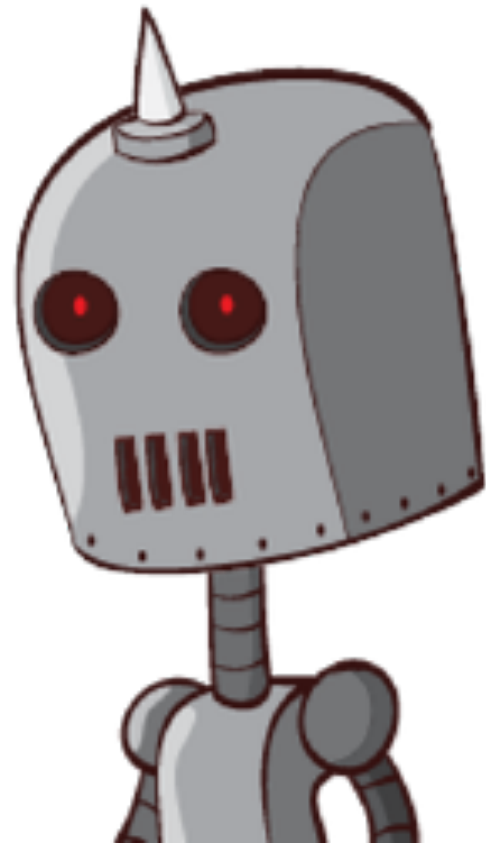


Beginner



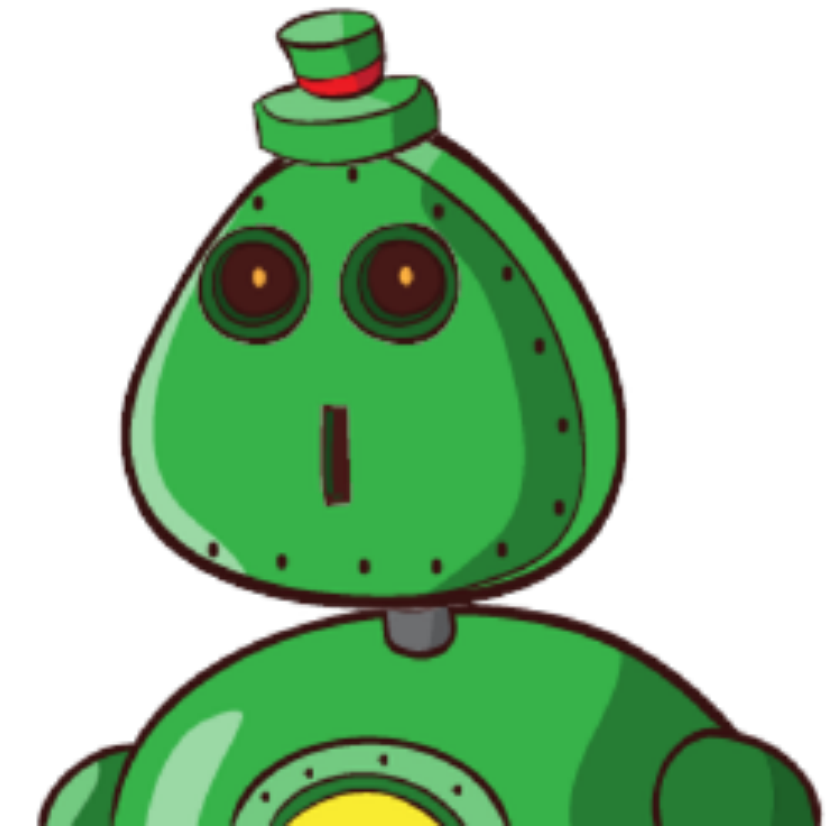
No  
mental model

Competent  
Practitioner

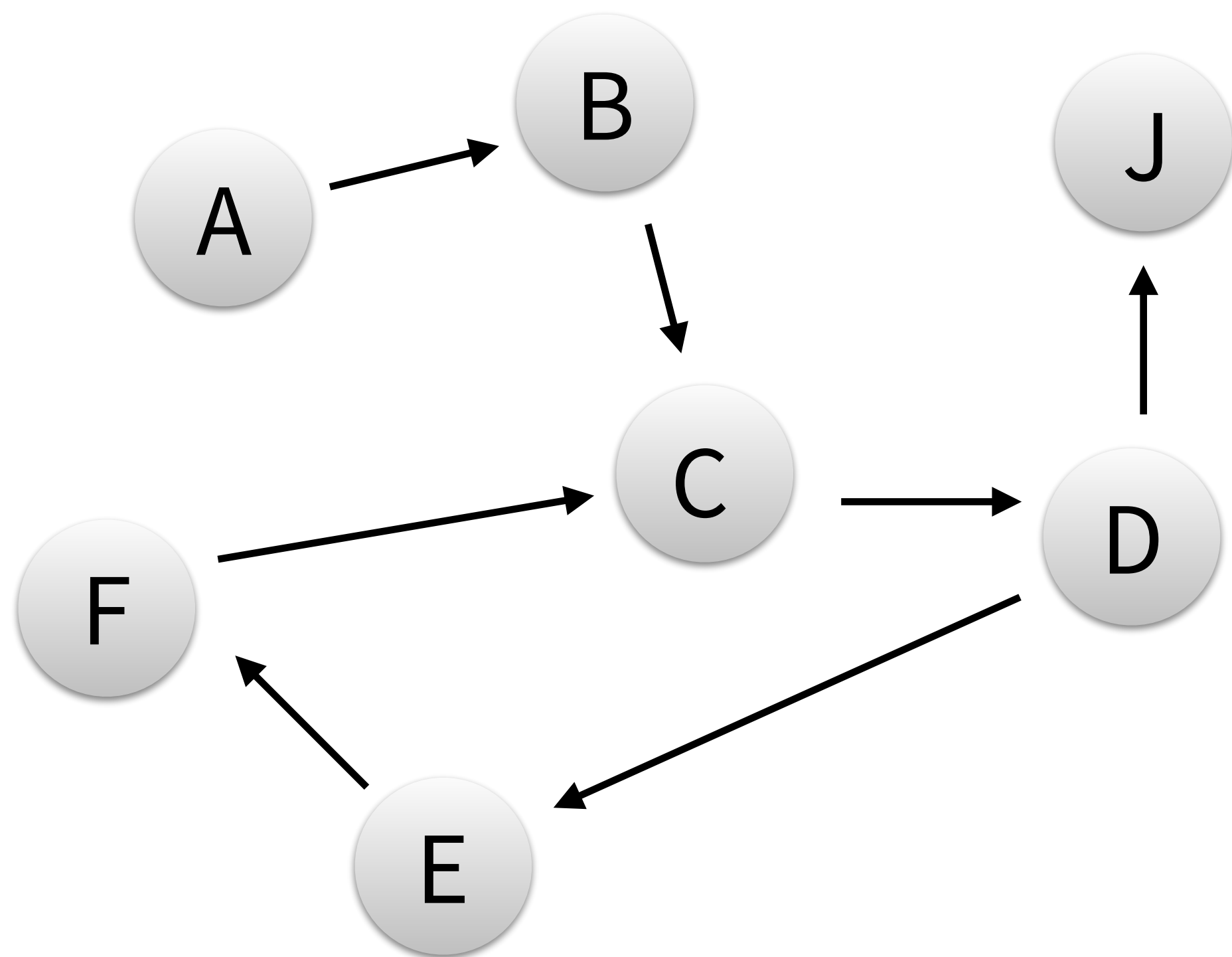


Useful  
mental model

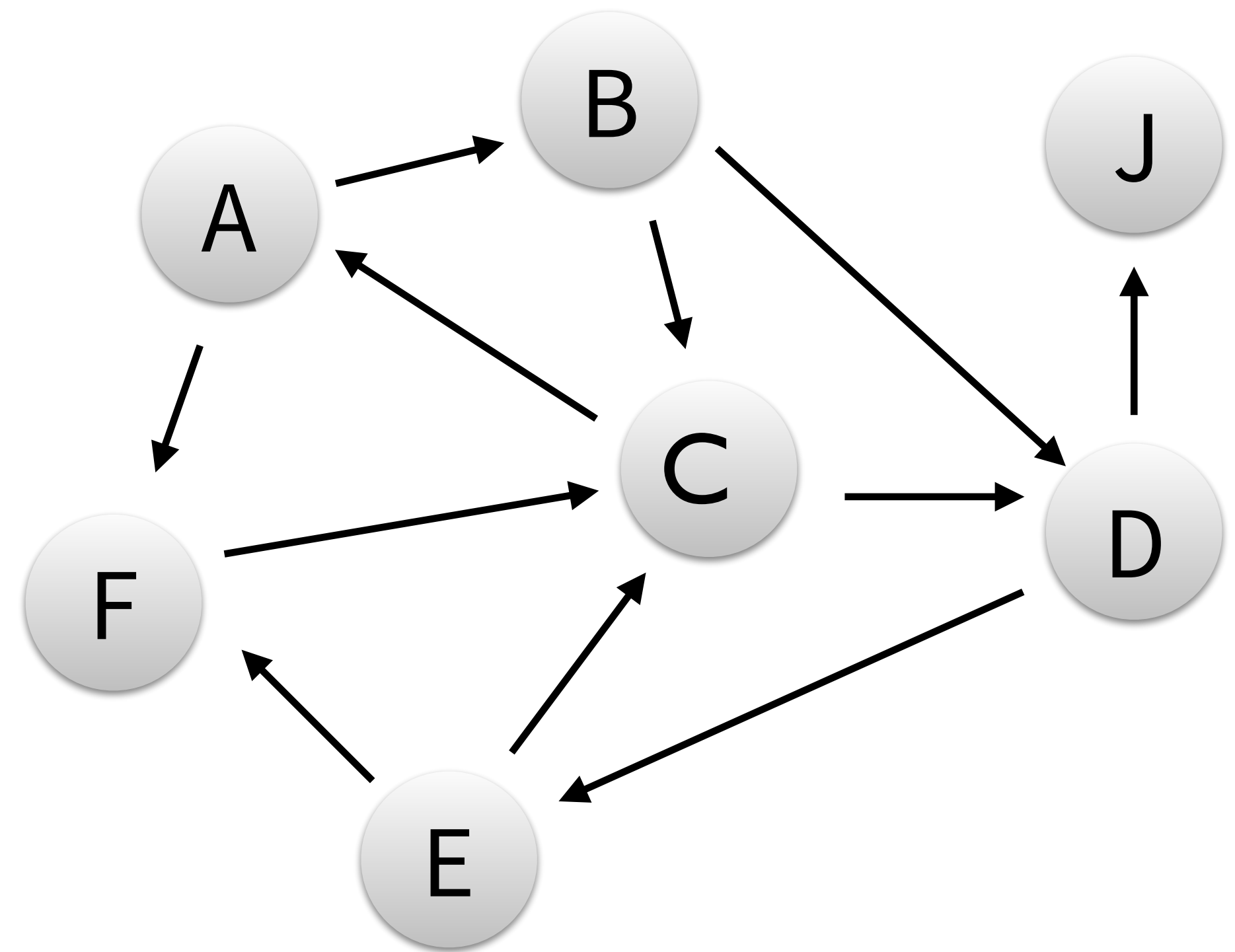
Expert



Elaborate  
mental models



Competent



Expert