Friday, July 3, 2020

***“No, that’s not what I meant.”***

* **What is abstraction in communication?**

**Abstractions** are ideas that are not described in specifics. They cannot be physically sensed (seen, heard, felt, touched, or smelled). **Abstraction** lacks representational qualities. Abstract descriptions are in contrast to concrete descriptions.

* **What is the ladder of inference?**

The **Ladder of Inference** describes the thinking process that we go through, usually without realizing it, to get from a fact to a decision or action. The thinking stages can be seen as rungs on a **ladder** and are shown in figure 1.

* [**The Ladder of Inference**](https://www.mindtools.com/pages/article/newTMC_91.htm) **[[1]](#footnote-1)**

**How to Avoid Jumping to Conclusions**

 ***. . . .. .. . More ---🡪***

#### Figure 1: The Ladder of Inference



From Argyris, C., 'Overcoming Organizational Defenses: Facilitating Organizational Learning,' 1st Edition, © 1990. Printed electronically and reproduced by permission of Pearson Education, Inc., Upper Saddle River, New Jersey. and Sons, Inc.

***“Anything worth doing is worth doing until you get it right!***

**N.B**. If you embrace the above challenge, you will learn at the least,

three things:

1. People don’t fail, their experiments do.
2. I made a mistake and will ask now for the advice of others.
3. Once I learn the lesson(s) waiting to be learned, I will go forward

doing the RTRFT.[[2]](#footnote-2)

1. <https://www.mindtools.com/pages/article/newTMC_91.htm> downloaded 03JUL2020 [↑](#footnote-ref-1)
2. Right Things Right the First Time. [↑](#footnote-ref-2)