

WHERE IS RISK NOW?

HOW TO THINK ABOUT AND UNDERSTAND RISK IN AN AGE OF UNPRECEDENTED CHANGE

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TO UNDERSTAND RISK BE ANALYTICAL, NOT POLEMICAL OR POLITICAL

I. CATEGORIES OF RISK

A. RISK IS...

- Exogenous
- ENDOGENOUS
- SYSTEMIC
- LONG-TAILED
- FAT-TAILED
- MULTIPLICATIVE
- INTERCONNECTED & INTERACTING
- CASCADING
- GLOBAL

II. DRIVERS OF RISKB. MORE CHANGE = MORE RISK

- CHANGE IS ACCELERATING
- BECOMING MORE NON-LINEAR, WITH MORE UNPREDICTABLE EFFECTS AND OUTCOMES
- BECOMING MORE RADICAL, IN THAT:

IT REPRESENTS DEPARTURES FURTHER AND FURTHER AWAY FROM WHAT WE HAVE KNOWN IN THE VERY RECENT PAST, AND WHAT WE HAVE ASSUMED WILL EXIST IN THE NEAR FUTURE.

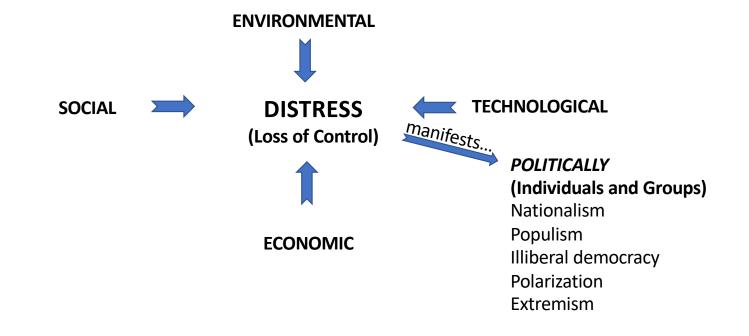
II. DRIVERS OF RISKC. MORE COMPLEXITY = MORE RISK

- "TIGHT-COUPLING" OF EXTREMELY COMPLEX, REAL-TIME SYSTEMS
- INCREASINGLY THROWS OUT MANIFESTATIONS THAT ARE VERY DIFFICULT TO PREDICT . . .
- ... BUT THAT HAVE ENORMOUS DIRECT AND 2ND, 3RD, AND 4TH++ ORDER ("N-ORDER" OR KNOCK-ON) EFFECTS.
- HIGHLY COMPLEX SYSTEMS ARE INHERENTLY UNSTABLE AND FRAGILE
- THERE IS AN INVERSE RELATIONSHIP BETWEEN EFFICIENTLY AND ROBUSTNESS (E.G. "JUST-IN-TIME" INVENTORY DOES NOT WORK IF THERE ARE SUPPLY DISRUPTIONS)
- COMPLEX SYSTEMS CAN CHANGE ABRUPTLY

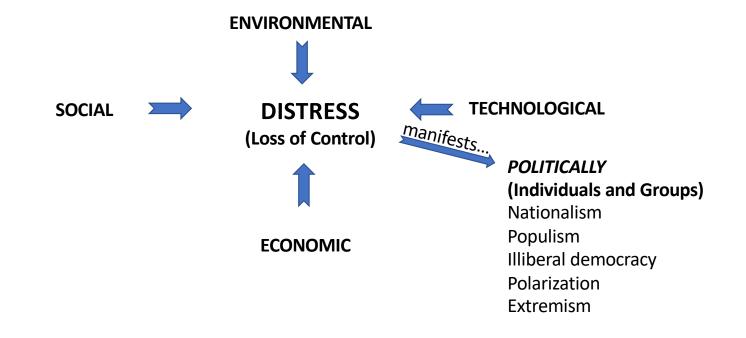
PART OF WHAT IS DRIVING OBSERVED PHENOMENA NOW ARE OUR EMOTIONAL REACTIONS TO THEM:

CHANGE, PARTICULARLY RADICAL AND CONTINUOUS CHANGE, IS EXTREMELY THREATENING TO MANY IF NOT MOST PEOPLE

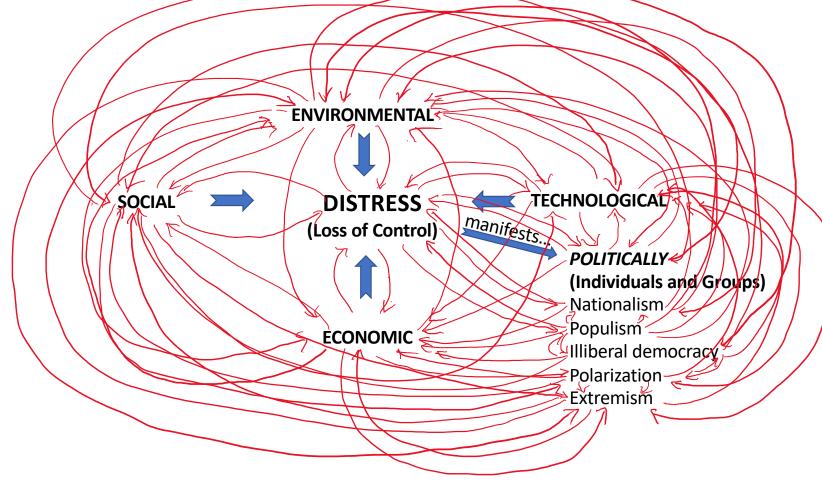
A. RISING CHAOS: DISRUPTION AND UNCERTAINTY



WHAT ACTUALLY HAPPENS . . .



I. OUR PERFECT STORM



B. HYPEROBJECTS

- MASSIVELY-CONNECTED RELATIONAL AGGLOMERATIONS, EXCEEDING THE GRASP OF HUMAN CONCEPTION OR CONTROL
- NON-LOCAL: CREATED THROUGH RELATIONS AMONG MANY THINGS IN MORE THAN THE IMMEDIATE PRESENT (ACROSS TIME)
- HYPEROBJECTS ARE DISTRIBUTED SO MASSIVELY IN SPACE AND TIME THAT THEY TRANSCEND SPECIFIC DEFINITION OR IDENTITY: E.G., STYROFOAM, RADIOACTIVE PLUTONIUM, CLIMATE CHANGE, CIVILIZATION

B. HYPEROBJECTS

2 CURRENT EXAMPLES:

- SOVEREIGN DEBT
- SUEZ CANAL BLOCKAGE
- "HYPEROBJECTS WITHIN HYPEROBJECTS"

C. WICKED PROBLEMS



IV. DRIVERS OF RISK

SOME EXPLANATIONS . . .

- A. COLLAPSE OF BELIEF IN INSTITUTIONS (GOVERNMENT, MEDIA) EXEMPLIFIED BY RECENT FAILURES (COVID, 2008 CRISIS)
- B. TECHNOLOGY (ESP. INFORMATION/COMMUNICATIONS LEADING TO ALGORITHM-MEDIATED HYPERCONNECTIVITY, & Al/AUTOMATION)
- C. CULTURE CLASHES/VALUES CLASHES/CULTURAL MIXING
- D. INEQUALITY
- E. DECLINE OF EDUCATION/CRITICAL THINKING

A. THE NUMBER ONE RISK IS ENDOGENOUS:

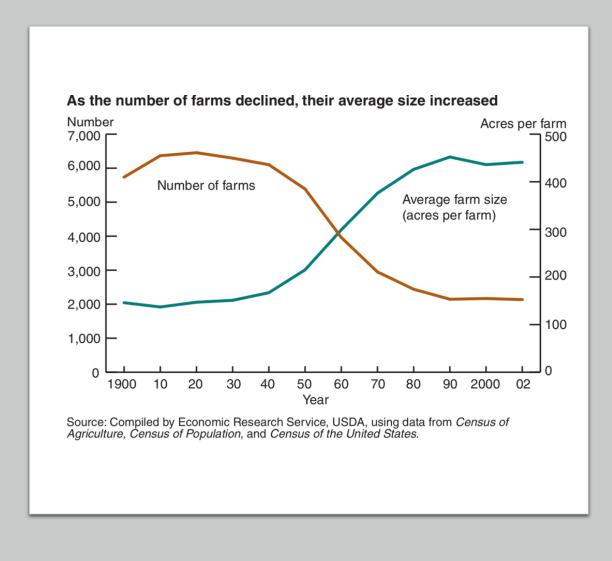
OUR SOCIAL/POLITICAL DIVISION & DISFUNCTION

WHY HAS THIS HAPPENED, AND HOW IT IS RELATED TO OTHER FACTORS?

MULTIPLE INPUTS . . . A PERFECT EXAMPLE OF N-ORDER EFFECTS AND HYPEROBJECTS . . .

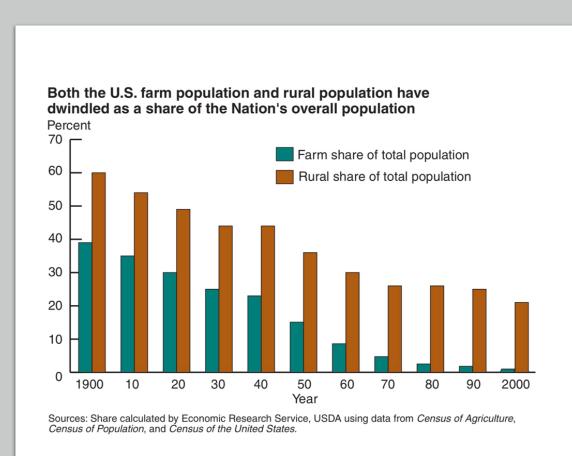
ONE EXPLANATORY TRAJECTORY:

RURAL TO URBAN



ONE EXPLANATORY TRAJECTORY:

RURAL TO URBAN



Rural vs. Urban

RURAL Environments (Incl. small cities)

- Self-reliant communities
- Autonomous
- Tight, homogeneous social groups (almost everyone you deal with is similar to you—and you know almost everyone you meet)
- Place-based identity
- 'Smallness'
- More like the 'original' environment of humans

URBAN Environments (larger cities)

- Interconnected
- Interdependent
- Cosmopolitan/diverse social groups (you meet many very different people you don't know every day: you almost never know who you will deal with)
- Affinity-based identity
- 'Bigness'
- A newer human environment

Differing qualities of urban and rural environments **<u>naturally</u>** lead to different outlooks and approaches:

RURAL Environments (Incl. small cities)

- Generally...
 - Simpler environment
 - Inward-looking
 - Anti-globalist & non-cosmopolitan
 - Interactions and resource allocation mediated by social relationships
- <u>'Character' produced emphasizes:</u>
 - Duty
 - Self-discipline
 - Self-reliance/non-institutional focus
 - Means over ends
 - 'Conservatism'

URBAN Environments (larger cities)

- Generally...
 - More complex environment
 - Outward-looking
 - Pro-globalization & cosmopolitan
 - Interactions and resource allocation mediated by 'contractual' relationships
- <u>'Character' produced emphasizes:</u>
 - Utility
 - Self-development
 - Reliance on government & institutions
 - Ends over means
 - 'Liberalism/Progressivism'

These differing qualities are <u>not</u> innately 'good' or 'evil'—they are simply different adaptive responses to the differing environments!

RURAL TO URBAN

AS RURAL POPULATIONS MOVED TO URBAN ENVIRONMENTS, THEY INCREASINGLY BROUGHT AND MAINTAINED THEIR OWN VALUES TO MAINTAIN IDENTITY AND MEANING IN THE ANONYMOUS MASS OF BIG CITIES

AS A RESULT THERE ARE TWO (ACTUALLY MANY) VALUE SETS WHICH CLASH WITHIN MANY LARGE CITIES

THIS RELATES TO THE HUMAN NEED FOR IDENTITY, FOR RELATIONSHIPS, AND FOR A PLACE WITHIN A DEFINED GROUP, LEADING TO . . .

"IDENTITY POLITICS"

HUMANS NEED A SENSE OF BELONGING TO A LARGER GROUP

THE LARGER AND MORE ALIENATING AN ENVIRONMENT, THE MORE THEY NEED TO BELONG TO A GROUP THAT GIVES MEANING AND PURPOSE

"The brutal fact is this: The average person living in a Western country increasingly has nothing to live for. He has little family, few friends, no neighborhood, no community . . . He exists mostly as a ritual of economic activity, a number on a balance sheet" —Ciaran Murchada

THIS INTERACTS WITH AND IS EMPOWERED BY TECHNOLOGY . . .

"HYPERCONNECTIVITY": THE TECHNOLOGY OF THE INTERNET AND ALGORITHM-MEDIATED SOCIAL MEDIA

THESE PROVIDE WAYS TO INTERACT AND CONNECT NEVER BEFORE EXPERIENCED

... BUT THAT ARE PARTICULARLY SUITED TO ALIENATED INDIVIDUALS LIVING IN LARGE URBAN ENVIRONMENTS, NEEDING TO BELONG AND TO HAVE MEANING IN THEIR LIVES, EVEN IF IT IS OUTSIDE SOCIAL NORMS

LEADING TO DIVISION, EXTREMISM, CONSPIRACY THEORIES, FAR-LEFT AND FAR-RIGHT POLITICS, ETC.

THERE ARE OTHER EXPLANATORY THREADS, FOR EXAMPLE:

THE RISE OF CHEAP AIR TRAVEL FOLLOWING AIRLINE DEREGULATION CONGRESSIONAL CAUCUS GOING TO THEIR HOME DISTRICTS EVERY WEEKEND INSTEAD OF STAYING IN D.C. ELIMINATION OF THE "LEISURE" TIME BOTH SIDES OF THE AISLE SPENT TOGETHER BREAKING DOWN OF PERSONAL RELATIONSHIPS BUILT OVER TIME COLLAPSE OF BI-PARTISANSHIP

EXTREME POLITICAL DIVISION AND DISFUNCTION

ALL OF THESE (AND OTHER THREADS) TOGETHER CONSTITUTE A <u>HYPEROBJECT</u>

SO, OUR NUMBER ONE, ENDOGENOUS RISK . . .

OUR SOCIAL/POLITICAL DIVISION & DISFUNCTION

... IS UNFORTUNATELY A "WICKED PROBLEM" WITH NO OBVIOUS IMMEDIATE SOLUTION

THE CAUSES ARE MULTIPLE, SYSTEMIC, INTERCONNECTED, AND CASCADING

... AND ARE NOBODY'S "FAULT"

B. CYBER VULNERABILITY

LOW-MEDIUM LEVEL ATTACKS ARE CONSTANT

ATTACKS CAN BE TO STEAL INFORMATION OR TO DISRUPT OR DESTROY (SOMETIMES MUCH LATER)

MAJOR ATTACK BY EXTERNAL OR INTERNAL ENEMIES, INCLUDING NON-STATE ACTORS COULD BE DEVASTATING

U.S. MILITARY CALLS CYBERSPACE "GROUND-ZERO" OF THE NEXT WORLD WAR

CRITICAL INFRASTRUCTURE SECTORS (DHS CISA):

CHEMICAL SECTOR

COMMERCIAL FACILITIES SECTOR

COMMUNICATIONS SECTOR

CRITICAL MANUFACTURING SECTOR

DAMS SECTOR

DEFENSE INDUSTRIAL BASE SECTOR

EMERGENCY SERVICES SECTOR

ENERGY SECTOR

FINANCIAL SERVICES SECTOR

FOOD AND AGRICULTURE SECTOR

GOVERNMENT FACILITIES SECTOR

HEALTHCARE AND PUBLIC HEALTH SECTOR

INFORMATION TECHNOLOGY SECTOR

NUCLEAR REACTORS, MATERIALS, AND WASTE SECTOR

TRANSPORTATION SYSTEMS SECTOR

WATER AND WASTEWATER SYSTEMS SECTOR

V. KEY SPECIFIC RISKS TO THE U.S. CRITICAL INFRASTRUCTURE SECTORS

- ALL 16 VULNERABLE TO CYBER ATTACK AND ARE ATTACKED CONSTANTLY
- ALL ARE INTERCONNECTED AND "TIGHTLY COUPLED"
- ALL ARE DEPENDENT ON ELECTRICAL POWER
- THE POWER GRID EXHIBITS "SINGLE POINT OF FAILURE" CHARACTERISTICS

C. BROKEN PROMISES: "SOCIAL CONTRACT" ISSUES . . . THINGS PROMISED VS. ACTUAL CONDITIONS:

- GLOBALIZATION VS. JOB LOSS
- AUTOMATION / AI / ADDITIVE MANUFACTURING VS. JOB LOSS
- EQUALITY VS. INEQUALITY
- SAFETY & SECURITY
- WELL-BEING
- FREEDOM VS. SECURITY
- PRIVACY VS. SECURITY

"surveillance exceptionalism has meant that the United States and many other liberal democracies chose surveillance over democracy as the guiding principle of social order. With this forfeit, democratic governments crippled their ability to sustain the trust of their people, intensifying the rationale for surveillance." —Shoshana Zuboff

D. "TRUTH DECAY"

POPULARIZATION OF "POSTMODERNIST" THOUGHT

QUESTIONING OF OBJECTIVE KNOWLEDGE: OF "TRUTH-WITH-A-CAPITAL-T"

FOCUS ON PERCEPTION, BIAS, NARRATIVE, RELATIVISM, INTERPRETATION . . . NO "SHARED TRUTH"—NO SINGLE, DOMINANT ACCOUNT OF THE WORLD . . . AND THEN:

THE RISE OF ECHO CHAMBERS & EMPOWERMENT OF CONFIRMATION BIAS VIA DIGITAL, HYPERCONNECTED, MASSIVE, SEARCHABLE INFORMATION & ALGORITHMIC RECOMMENDATION

E. TRANSPARENCY & EXPOSURE

NO MORE ILLUSIONS OR "SAVING THE APPEARANCES" . . .

WE ALL SEE IT ALL NOW:

"When I started out, we got to work with legends, and the reason they were bigger than life is that nobody knew what they did after school." —Hollywood actor Bruce Dern (late in the day of cinema's "Golden Age")

THIS PRODUCES DECLINE IN THE FAITH AND BELIEF IN INSTITUTIONS AND LEADERS, AS PEOPLE SEE MORE THOROUGHLY INTO HOW THOSE ACTUALLY OPERATE AND BEHAVE

- A. SENTIMENT
- FEAR
- CONFIDENCE
- SOCIAL MOOD
- BEHAVIORAL PATTERNS
- GROUP-THINK

SENTIMENT PROPAGATES THROUGH GROUPS, SELF-REINFORCES, AND DRIVES DECISION-MAKING AND HUGE MARKET SWINGS . . .

MARKETS ARE HUMAN CONSTRUCTS!

A. SENTIMENT

AN EXAMPLE IS THE RAPIDLY RISING SENTIMENT FOR ESG (ENVIRONMENTAL-SOCIAL-GOVERNANCE) INVESTING, CHANGING FROM "SHAREHOLDER" TO "STAKEHOLDER" FRAMEWORK, ETC.

DRIVEN BY FEAR OF THE UNKNOWN & OF CHANGE

WILL CREATE HUGE TAIL WINDS FOR SOME CATEGORIES OF INVESTMENT, BUT DRAG (OR STRANDED ASSETS) FOR OTHERS

IT DOES NOT MATTER WHETHER THE SENTIMENT IS CORRECT, IT MATTERS HOW WIDESPREAD IT IS AND HOW IT IS TRENDING!

B. FEAR OF CHANGE AND THE UNKNOWN

A MOUNTING FEELING OF DREAD IN THE BACK OF PEOPLE'S MINDS . . .

INCORPORATING FEAR OF:

- SOCIAL DISINTEGRATION
- DISEASE
- FINANCIAL COLLAPSE
- RISE OF MACHINES
- PERSONAL INSECURITY
- CLIMATE CHANGE
- ENVIRONMENTAL EXHAUSTION & COLLAPSE
- ... WILL DRIVE MARKETS; WILL REVERSE, & REVERSE, & REVERSE AGAIN

EXTREME ANXIETY . . . A KIND OF COLLECTIVE MADNESS?

FAILURE OF IMAGINATION: "THIS CAN'T BE HAPPENING"

GRASPING FOR EXPLANATIONS

MOVING TO EXTREMES BECAUSE THEY OFFER SIMPLER EXPLANATIONS & SIMPLER RATIONALES FOR ACTION, FOR EXAMPLE:

RISE OF CONSPIRACY THEORIES ON THE RIGHT

- RATHER BELIEVE ENEMIES ARE IN CONTROL THAN NOBODY IS
- SIMPLE EXPLANATIONS
- MAKES YOU FEEL SPECIAL BECAUSE YOU ARE "IN THE KNOW"

RISE OF "IDENTITY POLITICS" ON THE LEFT:

- "CANCEL CULTURE"
- DEMANDS FOR REPARATIONS/ABASEMENT FOR PAST SINS ON THE LEFT

RISE OF ANGER EVERYWHERE, AND INREASE NEED TO "DO SOMETHING"

C. FINANCIAL, MONETARY & FISCAL RISK

DEBT: SOVEREIGN, CORPORATE, PERSONAL

HYPERBOLIC MARKETS

GOVERNMENT SPENDING VS AUSTERITY

DISRUPTIVE CHANGE (E.G. BLOCKCHAIN)

EMOTIONAL DECISION-MAKING

THE NEED TO BLAME

C. FOR INVESTORS, RISKS ARE ALSO OPPORTUNITIES

ESG INVESTING

SMALLER, INNOVATIVE COMPANIES

SUPPLY-CHAIN SHORTENING AND RE-SHORING

RISING ECONOMIES (E.G. INDIA)

THERE ARE MANY OPPORTUNITIES, THEY JUST DON'T FIT THE "CONVENTIONAL WISDOM" OF RECENT PATTERNS OF THINKING

THINK OUTSIDE THE PROVERBIAL BOX!

INVESTMENT ADVICE THAT LOOKS THE SAME AS YESTERDAY'S HAS A RISING POTENTIAL TO BE WRONG

V. GLOBAL RISKS

A. GLOBAL SPLINTERING & DE-GLOBALIZATION

DRIVEN MOSTLY BY SECURITY CONCERNS, FOR EXAMPLE:

- HIGH-TECH PRODUCTS (SEMICONDUCTORS, FLAT SCREENS)
- CRITICAL MINERALS INCLUDING RARE EARTHS
- RISKS OF SUPPLY-CHAIN PROBLEMS AND DISRUPTION
- FOOD AND WATER INSECURITY
- RISE OF AUTARCHIC "SPHERES OF INFLUENCE" AND GREAT-POWER RIVALRY

V. GLOBAL RISKS

B. CHINA – U.S. RIVALRY

- "THUCYDIDES TRAP"
- CHINESE INSECURITY:
 - FOOD
 - ENERGY
 - SEMICONDUCTORS
- "ONE HUNDRED YEARS OF SHAME"
- **DEMOGRAPHIC ISSUES**
- DEBT ISSUES
- TAIWAN

AFFECTS MANY SURROUNDING COUNTRIES . . .

... THE "SENTIMENT" HAS CHANGED!

V. GLOBAL RISKS

C. MULTIPLE CONFLICTS

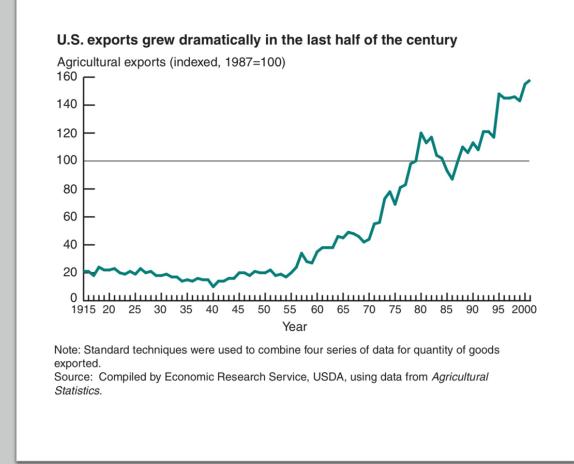
- **RUSSIA-UKRAINE**
- ISRAEL-IRAN
- NORTH KOREA
- INDIA-CHINA
- EGYPT-SUDAN-ETHIOPIA
- NORTHERN IRELAND
- INTERNAL CRISES: SUCH AS VENEZUELA, CENTRAL AMERICA/NORTHERN TRIANGLE, BANGLADESH (DRIVING MIGRATION, ENABLING ORGANIZED CRIMINAL ACTIVITY)

"TOO MUCH ALL AT ONCE"

V. GLOBAL RISKS

D. EXOGENOUS CLIMATE INSECURITY

RELATION BETWEEN FOOD AND CLIMATE

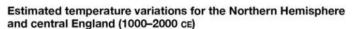


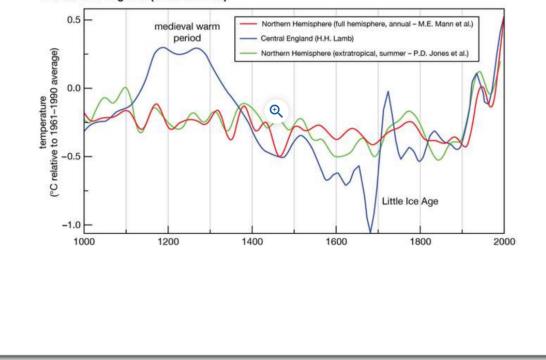
V. GLOBAL RISKS

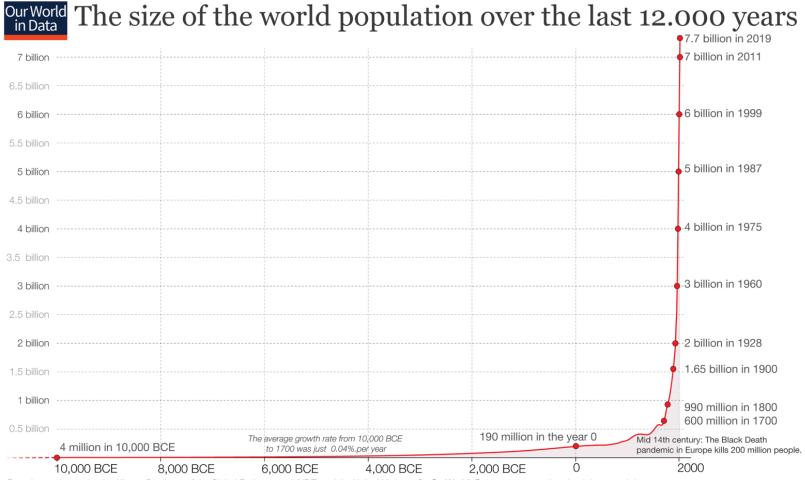
D. EXOGENOUS CLIMATE INSECURITY

RELATION BETWEEN FOOD AND CLIMATE =

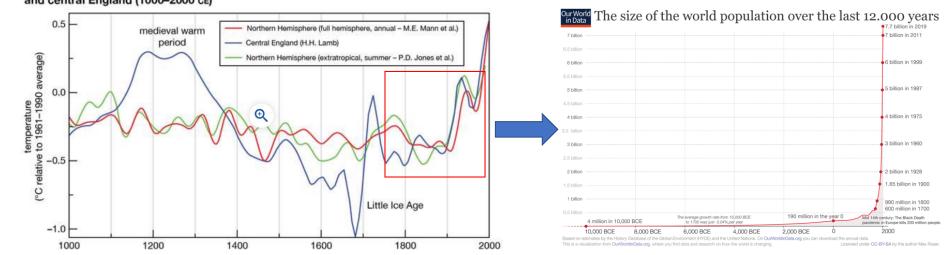
RELATIONSHIP BETWEEN POPULATION AND CLIMATE







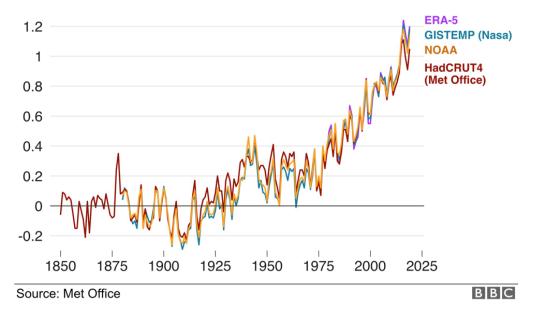
Based on estimates by the *History Database of the Global Environment* (HYDE) and the United Nations. On **OurWorldinData.org** you can download the annual data. This is a visualization from **OurWorldinData.org**, where you find data and research on how the world is changing.

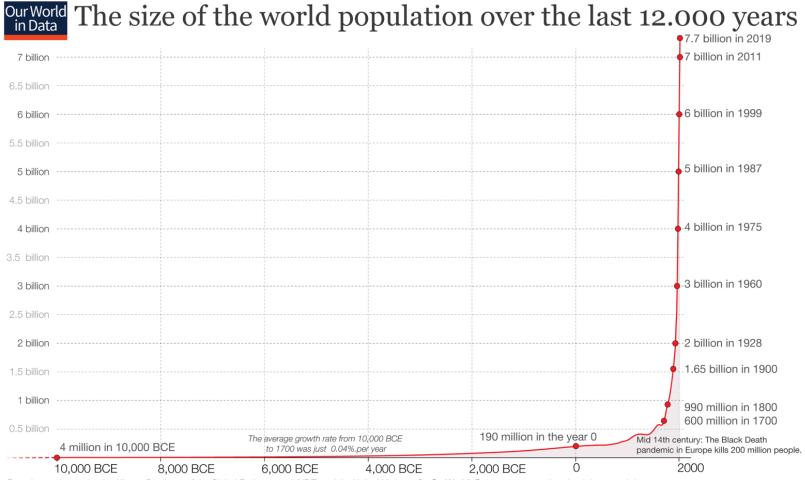


Estimated temperature variations for the Northern Hemisphere and central England (1000–2000 cE)

Temperature rise since 1850

Global mean temperature change from pre-industrial levels, °C

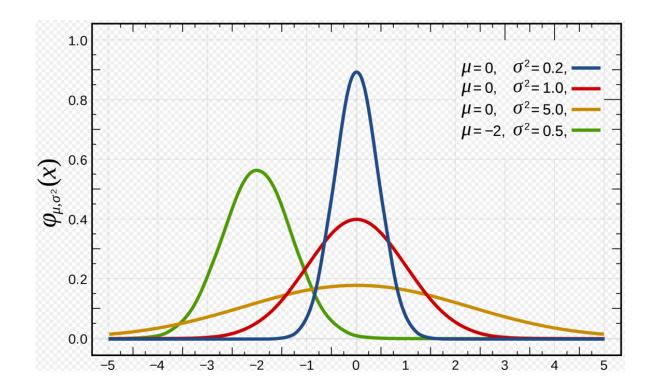




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NORMAL DISTRIBUTION: PROBABILITY DENSITY FUNCTION

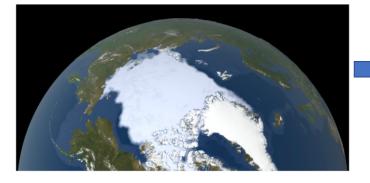
WE ARE IN A DANGER ZONE!



TIME SERIES: 1979-2020

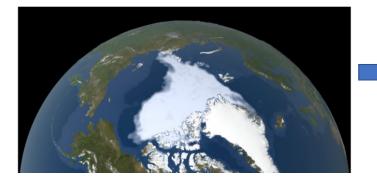
Data source: Satellite observations. Credit: <u>NASA Scientific Visualization Studio</u>





TIME SERIES: 1979-2020

Data source: Satellite observations. Credit: NASA Scientific Visualization Studio 2007



TIME SERIES: 1979-2020

Data source: Satellite observations. Credit: <u>NASA Scientific Visualization Studio</u>

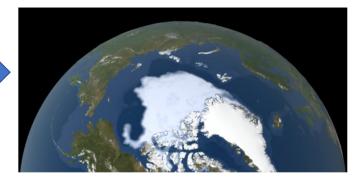


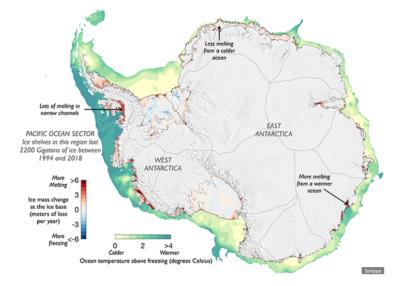
2020

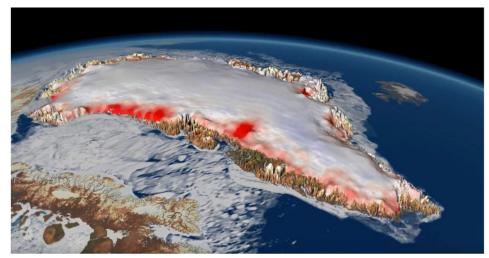


TIME SERIES: 1979-2020

Data source: Satellite observations. Credit: <u>NASA Scientific Visualization Studio</u>







Mass Balance of the Greenland Ice Sheet From 1992 to 2018 (NASA)

V. KEY SPECIFIC GLOBAL RISKS

LEAVING ASIDE CLIMATE CHANGE CAUSALITY . . .

AT THIS POINT, WE MAY BE DEALING WITH MITIGATION, NOT PREVENTION . . .

40 PERCENT OF WORLD POPULATION LIVES ON COASTLINES!

INTERNAL DISPLACEMENT AND MIGRATION OF HUNDREDS OF MILLIONS

FOOD AND WATER DISRUPTION, RISING DISEASE, ETC.

VI. KEY SPECIFIC GLOBAL RISKS

WHAT'S MISSING ON THESE LISTS OF KEY FACTORS?

A. THE LESSONS OF THE COVID-19 PANDEMIC

THE SCIENCE WAS AN "A+"

REAL-TIME GENETIC SEQUENCING, OPERATIONALIZING MRNA, MULTIPLE EFFECTIVE VACCINES IN LESS THAN 12 MONTHS . . . THESE WERE "MOON-SHOTS"

SCIENTISTS WORKED TOGETHER GLOBALLY, WITH LITTLE INTERFERENCE IN SHARING DATA AND FINDINGS

THE POLITICS WERE AN "D-"

INFIGHTING, PROTECTIONISM, RESOURCE HOARDING, UNEVEN APPLICATION OF KNOWN EFFECTIVE POLICIES, EMOTIONAL DECISION-MAKING, FAKE NEWS, POLITICIZATION OF A MICROORGANISM, ETC.

WE FAIL TO SOLVE SUCH PROBLEMS <u>NOT</u> BECAUSE WE CANNOT . . . BUT BECAUSE WE <u>WILL NOT</u>

B. RETHINKING OUR RESPONSE TO RISK

- BE ANALYTICAL, NOT POLITICAL: CHALLENGE YOUR ASSUMPTIONS & THINK THE UNTHINKABLE
- LEARN TO PROJECT ALL POSSIBLE FUTURES
- ACCEPT THAT CHANGE IS UNAVOIDABLE: THE FUTURE WILL NOT BE LIKE THE PAST
- ACCEPT THAT RISK IS INCREASING AND YOU HAVE TO DEAL WITH IT
- BE READY TO CHANGE EVEN THE MOST CAREFULLY-CONSIDERED PLANS IN LIGHT OF CHANGING CONDITIONS OR NEW EVIDENCE, AND THEN BE READY TO CHANGE THEM AGAIN . . .
- LOOK FOR AND SEE <u>OPPORTUNITY</u> WITHIN RISK

C. BEWARE OF BIAS

COGNITIVE BIASES UNDERMINE UNDERSTANDING AND DECISIONS

- ANCHORING BIAS
- CONFIRMATION BIAS
- GAMBLER'S FANTASY
- ILLUSION OF CONTROL
- OPTIMISM BIAS / PESSIMISM BIAS
- **PROBLEM OF INDUCTION**
- SALIENCE BIAS
- SELECTIVE PERCEPTION

"THINKING FAST AND SLOW" (KAHNEMAN): HEURISTICS (RULES OF THUMB) INTUITION AND EASY VS HARD ANSWERS

D. THREAT ASSESSMENT

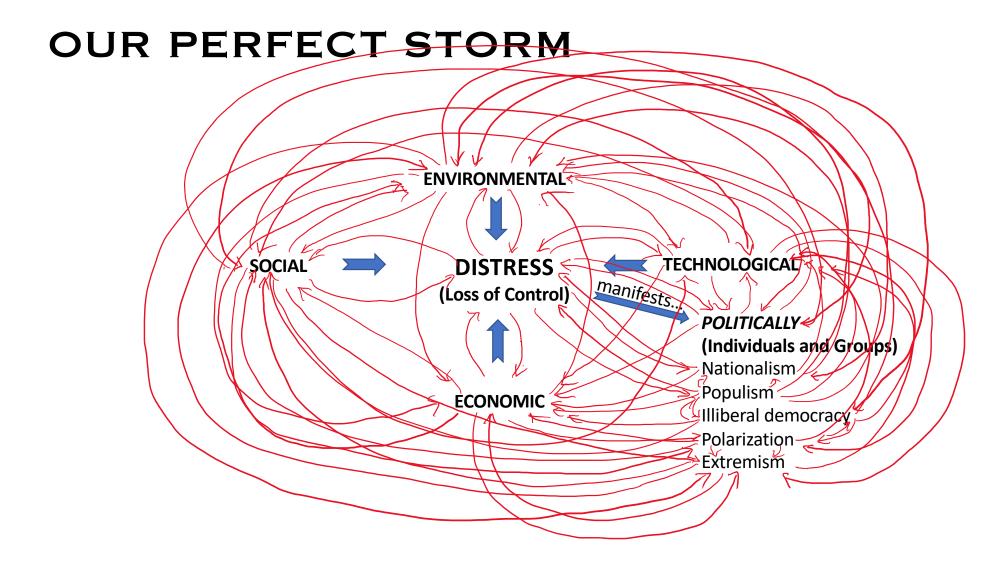
- RANKING LIKELIHOOD / CREDIBILITY AND POTENTIAL SEVERITY
- BASED ON ANALYSIS OF PAST PATTERNS
- GOAL IS TO DETECT AND UNDERSTAND, AND THEN INTERRUPT OR AVOID
- BUT . . . PROBLEM OF INDUCTION

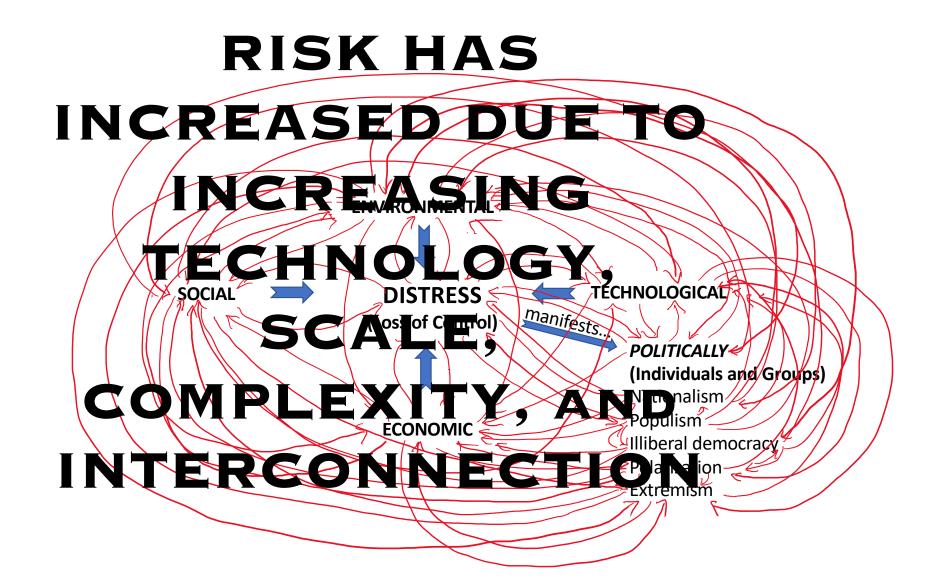
NOVEL / EMERGING THREATS ARE NOT NECESSARILY DETECTABLE FROM LINEAR UNDERSTANDING OF DETECTABLE PAST PATTERNS!

COMPLEX SYSTEMS THROW OUT UNEXPECTED, NOVEL OUTCOMES THAT APPEAR WITHOUT OVERT WARNING. THE MORE COMPLEX THE ARE, THE MORE THEY DO THIS.

D. SOME TAKE-AWAYS

- THINK ABOUT HOW YOU THINK ABOUT RISK!
- DON'T BE LULLED INTO COMFORTABLE ANSWERS THAT FIT YOUR EXPECTATIONS AND "FEEL GOOD"
- DON'T THINK YOU REALLY UNDERSTAND A SITUATION: THERE ARE USUALLY HIDDEN ELEMENTS AND SURPRISES IN STORE
- "UN-KNOW" WHAT YOU "KNOW" TO BE TRUE
- THINK WIDE, NOT NARROW; SLOW, NOT FAST
- THINK ABOUT CONNECTIONS AND FEEDBACK LOOPS
- "LISTEN" FOR FAINT INDICATORS AND SIGNALS
- REMEMBER THE OVERWHELMING IMPORTANCE OF PERCEPTION & SENTIMENT: FEELINGS MATTER!





THANK YOU

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