

## REFERENCES AND ADDITIONAL READING

(I have a “book problem.” Sorry. I’ve put an asterisk by those sources that I’d recommend for starters. And two asterisks by where I’d recommend you go first.)

### Books and Articles

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\*\*Meadows, Donella H. (2008) Thinking in Systems. White River Junction VT: Chelsea Green Press

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## **Websites:**

Hugh Dubberly: [www.dubberly.com](http://www.dubberly.com)

Robert Knisely: [www.government-reform.info](http://www.government-reform.info)

Donella Meadows: [www.donellameadows.org](http://www.donellameadows.org)

Paul Pangaro: [www.pangaro.com](http://www.pangaro.com)

George P. Richardson: [www.albany.edu/~gpr/](http://www.albany.edu/~gpr/)

Stuart Umpleby: [www.gwu.edu/umpleby/](http://www.gwu.edu/umpleby/)

Two of George Richardson's YouTube appearances are here:

<https://www.youtube.com/watch?v=MSo8kqbLDlw>

<https://www.youtube.com/watch?v=y0okQuwWvG8>

## **Periodicals:**

Harvard Business Review

Stanford Social Innovation Review: [www.ssir.org](http://www.ssir.org)

## **MISCELLANEOUS (but worth it)**

Million Dollar Murray: <http://gladwell.com/million-dollar-murray/>

[http://fora.tv/2009/08/14/George\\_Kembel\\_Awakening\\_Creativity](http://fora.tv/2009/08/14/George_Kembel_Awakening_Creativity)

GWU Presentation: <https://youtu.be/COZX9TXWnqY>

Pangaro at RSD5: <https://vimeo.com/189864748>

Pangaro/Dubberly course: <https://sva.instructure.com/courses/181509>

Dubberly's Book in design: [http://www.dubberly.com/wp-content/uploads/2008/06/ddo\\_designprocess.pdf](http://www.dubberly.com/wp-content/uploads/2008/06/ddo_designprocess.pdf)

Early adopters video: [https://www.youtube.com/watch?v=j8p6j2\\_3t3k](https://www.youtube.com/watch?v=j8p6j2_3t3k)

Evolution to sexy, not survival:

<https://www.nytimes.com/2017/05/05/opinion/sunday/are-these-birds-too-sexy-to-survive.html?smprod=nytcore-iphone&smid=nytcore-iphone-share>

Umpleby's GWU Blog w/our stuff: <http://blogs.gwu.edu/umpleby/a-panel-on-policy-studies-organization/>

K School: [www.lnwprogram.org](http://www.lnwprogram.org)

Facebook: Design Observer

[www.clexchange.org](http://www.clexchange.org)

<https://i2insights.org/2017/05/23/explaining-patterns/>

\*Forrester on Counterintuitive : <http://static.clexchange.org/ftp/documents/system-dynamics/SD1993-01CounterintuitiveBe.pdf>

\*\*Wikipedia: Design process, Design thinking, Customer Experience (Customer Journey Mapping), and on and on