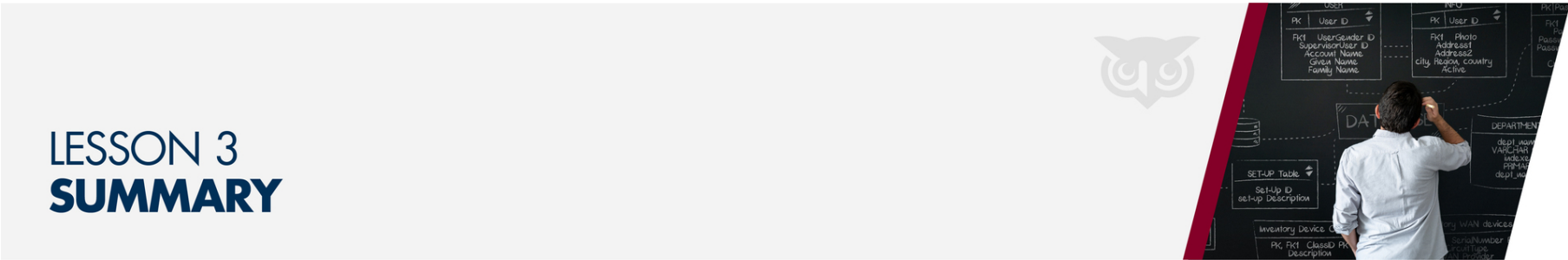


Lesson 3: Summary



Lesson 3: Summary

Take a moment to think about what you learned in this lesson.

- Structure is a network of relationships that affects behavior.
- Structure is difficult to see in any given situation. Because of this, structure is often thought of using the metaphor of an iceberg, where much of it is hidden underwater.
- Internal structures are those networks that are embedded within an organization or situation.
- External structures are those networks that act on an organization or situation from the outside.
- It is important to look for structure at multiple levels as if diving down to look at the bottom of an iceberg.
- Structural observations must include a causal connection. That is, random events that do not cause outcomes in a given situation or case study are not structural.

Next Step

Now move on to the lesson quiz.

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