

CONTENTS



FOREWORD	ix
<i>Peter Senge</i>	
PART 1 Understanding Relationships	1
<hr/>	
1 Present and Unaccounted For	3
2 The Life and Death of a Relationship	17
3 It's a Matter of Perspective	47
PART 2 Strengthening Relationships	67
<hr/>	
4 Using the Heat of the Moment	69
5 Mapping Relationships	89
6 Focusing Investments, Managing Costs	119
PART 3 Transforming Relationships	131
<hr/>	
7 Navigating Change Over Time	133
8 Disrupting Patterns	143
9 Reframing Each Other	173
10 Revising What You Know	197



Contents

APPENDIX A: A Guide to Behavioral Repertoires	231
APPENDIX B: The Ladder of Reflection	243
NOTES	255
BIBLIOGRAPHY	277
ADDITIONAL READING	287
ACKNOWLEDGMENTS	291
THE AUTHOR	295
INDEX	297

