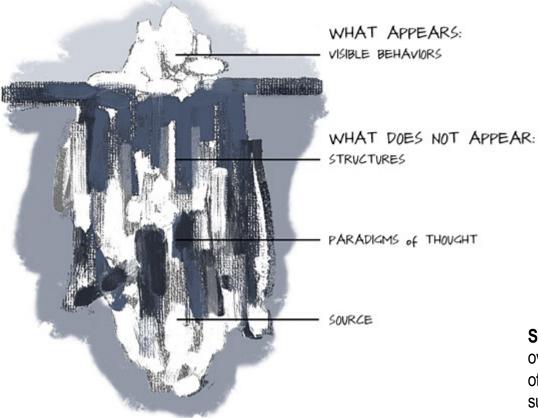
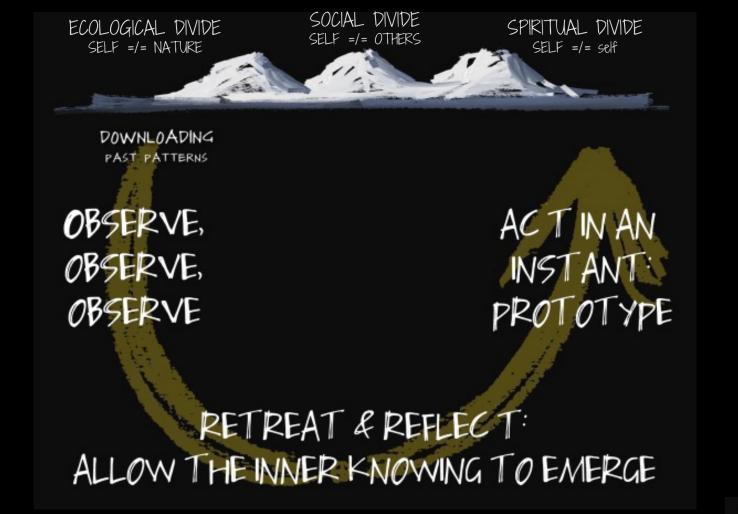
OPENING – SHOBI LAWALATA, ASSOCIATE PROFESSOR & DIRECTOR OF LEARNING, UNITED IN DIVERSITY (UID) FOUNDATION



ICEBERG MODEL of CURRENT REALITY

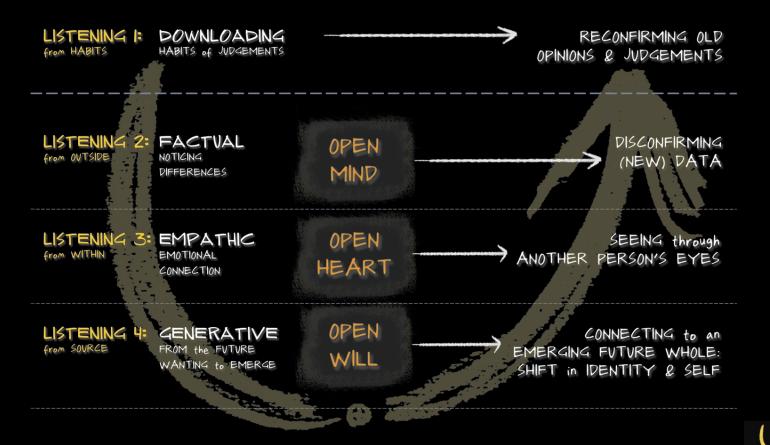


System Lens: Understanding that a system's overall behavior is a result of the interconnections of its components – the whole is greater than the sum of its parts.





LEVELS of LISTENING

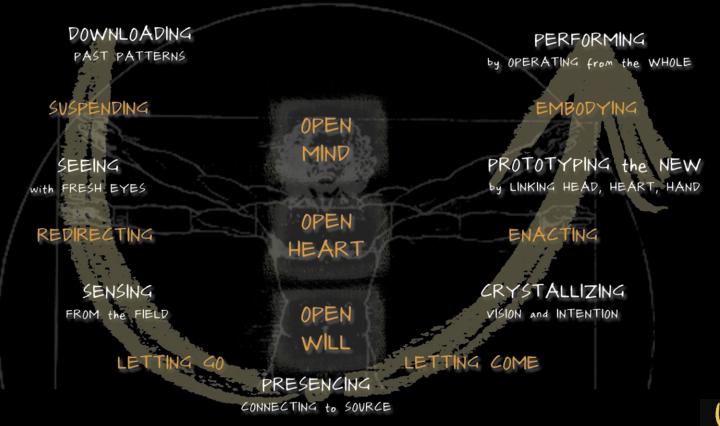


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"The SUCCESS of an INTERVENTION DEPENDS on the INTERIOR CONDITION of the INTERVENOR."

- WILLIAM O'BRIEN, FORMER CEO of the HANOVER INSURANCE COMPANY



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