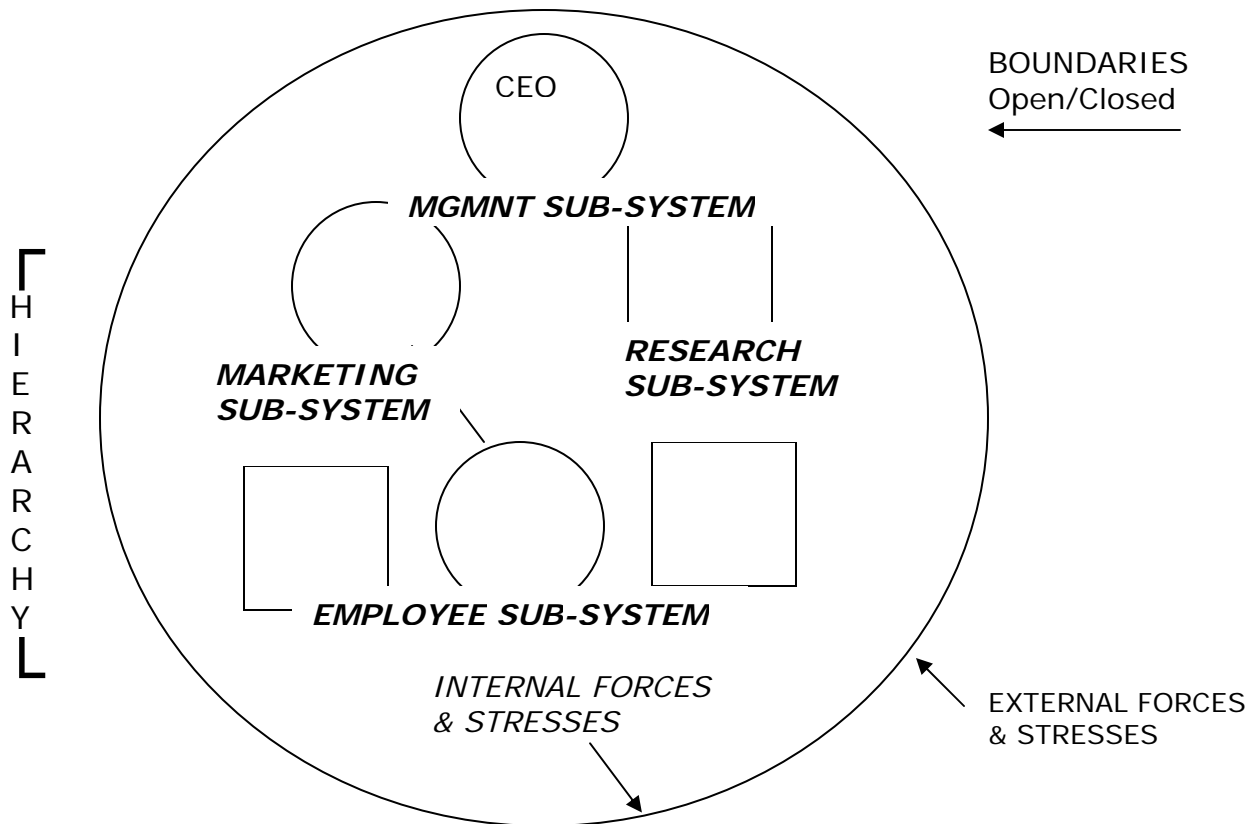


FIGURE 2:

THE BUSINESS/AGENCY ORGANIZATION: graphic drawn in session

Example Matter: Employment/Organizational Dispute



- TRANSGENERATIONAL PATTERNS (Folklore, Corporate Ethos)
- TRANSACTIONS PATTERNS/RULES (Employee handbooks: written vs. Oral tradition)
- DEVELOPMENTAL ISSUES (Ages and career status: retirement level, entry level/climbers)
- SUBSYSTEMS: INTERESTS, departments, divisions, top management/middle management/line workers