

Contents

Acknowledgments	xiii
Introduction	1
Part I: Problem Complexity and Problem Solving in the 21st Century	
1 Problem Complexity and Problem Solving in the 21st Century	9
2 Action Learning and Breakthrough Problem Solving	30
Part II: Case Studies of Breakthrough Problem Solving with Action Learning Overview	
3 Sales and Marketing	63
4 Technology Applications	81
5 Environment and Sustainability	93
6 National and Community Development	112
7 Product and Services Innovation	128

8	Corporate Culture and Ethics	142
9	Talent Management and Development	154
10	Virtual Settings	171
11	Organizational Change and Learning	187
	Part II: Principles and Strategies for Using Action Learning in Problem Solving	
12	Action Learning Principles and Strategies for Breakthrough Problem Solving	201
	Bibliography	227
	Index	235