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70 Community-Powered Problem Solving. How a medical technology company invited the employees of its hospital customers to help it improve safety practices—and discovered a whole new way of competing. Francis Gouillart and Douglas Billings

78 When TED Lost Control of Its Crowd. Allowing people everywhere to put on local events under its banner was a great way for the conference organizer TED to extend its brand. Until it put TED’s reputation at risk, that is. Nilofer Merchant

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Forests Collapsed Upon Forests
2009, acrylic, paper, thread, bamboo, wood

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All innovations involve trade-offs between risk and return. Just how risky an innovation turns out to be depends in great measure on the choices people make in using it. Robert C. Merton

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In the Company of Givers and Takers
Although giving behavior is highly beneficial to organizations, it often comes at the expense of those who practice it. How can managers promote generosity without cutting into productivity, undermining fairness, and having their employees treated like doormats? Adam Grant

What CEOs Really Think of Their Boards
Candid advice for directors—and insights for anyone interested in strengthening governance—from interviews with dozens of chief executives Jeffrey Sonnenfeld, Melanie Kusin, and Elise Walton

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