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KEY=FAIL - BURGESS CLARA

Terrorizing Ourselves Why U.S. Counterterrorism Policy is Failing and How to Fix It Cato Institute Terrorizing Ourselves dismantles much of the flawed thinking that dominates U.S. counterterrorism policy today and lays out alternative approaches informed by experience, deliberation, and the well-established norms of a free society. Leading experts in the field contributed to this important new book, which shows that politicians use fear for political purposes and spend vast sums of money on dubious security measures. These experts explore the nature of modern terrorism, explain and decry our panicked responses to it, and offer sober alternatives. Beyond specific proposals for disrupting terror cells and improving homeland security efforts, Terrorizing Ourselves documents the many ways in which a climate of fear-mongering exacerbates the threat of terrorism. Terrorists, the authors note, get their name for a reason. Fear is their chief tactic. Political forces push U.S. policymakers to hype this fear, encouraging Americans to believe that terrorists are global super villains who can wreck American society unless we submit to their demands. This book shows that policies based on this fantasy are self-defeating and bring needless war, wasted wealth, and less freedom. The authors explore strategies to undermine support for these policies. They also sketch an alternative counterterrorism and homeland security

strategy—one that makes us safer and plays to Americans' confidence rather than our fears. **What They Do With Your Money How the Financial System Fails Us and How to Fix It** Yale University Press Each year we pay billions in fees to those who run our financial system. The money comes from our bank accounts, our pensions, our borrowing, and often we aren't told that the money has been taken. These billions may be justified if the finance industry does a good job, but as this book shows, it too often fails us. Financial institutions regularly place their business interests first, charging for advice that does nothing to improve performance, employing short-term buying strategies that are corrosive to building long-term value, and sometimes even concealing both their practices and their investment strategies from investors. In their previous prizewinning book, *The New Capitalists*, the authors demonstrated how ordinary people are working together to demand accountability from even the most powerful corporations. Here they explain how a tyranny of errant expertise, naive regulation, and a misreading of economics combine to impose a huge stealth tax on our savings and our economies. More important, the trio lay out an agenda for curtailing the misalignments that allow the financial industry to profit at our expense. With our financial future at stake, this is a book that analysts, economists, policy makers, and anyone with a retirement nest egg can't afford to ignore. **The Failure of Risk Management Why It's Broken and How to Fix It** John Wiley & Sons A practical guide to adopting an accurate risk analysis methodology The Failure of Risk Management provides effective solutions to significant faults in current risk analysis methods. Conventional approaches to managing risk lack accurate quantitative analysis methods, yielding strategies that can actually make things worse. Many widely used methods have no systems to measure performance, resulting in inaccurate selection and ineffective application of risk management strategies. These fundamental flaws propagate unrealistic perceptions of risk in business, government, and the general public. This book provides expert examination of essential areas of risk management, including risk assessment and evaluation methods, risk mitigation strategies, common errors in quantitative models, and more. Guidance on topics such as probability modelling and empirical inputs emphasizes the efficacy of appropriate risk methodology in practical applications. Recognized as a leader in the field of risk management, author Douglas W. Hubbard combines science-based analysis with real-world examples to present a detailed investigation of risk management practices. This revised and updated second edition includes updated data sets and checklists, expanded coverage of innovative statistical methods, and new cases of current risk management issues such as data breaches and natural disasters. Identify deficiencies in your current risk management strategy and take appropriate corrective measures Adopt a calibrated approach to risk analysis using up-to-date statistical tools Employ accurate quantitative risk analysis and modelling methods Keep pace with new developments in the rapidly expanding risk analysis industry Risk analysis is a vital component of government policy, public safety, banking and finance, and many other public and private institutions. *The Failure of Risk Management: Why It's Broken and How to Fix It* is a valuable resource for business leaders, policy makers, managers, consultants, and practitioners across industries. **Us vs. Them The Failure of Globalism** Penguin UK IAN BREMMER WAS NAMED LINKEDIN'S #1 TOP

INFLUENCER in 2017 ----- 'Required reading to help repair a world in pieces and build a world at peace' - António Guterres, United Nations Secretary General ----- 'Ian Bremmer is provocative, controversial, and always intelligent about the state of the world, which he knows so well' - Christine Lagarde, Managing Director of the International Monetary Fund ----- From Brexit, to Donald Trump, to extremist parties in Europe and the developing world, populism has dominated recent headlines. But what explains the rise of leaders who stoke nationalist anger in their countries, from Le Pen to Erdogan? How long will the populist wave last? Who will be the winners and losers in this climate, and how can we defend the values of democracy, free trade and international cooperation? No one is better suited to explore these questions than Ian Bremmer, the CEO of the Eurasia Group and acclaimed Time magazine columnist. Analysing the social, economic and technological forces fuelling this new wave of populism, Bremmer explains why we're witnessing a rejection of the democratic, global, cosmopolitan trends of the late 20th century. **Us vs. Them** is a definitive guide to navigating the shifting political landscape, for businesses looking to weather and survive the populist storm. **What God Thinks When We Fail Finding Grace and True Success InterVarsity Press** What does God think of us when we fail? Steve Roy has had to face his own failures. But his failures also drove him deep into what God thinks about us and success. He found that a biblically grounded view of success and failure challenges our preconceived notions but leads to hopeful renewal that goes beyond what we often ask or think. **U.S. Energy Policy and the Pursuit of Failure Cambridge University Press** U.S. Energy Policy and the Pursuit of Failure is an analytic history of American energy policy. For the past forty years, the U.S. government has tried to develop comprehensive policies on energy, yet these efforts have failed repeatedly. These failures have not resulted from a lack of will or funds but rather from an inability to differentiate between what could be undertaken and what could actually be accomplished. This book explains how and why various policy efforts have come about, shows why politicians have been eager to back them, and analyzes why they have inevitably failed. Over the past four decades, U.S. energy policy makers have pursued not just policies that have failed but also a policy process that leads to failure. **The Failure of Environmental Education (And How We Can Fix It) University of California Press** At a time when wild places everywhere are vanishing before our eyes, Charles Saylan and Daniel T. Blumstein offer this passionate indictment of environmental education—along with a new vision for the future. Writing for general readers and educators alike, Saylan and Blumstein boldly argue that education today has failed to reach its potential in fighting climate change, biodiversity loss, and environmental degradation. In this forward-looking book, they assess the current political climate, including the No Child Left Behind Act, a disaster for environmental education, and discuss how education can stimulate action—including decreasing consumption and demand, developing sustainable food and energy sources, and addressing poverty. Their multidisciplinary perspective encompasses such approaches as school gardens, using school buildings as teaching tools, and the greening of schoolyards. Arguing for a paradigm shift in the way we view education as a whole, The Failure of Environmental Education demonstrates how our education system can create new levels of awareness and work toward a sustainable future. **False**

Alarm How Climate Change Panic Costs Us Trillions, Hurts the Poor, and Fails to Fix the Planet Hachette UK The New York Times-bestselling "skeptical environmentalist" argues that panic over climate change is causing more harm than good. Hurricanes batter our coasts. Wildfires rage across the American West. Glaciers collapse in the Arctic. Politicians, activists, and the media espouse a common message: climate change is destroying the planet, and we must take drastic action immediately to stop it. Children panic about their future, and adults wonder if it is even ethical to bring new life into the world. Enough, argues bestselling author Bjorn Lomborg. Climate change is real, but it's not the apocalyptic threat that we've been told it is. Projections of Earth's imminent demise are based on bad science and even worse economics. In panic, world leaders have committed to wildly expensive but largely ineffective policies that hamper growth and crowd out more pressing investments in human capital, from immunization to education. **False Alarm** will convince you that everything you think about climate change is wrong -- and points the way toward making the world a vastly better, if slightly warmer, place for us all. **The Next Government of the United States Why Our Institutions Fail Us and how to Fix Them W. W. Norton & Company** Presents arguments for why the twentieth-century methods of the American government are inadequate for handling twenty-first-century issues, making strategic recommendations in such arenas as health care, disaster recovery, and foreign policy. 13,000 first printing. **The Annual Register, Or a View of the History, Politicks and Literature of the Year ... Failing Newspaper Act Hearings Before the United States Senate Committee on the Judiciary, Subcommittee on Antitrust and Monopoly, Ninetieth Congress, First Session, Ninetieth Congress, Second Session** Considers S. 1312, to exempt from the antitrust laws certain combinations and arrangements necessary for the survival of failing newspapers. Includes report "Newspaper Monopolies and the Antitrust Laws, a Study of the Failing Newspaper Act;" by International Typographical Union, 1967 (p. 125-172). **Terrorizing Ourselves Why U.S. Counterterrorism Policy is Failing and how to Fix it Cato Institute** Terrorizing Ourselves dismantles much of the flawed thinking that dominates counterterrorism and national security policy today. Terrorizing Ourselves exposes and decries how politicians manipulate fear for political purposes, and it cuts through the confusion that Americans have about terrorism and shows how to counter it. **Congressional Record Proceedings and Debates of the ... Congress** The Congressional Record is the official record of the proceedings and debates of the United States Congress. It is published daily when Congress is in session. The Congressional Record began publication in 1873. Debates for sessions prior to 1873 are recorded in The Debates and Proceedings in the Congress of the United States (1789-1824), the Register of Debates in Congress (1824-1837), and the Congressional Globe (1833-1873) **Your Restaurant Will Fail And How You Can Fix It Independently Published** You might be wondering why I wrote the title, Your Restaurant Will Fail: And How You Can Fix It . Well, it's sad to say, but it's true if you do not recognize the fact that you are in the people business and not the food business per say. Look, every person makes an impact. You may disregard the idea at first, but nevertheless, it's true. Failing to do so only spells doom. And far too many restaurant owners and leaders forget the simple fact that in order to grow your business, you must grow your people. In other words,

develop your team and they will help build your business. If you don't remember anything you learn from reading this book, please remember this phrase - Grow Your People, Grow Your Business! **Saving the Corporate Board Why Boards Fail and How to Fix Them John Wiley & Sons** Ward reveals ten specific failings that are built into our boardroom model and provides real-world fixes to get boards back on track. Ward mixes tart, insightful analogies (what do boards have in common with volunteer fire departments, the U.S. electoral college . . . and Howard Hughes?) with proven nuts-and-bolts advice for putting any board back on track. Order your copy today! **Department of the Interior and Related Agencies Appropriations for 2004: Secretary of the Interior Congressional Record Containing the Proceedings and Debates of the ... Congress The Crisis of American Democracy: Essays on a Failing Institution Vernon Press** The essays in "The Crisis of American Democracy: Essays on a Failing Institution" seek to answer central questions about American democracy, such as: if American democracy is failing, what are the causes of this failure? What are the consequences? And what can be done to fix it? These standalone essays present diverse perspectives on some of the impediments to achieving a true democracy in the present-day United States of America, as well as prescriptions for overcoming these obstacles. Leading academics from across North America, contribute their perspectives on this timely debate. **United States Reports, Supreme Court Cases Argued and Adjudged in the Supreme Court of the United States Why CISOs Fail The Missing Link in Security Management--and How to Fix It CRC Press** This book serves as an introduction into the world of security and provides insight into why and how current security management practices fail, resulting in overall dissatisfaction by practitioners and lack of success in the corporate environment. The author examines the reasons and suggests how to fix them. The resulting improvement is highly beneficial to any corporation that chooses to pursue this approach or strategy and from a bottom-line and business operations perspective, not just in technical operations. This book transforms the understanding of the role of the CISO, the selection process for a CISO, and the financial impact that security plays in any organization. **Human Error Reduction in Manufacturing Quality Press** For many years, we considered human errors or mistakes as the cause of mishaps or problems. In the manufacturing industries, human error, under whatever label (procedures not followed, lack of attention, or simply error), was the conclusion of any quality problem investigation. The way we look at the human side of problems has evolved during the past few decades. Now we see human errors as the symptoms of deeper causes. In other words, human errors are consequences, not causes. The basic objective of this book is to provide readers with useful information on theories, methods, and specific techniques that can be applied to control human failure. It is a book of ideas, concepts, and examples from the manufacturing sector. It presents a comprehensive overview of the subject, focusing on the practical application of the subject, specifically on the human side of quality and manufacturing errors. In other words, the primary focus of this book is human failure, including its identification, its causes, and how it can be reasonably controlled or prevented in the manufacturing industry setting. In addition to including a detailed discussion of human error (the inadvertent or involuntary component of human failure), a chapter is devoted to analysis and discussion related to

voluntary (intentional) noncompliance. Written in a direct style, using simple "industry" language with abundant applied examples and practical references, this book's insights on human failure reduction will improve individual, organizational, and social well-being.

Paradoxes of Power A Collection of Essays on Failed Leadership - and How to Fix It - The American leadership power system is fractured. We've lost touch with how power relationships are supposed to work. As a result, our institutions, our nation, and almost every form of democratic republic may be worse off now than they have been in decades. In the United States alone, we have seen failures at the Federal, state, and local levels. We have also observed failure at the social level by 'civilized' members of society who would still attempt to deny power and privilege based on gender, race, or sex. Power in America is in paradox. This book is about transforming human relationships that are built around power. To start overcoming these paradoxes, we must understand where and how they originate. We'll talk about power relationships at every level: from government to governed, owners to employees and leaders to followers, to name a few. More importantly, we will suggest solutions, and attempt to demonstrate how success can emerge from failure when the right concepts and models are better understood. Perspective, combined with the willingness to observe, analyze, and critique our domains of power are necessary to recognize their respective paradoxes. This process is vital to getting back on track as a country, and to making power work better for everyone in our post-pandemic world. Our belief is that a fresh examination holds the promise to make the United States of America united once again. The rest of the world will benefit as well.

What They Do with Your Money How the Financial System Fails Us and how to Fix it Yale University Press Introduction : we the capitalists -- Incentives gone wild -- The return of ownership -- Not with my money -- The new geometry of regulation -- The queen's question -- People's pensions, commonsense banks -- Capitalism : a brief owner's manual

The Communication Crisis in America, And How to Fix It Springer with foreword by Michael X. Delli Carpini, Annenberg School for Communication, University of Pennsylvania, USA This book critiques U.S. public policy about communication and offers guidelines to improve public safety and create strong democratic communities. The lack of effective emergency communication, basic information about health care, education, jobs and the economy, and civic life is at a crisis state, creating problems for the whole community, not just a vulnerable few. The Communications Crisis in America is not because of changing markets or new technology, it is the failure of public policy. The authors include economists, sociologists, journalists, lawyers and a diverse group of media and communication scholars, all offering an urgent call to action and difficult, but achievable steps forward.

"I Alone Can Fix It" Donald Trump's Most Outrageous Claims, Lies and Misconduct "Donald J. Trump took the stage in 2016 and said that America is in crisis. Terrorism and attacks on police officers pose a threat to the American way of life. That the United States is in the midst of a domestic calamity and an international embarrassment. It's full of abandoned factories and shattered towns. It suffers from 'poor and violence at home' as well as 'conflict and ruin outside.'...This book explains explain how Donald Trump broke with two centuries of political tradition, by asking America-n's to place their trust in him rather than in God. You'll also discover the worst way Trump failed America; how he caused the Capitol Riot;

his lies and false or misleading claims; how he weaponized mistruths during his presidency; why he's the Worst President in History, and the reasons he owes us a lot of apology."-- **Why American Foreign Policy Fails Unsafe at Home and Despised Abroad Springer** This book explores the recent changes in U.S. foreign policy, examines the roles that the six primary actors (the President, the Congress, the bureaucracy, non-governmental organizations, the media and the public) play in policy decisions, and assesses the potential for improvement within this system. **Commissioning Buildings in Hot, Humid Climates Design and Construction Guidelines The Fairmont Press, Inc.** Prepared by the largest environmental engineering firm in the U.S., this manual explains how to avoid errors in design, construction, or operation of large-scale facilities which in hot, humid climates can lead to critical building failure. Key issues covered include indoor air quality problem factors, climate considerations, new building failure, and a building model which examines possible problems throughout the construction process. **The Journal of Education Proceedings Departments of Labor, Health and Human Services, and Education, and Related Agencies Appropriations for Fiscal Year 2002 Hearings Before a Subcommittee of the Committee on Appropriations, United States Senate, One Hundred Seventh Congress, First Session, on H.R. 3061/S. 1536 ... The System Who Rigged It, How We Fix It Vintage** From the bestselling author of Saving Capitalism and The Common Good, comes an urgent analysis of how the "rigged" systems of American politics and power operate, how this status quo came to be, and how average citizens can enact change. There is a mounting sense that our political-economic system is no longer working, but what is the core problem and how do we remedy it? With the characteristic clarity and passion that have made him a central civil voice, bestselling author of Saving Capitalism and The Common Good Robert B. Reich shows how wealth and power have combined to install an oligarchy and undermine democracy. Reich exposes the myths of meritocracy, national competitiveness, corporate social responsibility, the "free market," and the political "center," all of which are used by those at the top to divert attention from their takeover of the system and to justify their accumulation of even more wealth and power. In demystifying the current system, Reich reveals where power actually lies and how it is wielded, and invites us to reclaim power and remake the system for all. **Heart Failure Device Management John Wiley & Sons** When you're considering device therapy for a patient with heart failure, be sure to consult this concise reference for the latest information on who benefits most from which device. In clear, straightforward prose, Dr. Feldman addresses: Resynchronization Therapy, ICD, Ultrafiltration, Impulse Therapy, Chronic Implantable Monitoring, Bioimpedance, EECp, and more. With chapters devoted to monitoring the patient on device therapy and the future of device therapy in heart failure, this book makes an important contribution to patient care. **Department of the Air Force Appropriations for 1956 Hearings ... 84th Congress, 1st Session The Joy of Leadership How Positive Psychology Can Maximize Your Impact (and Make You Happier) in a Challenging World John Wiley & Sons** The difference between flourishing and floundering is 10X. The difference between quantity and quality is a factor of 10. The difference in levels of engagement is exponential. People functioning at the highest level are what the authors call 10x leaders. Research on these

leaders consistently brought up five major strengths. This book teaches readers to become a 10x leader using these five key areas, the SHARP framework. ● Strengths: 10X leaders stop trying to eliminate weaknesses and learn to focus on their strengths ● Health: 10X leaders stop trying to eliminate stress and learn how to integrate periods of restoration ● Absorption: 10X leaders stop waiting for the lightning of focus and creativity to strike and learn how to achieve consistent engagement and presence ● Relationships: 10X leaders stop trying to exert power and control and learn to cultivate healthy relationships through positivity and authenticity ● Purpose: 10X leaders stop grinding out tasks and learn how to find meaning and commitment in everything they do The 10X elixir of peak performance comes not from focusing on just one of these areas, but from learning to light the fire of all five aspects of SHARP and functioning naturally with them on a daily basis. If you just cultivate one or two aspects of leadership skills you are unlikely to succeed. If one of the five isn't taken care of it affects the performance of the whole. But if you focus on all five areas, you will not only be more likely to find what helps you most, you have the best chance of enjoying the synergy of performance multiplication. **How Megaprojects Are Damaging Nigeria and How to Fix It A Practical Guide to Mastering Very Large Government Projects Palgrave Macmillan** Since 1960, two-thirds of very large governmental projects in Nigeria have not only failed, but been abandoned mid-course. This presents a bigger failure rate than mega projects elsewhere, and yet there is no available data or analysis to help us understand the reasons behind such failures. This book provides an authoritative examination into why very large projects in Nigeria have failed so badly, and provides practical recommendations on how the Nigerian government can improve its project performance. Drawing on data from 38 very large projects (19 completed and 19 abandoned) with a total budget of over \$25B, this book presents detailed analysis of these projects and in-depth case studies 11 of the projects, and presents lessons for improvement. Through this, the authors have identified a small number of key success drivers, and argue that making moderate improvements on any of them would, on average, save hundreds of millions of dollars on one large project alone. This book is a game-changer in the management of government mega projects in Nigeria. With clear implications for other developing economies, this is a vital resource for project management practitioners, executives and civil servants. This is an open access book. **Face It & Fix It How to Avoid Disaster and Turn Around Your Small Business** "Face It & Fix It is the shot in the arm that everyowner of a struggling business needs." -T. Harv Eker, #1 NYT & International Bestselling author of the book Secrets of the Millionaire Mind Half of all new businesses in the US and UK fail within five years. They fail for various reasons, but the main issue is that business owners either don't face up to their problems at all or when they do, it's too late. Running away from problems is a race that struggling businesses never win. According to leading business growth expert and coach Mac Attram, it is always best to face problems when you are at your strongest and when your problems are at their weakest. That's where Face It & Fix It comes in. Face It & Fix It is a must-read book for owners of struggling small businesses; those who don't have a moment to lose before disaster strikes and their business is lost. Mac made many mistakes when he first started in business, as many entrepreneurs do. Things changed when he took his head out of the sand, faced up to

reality and, in a systematic, ingenious and determined way, set about fixing the problems. Face It & Fix It is a hard-hitting and easy-to-understand handbook that explains how any small business can be transformed into a success. Readers will learn: Why struggling small business owners need to finally face reality and the problems that must be solved. The 43 problems that research shows are guaranteed to lead to business failure if left unresolved. These all fit into one of the following categories: personal behavior, internal processes, external factors, or financial challenges. Seven inspiring, real-life business turnaround stories. The Fix-It Formula that Mac used to save his own business and that he now uses with his own clients as a turnaround consultant." **Religions Fail Problem & Fix Xlibris Corporation** Never in the history of humanity has Orthodox religions been so out-of-touch with reasonable people. Religions have not learned from over two thousand years of repeated failures and bad choices. Reasonable people understand it is inconsistent to kill for the sake of peace; it is a contradiction to speak of love and choose hate; and it is impossible to have peace with violence. How much longer can we accept orthodox religion's definition of happiness as it manifests empty rewards, deceptions, inconsistencies, and egocentric goals? How long can we flounder in this emotional, intellectual, and spiritual wasteland before we destroy all righteousness? Tom Dickerson openly examines orthodox religion's history of human rights failures, inconsistencies, abuses, and atrocities according to their choices, not their rhetoric. This book does not deny god, nevertheless, it strongly questions the validity of Western Religion's concept of an omnipotent, righteous, compassionate, domineering, vengeful, and child-like god. This book will educate, shock, and provoke the reader; as it openly advocates replacement of orthodox religion's strict dogma with exercises, introspection, critical thought, meditation, personal balance, and freedom of choice. Every person can come to understand orthodox religion's evilness and achieve self-awareness with personal balance and acceptance of responsibility. Personal balance, a foundational element of a positive holistic life, is available to all people willing to open their minds to reason. You are the creator of your destiny. **Machine Learning A Guide to Current Research Springer Science & Business Media** One of the currently most active research areas within Artificial Intelligence is the field of Machine Learning, which involves the study and development of computational models of learning processes. A major goal of research in this field is to build computers capable of improving their performance with practice and of acquiring knowledge on their own. The intent of this book is to provide a snapshot of this field through a broad, representative set of easily assimilated short papers. As such, this book is intended to complement the two volumes of Machine Learning: An Artificial Intelligence Approach (Morgan-Kaufman Publishers), which provide a smaller number of in-depth research papers. Each of the 77 papers in the present book summarizes a current research effort, and provides references to longer expositions appearing elsewhere. These papers cover a broad range of topics, including research on analogy, conceptual clustering, explanation-based generalization, incremental learning, inductive inference, learning apprentice systems, machine discovery, theoretical models of learning, and applications of machine learning methods. A subject index is provided to assist in locating research related to specific topics. The majority of these papers were collected from the participants at the Third International

Machine Learning Workshop. held June 24-26. 1985 at Skytop Lodge. Skytop. Pennsylvania. While the list of research projects covered is not exhaustive. we believe that it provides a representative sampling of the best ongoing work in the field. and a unique perspective on where the field is and where it is headed. **SBI PO Bank PO HIGH DEFINITION BOOKS** This book from High Definition Books having following attractive features of Banking Examinations: Fresh Set of Practice Papers with solve ready answers to help the students to assess their levels of preparations. The papers have been designed impeccably to include all the sections as per the syllabus. Questions of each set, in every section have been developed by experienced tutors undertaking faculty roles at responsible positions. Each question set has matching level of difficulty to give a real-time feel of examination. We hope that our efforts succeed, the motive behind the creation of this book, and it may prove a boon for aspirants appearing for Banking Examinations. **Broken How Our Social Systems are Failing Us and How We Can Fix Them BenBella Books** Many of the systems built to serve people instead do more harm than good. In Broken, Dr. Paul LeBlanc, president of Southern New Hampshire University, draws on his experience working in one such system—education—to reconnect us to the human facets of serving people. In doing so, he charts a course for rebuilding and reinhabiting better systems across education, healthcare, criminal justice, government, and more. The United States spends enormous sums on helping people—\$3.8 trillion on healthcare, \$182 billion on prisons, and \$604 billion on higher education—and yet these systems routinely fail us. When we seek to improve how they function, our efforts focus on policy debates, technical solutions, funding, and data. But if these systems are to truly improve, we have to start with the human values that fuel decision making. Broken explores the deeply human dimensions we must consider—aspiring, discovering, mattering—if we want to rebuild the policies, technologies, processes, and, most importantly, the heart we use to serve people. Over the course of 25 years as a college and university president and higher education innovator, Paul LeBlanc, PhD, has encountered innumerable wonderful people who want to do the right thing for students but whose efforts cannot overcome the shortcomings of the system. Now, he shares what he’s learned, and continues to learn, about the opportunities and necessity to put humanity and care at the center of all our systems. With Broken, LeBlanc outlines the distinctly human questions that education—and all systems that serve—must start asking to reframe what is broken in order to make lasting repairs and to better care for those they serve.