



- **Technical/Mechanical issues**  
(e.g., build driverless cars, develop nanobots that attack cancer, build stronger microchips)
- **Cause and Effect approach**
- **Focus on the parts**
- **Interdisciplinary team of experts to determine the right answer**
- **IQ**
- **Metaphore: "machine"**

- **Human/Relationship issues**  
(e.g., build an agile organization, become more purpose driven, improve psychological safety)
- **Systems approach**
- **Focus on the interconnections**
- **Tapping the collective wisdom to determine the course of action**
- **Relationship Systems Intelligence (RSI)**
- **Metaphore: "living organism"**