

## Meltdown Why Our Systems Fail And What We Can Do About It

Wall Street Journal Bestseller New York Times bestselling author Dan Heath explores how to prevent problems before they happen, drawing on insights from hundreds of interviews with unconventional problem solvers. So often in life, we get stuck in a cycle of response. We put out fires. We deal with emergencies. We stay downstream, handling one problem after another, but we never make our way upstream to fix the systems that caused the problems. Cops chase robbers, doctors treat patients with chronic illnesses, and call-center reps address customer complaints. But many crimes, chronic illnesses, and customer complaints are preventable. So why do our efforts skew so heavily toward reaction rather than prevention? *Upstream* probes the psychological forces that push us downstream—including “problem blindness,” which can leave us oblivious to serious problems in our midst. And Heath introduces us to the thinkers who have overcome these obstacles and scored massive victories by switching to an upstream mindset. One online travel website prevented twenty million customer service calls every year by making some simple tweaks to its booking system. A major urban school district cut its dropout rate in half after it figured out that it could predict which students would drop out—as early as the ninth grade. A European nation almost eliminated teenage alcohol and drug abuse by deliberately changing the nation’s culture. And one EMS system accelerated the emergency-response time of its ambulances by using data to predict where 911 calls would emerge—and forward-deploying its ambulances to stand by in those areas. *Upstream* delivers practical solutions for preventing problems rather than reacting to them. How many problems in our lives and in society are we tolerating simply because we’ve forgotten that we can fix them?

Successful real estate investments play an essential role in Canadian investors' portfolios. The growth in wealth in real estate markets has presented investors with tremendous opportunities to capitalize on and expand their range of investments, and has moved real estate investing from a niche product to a pillar of smart portfolio diversification. In *Making Money in Real Estate, 2nd Edition*, Douglas Gray demystifies the Canadian real estate market for novice investors and presents new strategies for veteran investors. Learn to: Understand the real estate market cycles Find a property and assess its investment potential Build a trustworthy real estate team Arrange financing on good terms Use negotiating tactics that work Understand tax and legal issues Manage a property Avoid the pitfalls that many investors fall into Examine the pros and cons of non-residential property investment options Readers of previous editions will appreciate the vital changes to mortgage rules, taxation and legislation, and the inclusion of information on commercial real estate. Thorough coverage in plain English makes *Making Money in Real Estate, 2nd Edition* the next logical step for investors who want to begin or expand their real estate portfolios, and is a critical and indispensable tool in investment decision making.

"Ted Koppel reveals that a major cyberattack on America's power grid is not only possible but likely--and that it would be devastating" and "examines a threat unique to our time and evaluates potential ways to prepare for a catastrophe"--Book jacket.

“A stunning debut by a truly gifted writer—an eye-opening read for both liberals and conservatives—and it could not come at a better time.”—Adam Grant, New York Times bestselling author of *Option B*, with Sheryl Sandberg What is the opposite of hate? As a progressive commentator on Fox News and now CNN, Sally Kohn has made a career out of bridging intractable political differences and learning how to talk respectfully with people whose views she disagrees with passionately. Her viral TED Talk on the need to practice emotional—rather than political—correctness sparked a new way of considering how often we amplify our differences and diminish our connections. But these days even famously “nice” Kohn finds herself wanting to breathe fire at her enemies. It was time, she decided, to look into the epidemic of hate all around us and learn how we can stop it. In *The Opposite of Hate*, Kohn talks to leading scientists and researchers and investigates the evolutionary and cultural roots of hate and how incivility can be a gateway to much worse. She travels to Rwanda, the Middle East, and across the United States, introducing us to former terrorists and white supremacists, and even some of her own Twitter trolls, drawing surprising lessons from dramatic and inspiring stories of those who left hate behind. As Kohn confronts her own shameful moments, whether it was back when she bullied a classmate or today when she harbors deep partisan resentment, she discovers, “The opposite of hate is the beautiful and powerful reality of how we are all fundamentally linked and equal as human beings. The opposite of hate is connection.” Sally Kohn’s engaging, fascinating, and often funny book will open your eyes and your heart.

The Systems Bible

The Chickenshit Club

How Neoliberalism Survived the Financial Meltdown

Us vs. Them

Why the Justice Department Fails to Prosecute Executives

Failure by Design

A Field Guide to Repairing Our Humanity

*Normal Accidents* analyzes the social side of technological risk. Charles Perrow argues that the conventional engineering approach to ensuring safety--building in more warnings and safeguards--fails because systems complexity makes failures inevitable. He asserts that typical precautions, by adding to complexity, may help create new categories of accidents. (At Chernobyl, tests of a new safety system helped produce the meltdown and subsequent fire.) By recognizing two dimensions of risk--complex versus linear interactions, and tight versus loose coupling--this book provides a powerful framework for analyzing risks and the organizations that insist we run them. The 1st edition fulfilled one reviewer's prediction that it "may mark the beginning of accident research." In the new afterword to this edition Perrow reviews the extensive work on the major accidents of the last fifteen years, including Bhopal, Chernobyl, and the Challenger disaster. The new postscript probes what the author considers to be the "quintessential 'Normal Accident'" of our time: the Y2K computer problem. We hear about pieces of ice the size of continents breaking off of Antarctica, rapidly melting glaciers in the Himalayas, and ice sheets in the Arctic crumbling to the sea, but does it really matter? Will melting glaciers change our lives? Absolutely. Glaciers are built and destroyed during ice ages and interglacial periods. These massive ice bodies hold three quarters of our freshwater, yet we don't have laws to protect them from climate change. When they melt, they increase sea levels, alter the Earth's reflectivity, wreak havoc for ocean and air currents, destabilize global ecosystems, warm our climate, and bring on floods that swamp millions of acres of coastal land. The critical ecological functions they play to keep our global climate stable, and the environmental functions they provide, wither. And, as climate change warms glaciers

cores, collapsing glacier ice triggers tsunamis that send deadly massive ice blocks, rocks, earth, and billions of liters of water rushing down mountain valleys. It has happened before in the Himalayas, the Central Andes, the Rockies and Western Cascades, and the European Alps, and it will happen again. In his new book *Meltdown*, Jorge Daniel Taillant takes readers deeper into the cryosphere, connecting the dots between climate change, glacier melt, and the impacts that receding glacier ice brings to livability on Earth, to our environments, and to our communities. Taillant walks us through the little-known realm of the periglacial environment, a world of invisible subsurface rock glaciers that will outlive exposed glaciers as climate change destroys surface ice. He also looks at actions that can help stop climate change and save our glaciers, exploring how society, politics, and our leaders have responded to address the global COVID-19 pandemic and yet largely continue to fail to address the even larger looming and escalating crisis of climate change. Our climate is deteriorating at a drastic rate, and it's happening right in front of us. *Meltdown* is about glaciers and their unfolding demise during one of the most critical moments of our planet's geological history. If we can reconsider glaciers in a whole new light and understand the critical role they play in our own sustainability, we may be able to save the cryosphere.

"A hard-hitting critique of the American election process as timely as it is frightening. . . . Required reading for legislators and voters."—*Reviews, Starred Review* "A must-read. It's well-written, easy to read, informative and fair. But it doesn't pull punches."—Mark Caputo, *Twitter* From noted election law expert Rick Hasen comes a stark warning on the threats to American democracy in a time of foreign election interference and the coronavirus pandemic. As the 2020 presidential campaign begins to take shape, there is widespread distrust of the fairness and accuracy of American elections. In this timely and accessible book, Richard L. Hasen uses riveting stories illustrating four factors increasing the mistrust. Voter suppression has escalated as a Republican tool aimed to depress turnout of likely Democratic voters, fueling suspicion. Pockets of incompetence in election administration, often in large cities controlled by Democrats, have created an opening to claims of unfairness. Old-fashioned and new-fangled dirty tricks, including foreign and domestic misinformation campaigns via social media, threaten electoral integrity. Inflammatory rhetoric about "stolen" elections supercharges distrust among hardcore partisans. Taking into account how each of these threats has manifested in recent years—most notably in the 2016 and 2018 elections—Hasen offers concrete steps that need to be taken to restore trust in American elections before the democratic process is completely undermined. This is an indispensable analysis, from the nation's leading election-law expert, of the key threats to the 2020 American presidential election.

**NEW YORK TIMES BUSINESS BEST SELLER** • A suspenseful behind-the-scenes look at the dysfunction that contributed to one of the worst tragedies in modern aviation: the 2018 and 2019 crashes of the Boeing 737 MAX. An "authoritative, gripping and finely detailed narrative that charts the decline of one of the great American companies" (*New York Times Book Review*), from the award-winning reporter for Bloomberg. Boeing is a century-old titan of industry. It played a major role in the early days of commercial flight, World War II bombing missions, and moon landings. The planemaker remains a cornerstone of the U.S. economy, as well as a linchpin in the awesome routine of modern air travel. But in 2018 and 2019, two crashes of the Boeing 737 MAX 8 killed 346 people. The crashes exposed a shocking pattern of malfeasance, leading to the biggest crisis in the company's history—and one of the costliest corporate scandals ever. How did things go so horribly wrong at Boeing? *Flying Blind* is the definitive exposé of the disasters that transfixed the world. Drawing from exclusive interviews with current and former employees of Boeing and the FAA; industry executives and analysts; and family members of the victims, it reveals how a broken corporate culture paved the way for catastrophe. It shows how in the race to beat the competition and reward top executives, Boeing skimped on testing, pressured employees to meet unrealistic deadlines, and convinced regulators to put planes into service without properly equipping them or their pilots for flight. It examines how the company, once a treasured American innovator, became obsessed with the bottom line, putting shareholders over customers, employees, and communities. By Bloomberg investigative journalist Peter Robison, who covered Boeing as a beat reporter during the company's fateful merger with McDonnell Douglas in the late '90s, this is the story of a business gone wildly off course. At once riveting and disturbing, it shows how an iconic company fell prey to a win-at-all-costs mentality, threatening an industry and endangering countless lives.

Bailout

Why So Many Predictions Fail--but Some Don't

Flying Blind

Freefall: America, Free Markets, and the Sinking of the World Economy

The Opposite of Hate

Why Presidents Fail And How They Can Succeed Again

Lessons on the World Financial Crisis from a Small Bankrupt Island

**Offering positive strategies for dealing with and preventing out-of-control behavior, Dr. Baker helps parents with their children's behavioral problems.**

**Reveals lesser-known aspects of the stimulus bill while explaining how the Obama administration's progressive steps have prevented an imminent depression while supporting clean energy, health care, education reform, and other positive agendas.**

**Take charge of your family's financial well-being with this six-step plan based on scriptural wisdom.**

**A groundbreaking take on how complexity causes failure in all kinds of modern systems--from social media to air travel--this practical and entertaining book reveals how we can prevent meltdowns in business and life.**

**The Signal and the Noise**

**Money Meltdown**

**Busted: Life Inside the Great Mortgage Meltdown**

**Lights Out**

**How the B Corp Movement Is Remaking Capitalism**

**How Greed and Corruption Shattered Our Financial System and How We Can Recover**

**Winner of the 2018 Excellence in Financial Journalism Award From Pulitzer Prize-winning journalist Jesse Eisinger, "a fast moving, fly-on-the-wall, disheartening look at the deterioration of the Justice Department and the Securities and Exchange Commission...It is a book of superheroes" (San Francisco Review of Books). Why were no bankers put in prison after the financial crisis of 2008? Why do CEOs seem to commit wrongdoing with impunity? The problem goes beyond banks deemed "Too Big to Fail" to almost every large corporation in America—to pharmaceutical companies and auto manufacturers and beyond. The Chickenshit Club—an inside reference to prosecutors too scared of failure and too daunted by legal impediments to do their jobs—explains why in "an absorbing financial history, a monumental work of journalism...a first-rate study of the federal bureaucracy" (Bloomberg Businessweek). Jesse Eisinger begins the story in the 1970s, when the government pioneered the notion that top corporate executives, not just seedy crooks, could commit heinous crimes and go to prison. He brings us to trading desks on Wall Street, to corporate boardrooms and the offices of prosecutors and**

**FBI agents. These revealing looks provide context for the evolution of the Justice Department's approach to pursuing corporate criminals through the early 2000s and into the Justice Department of today, including the prosecutorial fiascos, corporate lobbying, trial losses, and culture shifts that have stripped the government of the will and ability to prosecute top corporate executives. "Brave and elegant...a fearless reporter...Eisinger's important and profound book takes no prisoners" (The Washington Post). Exposing one of the most important scandals of our time, The Chickenshit Club provides a clear, detailed explanation as to how our Justice Department has come to avoid, bungle, and mismanage the fight to bring these alleged criminals to justice. "This book is a wakeup call...a chilling read, and a needed one" (NPR.org).**

**An incisive look at the global economic crisis, our flawed response, and the implications for the world's future prosperity. The Great Recession, as it has come to be called, has impacted more people worldwide than any crisis since the Great Depression. Flawed government policy and unscrupulous personal and corporate behavior in the United States created the current financial meltdown, which was exported across the globe with devastating consequences. The crisis has sparked an essential debate about America's economic missteps, the soundness of this country's economy, and even the appropriate shape of a capitalist system. Few are more qualified to comment during this turbulent time than Joseph E. Stiglitz. Winner of the 2001 Nobel Prize in Economics, Stiglitz is "an insanely great economist, in ways you can't really appreciate unless you're deep into the field" (Paul Krugman, New York Times). In Freefall, Stiglitz traces the origins of the Great Recession, eschewing easy answers and demolishing the contention that America needs more billion-dollar bailouts and free passes to those "too big to fail," while also outlining the alternatives and revealing that even now there are choices ahead that can make a difference. The system is broken, and we can only fix it by examining the underlying theories that have led us into this new "bubble capitalism." Ranging across a host of topics that bear on the crisis, Stiglitz argues convincingly for a restoration of the balance between government and markets. America as a nation faces huge challenges—in health care, energy, the environment, education, and manufacturing—and Stiglitz penetratingly addresses each in light of the newly emerging global economic order. An ongoing war of ideas over the most effective type of capitalist system, as well as a rebalancing of global economic power, is shaping that order. The battle may finally give the lie to theories of a "rational" market or to the view that America's global economic dominance is inevitable and unassailable. For anyone watching with indignation while a reckless Wall Street destroyed homes, educations, and jobs; while the government took half-steps hoping for a "just-enough" recovery; and while bankers fell all over themselves claiming not to have seen what was coming, then sought government bailouts while resisting regulation that would make future crises less likely, Freefall offers a clear accounting of why so many Americans feel disillusioned today and how we can realize a prosperous economy and a moral society for the future.**

**The economic crisis that emerged in America in 2008 unleashed a veritable epidemic of ill health around the world. However it was Iceland, whose population of three hundred thousand had the world's highest GDP per capita and counted itself the happiest of countries, that caught the worst cold. It has nearly killed them. No story from the economic crisis of 2008 is more evocative than Iceland's. The names may be unfamiliar-Johannesson, Bjoergolfsson, Oddsson-but their exuberance, greed, and miscalculation have many counterparts on our shores. And however traumatic the collapse of individual companies may be in the United States, in Iceland's case an entire country melted down. All the wealth accumulated in the previous decade-during which a new breed of Icelanders had dared to believe they could compete economically on an international level, during which Reykjavik became the Capital of Cool-disappeared practically overnight. Iceland's story shows how closely the world economy is interconnected: The default on subprime mortgages in the U.S. led to the collapse of Lehman Brothers, which led directly to the run on Iceland's banks, which forced local authorities in Britain to switch off the heating in their classrooms. With panache and color, Roger Boyes tells the inside story of the bankrupting of Iceland: how it happened, the human dramas-from politicians to financiers to fishermen-that continue to swirl around it, and the lessons we can not ignore. Published on the first anniversary of its collapse, Meltdown Iceland is a cautionary tale for our times, an authoritative and compelling account of the financial destruction of a tiny country whose saga should resonate for us all.**

**If you create, manage, operate, or configure systems running in the cloud, you're a cloud engineer--even if you work as a system administrator, software developer, data scientist, or site reliability engineer. With this book, professionals from around the world provide valuable insight into today's cloud engineering role. These concise articles explore the entire cloud computing experience, including fundamentals, architecture, and migration. You'll delve into security and compliance, operations and reliability, and software development. And examine networking, organizational culture, and more. You're sure to find 1, 2, or 97 things that inspire you to dig deeper and expand your own career. "Three Keys to Making the Right Multicloud Decisions," Brendan O'Leary "Serverless Bad Practices," Manases Jesus Galindo Bello "Failing a Cloud Migration," Lee Atchison "Treat Your Cloud Environment as If It Were On Premises," Iyana Garry "What Is Toil, and Why Are SREs Obsessed with It?", Zachary Nickens "Lean QA: The QA Evolving in the DevOps World," Theresa Neate "How Economies of Scale Work in the Cloud," Jon Moore "The Cloud Is Not About the Cloud," Ken Corless "Data Gravity: The Importance of Data Management in the Cloud," Geoff Hughes "Even in the Cloud, the Network Is the Foundation," David Murray "Cloud Engineering Is About Culture, Not Containers," Holly Cummins**

#### **Urban Meltdown**

**A Free-Market Look at Why the Stock Market Collapsed, the Economy Tanked, and the Government Bailout Will Make Things Worse**

#### **Work Clean**

**A Cyberattack, a Nation Unprepared, Surviving the Aftermath**

**Protect Yourself and Profit in the Next Global Financial Meltdown**

**The Financial Crisis, the Response, and the Work Ahead**

### ***Why Our Systems Fail and What We Can Do About It***

Meltdown Why Our Systems Fail and What We Can Do About It Penguin Press HC

Failure should not be an option in the presidency, but for too long it has been the norm. From the botched attempt to rescue the U.S. diplomats held hostage by Iran in 1980 under President Jimmy Carter and the missed intelligence on Al Qaeda before 9-11 under George W. Bush to, most recently, the computer meltdown that marked the arrival of health care reform under Barack Obama, the American presidency has been a profile in failure. In *Why Presidents Fail and How They Can Succeed Again*, Elaine Kamarck surveys these and other recent presidential failures to understand why Americans have lost faith in their leaders—and how they can get it back. Kamarck argues that presidents today spend too much time talking and not enough time governing, and that they have allowed themselves to become more and more distant from the federal bureaucracy that is supposed to implement policy. After decades of "imperial" and "rhetorical" presidencies, we are in need of a "managerial" president. This White House insider and former Harvard academic explains the difficulties of governing in our modern political landscape, and offers examples and recommendations of how our next president can not only recreate faith in leadership but also run a competent, successful administration.

The first organizational book inspired by the culinary world, taking *mise-en-place* outside the kitchen. Every day, chefs across the globe churn out enormous amounts of high-quality work with efficiency using a system called *mise-en-place*--a French culinary term that means "putting in place" and signifies an entire lifestyle of readiness and engagement. In *Work Clean*, Dan Charnas reveals how to apply *mise-en-place* outside the kitchen, in any kind of work. Culled from dozens of interviews with culinary professionals and executives, including world-renowned chefs like Thomas Keller and Alfred Portale, this essential guide offers a simple system to focus your actions and accomplish your work. Charnas spells out the 10 major principles of *mise-en-place* for chefs and non chefs alike: (1) planning is prime; (2) arranging spaces and perfecting movements; (3) cleaning as you go; (4) making first moves; (5) finishing actions; (6) slowing down to speed up; (7) call and callback; (8) open ears and eyes; (9) inspect and correct; (10) total utilization. This journey into the world of chefs and cooks shows you how each principle works in the kitchen, office, home, and virtually any other setting.

From the leading magazine on the left, an expose of the failures, lies and misdeeds that caused the financial collapse—and a plan for rescuing the country.

Adapt

The Essential Canadian Guide to Investing in Residential Property

After the Music Stopped

The Hidden Story of Change in the Obama Era

Ghosts of Manhattan

The Earth Without Glaciers

The Failure of Globalism

The New York Times bestseller "Blinder's book deserves its likely place near the top of reading lists about the crisis. It is the best comprehensive history of the episode... A riveting tale." - Financial Times One of our wisest and most clear-eyed economic thinkers offers a masterful narrative of the crisis and its lessons. Many fine books on the financial crisis were first drafts of history--books written to fill the need for immediate understanding. Alan S. Blinder, esteemed Princeton professor, Wall Street Journal columnist, and former vice chairman of the Federal Reserve Board, held off, taking the time to understand the crisis and to think his way through to a truly comprehensive and coherent narrative of how the worst economic crisis in postwar American history happened, what the government did to fight it, and what we can do from here--mired as we still are in its wreckage. With bracing clarity, Blinder shows us how the U.S. financial system, which had grown far too complex for its own good--and too unregulated for the public good--experienced a perfect storm beginning in 2007. Things started unraveling when the much-chronicled housing bubble burst, but the ensuing implosion of what Blinder calls the "bond bubble" was larger and more devastating. Some people think of the financial industry as a sideshow with little relevance to the real economy--where the jobs, factories, and shops are. But finance is more like the circulatory system of the economic body: if the blood stops flowing, the body goes into cardiac arrest. When America's financial structure crumbled, the damage proved to be not only deep, but wide. It took the crisis for the world to discover, to its horror, just how truly interconnected--and fragile--the global financial system is. Some observers argue that large global forces were the major culprits of the crisis. Blinder disagrees, arguing that the problem started in the U.S. and was pushed abroad, as complex, opaque, and overrated investment products were exported to a hungry world, which was nearly poisoned by them. The second part of the story explains how American and international government intervention kept us from a total meltdown. Many of the U.S. government's actions, particularly the Fed's, were previously unimaginable. And to an amazing--and certainly misunderstood--extent, they worked. The worst did not happen. Blinder offers clear-eyed answers to the questions still before us, even if some of the choices ahead are as divisive as they are unavoidable. *After the Music Stopped* is an essential history that we cannot afford to forget, because one thing history teaches is that it will happen again.

The fiasco that sank millions of Americans, including one journalist, who thought he knew better. A veteran New York Times economics reporter, Ed Andrews was intimately aware of the dangers posed by easy mortgages from fast-buck lenders. Yet, at the promise of a second chance at love, he succumbed to the temptation of subprime lending and became part of the economic catastrophe he was covering. In surprisingly short order, he amassed a staggering amount of debt and reached the edge of bankruptcy. In *Busted*, Andrew bluntly recounts his misadventures in mortgages and goes one step further to describe the brokers, lenders, Wall Street players, and Washington policymakers who helped bring that money to his door. The result is a penetrating and often acerbic look at the binge and bust that nearly bankrupted the United States. Enabled by know-nothing complacency in Washington, Wall Street wizards

used "collateralized debt obligations," "conduits," and other inscrutable financial "innovations" to put American home financing into hyperdrive. Millions of Americans abandoned the safety of thirty-year, fixed-rate mortgages and loaded up on debt. While regulators insisted that the markets knew best, Wall Street firms fragmented and repackaged unsound loans into securities that the rating agencies stamped with triple-A seals of approval. Andrews describes a remarkably democratic debacle that made fools out of people up and down the financial food chain. From a confessional meeting with Alan Greenspan to a trek through the McMansion bubble of the OC, he maps the arc of the Frankenstein loans that brought the American economy to the brink. With on-the-ground reporting from the frothiest quarters of the crisis, Andrews locates what is likely to be the high-water mark in America's long-term embrace of higher borrowing, higher risk-taking, and the fervent belief in the possibility of easy profits.

"Award-winning business journalist Rana Foroohar shows how the shortsighted and misguided financial practices that nearly toppled the global economy in 2008 have come to infiltrate all corners of American business--putting us on a dangerous collision course to another economic meltdown that will make 2008 look like a mere blip in the business cycle"--

In spite of its key role in creating the ruinous financial crisis of 2008, the American banking industry has grown bigger, more profitable, and more resistant to regulation than ever. Anchored by six megabanks whose assets amount to more than 60 percent of the country's gross domestic product, this oligarchy proved it could first hold the global economy hostage and then use its political muscle to fight off meaningful reform. *13 Bankers* brilliantly charts the rise to power of the financial sector and forcefully argues that we must break up the big banks if we want to avoid future financial catastrophes. Updated, with additional analysis of the government's recent attempt to reform the banking industry, this is a timely and expert account of our troubled political economy.

**Aftershock**

**Normal Accidents**

**13 Bankers**

**Too Big to Fail**

**Cities, Climate Change and Politics-as-Usual**

**The New New Deal**

**Positive Strategies for Managing and Preventing Out-of-control Behavior**

Reveals the mishandling of the TARP bailout fund, sharing how Geithner and his team failed to fix flaws in the homeowner relief program and that the government served Wall Street's interests over the broader public.

UPDATED FOR 2020 WITH A NEW PREFACE BY NATE SILVER "One of the more momentous books of the decade." —The New York Times Book Review Nate Silver built an innovative system for predicting baseball performance, predicted the 2008 election within a hair's breadth, and became a national sensation as a blogger—all by the time he was thirty. He solidified his standing as the nation's foremost political forecaster with his near perfect prediction of the 2012 election. Silver is the founder and editor in chief of the website *FiveThirtyEight*. Drawing on his own groundbreaking work, Silver examines the world of prediction, investigating how we can distinguish a true signal from a universe of noisy data. Most predictions fail, often at great cost to society, because most of us have a poor understanding of probability and uncertainty. Both experts and laypeople mistake more confident predictions for more accurate ones. But overconfidence is often the reason for failure. If our appreciation of uncertainty improves, our predictions can get better too. This is the "prediction paradox": The more humility we have about our ability to make predictions, the more successful we can be in planning for the future. In keeping with his own aim to seek truth from data, Silver visits the most successful forecasters in a range of areas, from hurricanes to baseball to global pandemics, from the poker table to the stock market, from Capitol Hill to the NBA. He explains and evaluates how these forecasters think and what bonds they share. What lies behind their success? Are they good—or just lucky? What patterns have they unraveled? And are their forecasts really right? He explores unanticipated commonalities and exposes unexpected juxtapositions. And sometimes, it is not so much how good a prediction is in an absolute sense that matters but how good it is relative to the competition. In other cases, prediction is still a very rudimentary—and dangerous—science. Silver observes that the most accurate forecasters tend to have a superior command of probability, and they tend to be both humble and hardworking. They distinguish the predictable from the unpredictable, and they notice a thousand little details that lead them closer to the truth. Because of their appreciation of probability, they can distinguish the signal from the noise. With everything from the health of the global economy to our ability to fight terrorism dependent on the quality of our predictions, Nate Silver's insights are an essential read.

"A crash on the Washington, D.C. metro system. An accidental overdose in a state-of-the-art hospital. An overcooked holiday meal. At first glance, these disasters seem to have little in common. But surprising new research shows that all these events--and the myriad failures that dominate headlines every day--share similar causes. By understanding what lies behind these failures, we can design better systems, make our teams more productive,

and transform how we make decisions at work and at home"--Amazon.com.

With a foreword from Ron Paul, Meltdown is the free-market answer to the Fed-created economic crisis. As the new Obama administration inevitably calls for more regulations, Woods argues that the only way to rebuild our economy is by returning to the fundamentals of capitalism and letting the free market work.

A Novel

Why Success Always Starts with Failure

Meltdown Iceland

Better Business

How Wall Street Destroyed Main Street

No More Meltdowns

The Inside Story of How Wall Street and Washington Fought to Save the Financial System--and Themselves

Winner of the 2019 National Business Book Award A groundbreaking take on how complexity causes failure in all kinds of modern systems—from social media to air travel—this practical and entertaining book reveals how we can prevent meltdowns in business and life. A crash on the Washington, D.C. metro system. An accidental overdose in a state-of-the-art hospital. An overcooked holiday meal. At first glance, these disasters seem to have little in common. But surprising new research shows that all these events—and the myriad failures that dominate headlines every day—share similar causes. By understanding what lies behind these failures, we can design better systems, make our teams more productive, and transform how we make decisions at work and at home. Weaving together cutting-edge social science with riveting stories that take us from the frontlines of the Volkswagen scandal to backstage at the Oscars, and from deep beneath the Gulf of Mexico to the top of Mount Everest, Chris Clearfield and András Tilcsik explain how the increasing complexity of our systems creates conditions ripe for failure and why our brains and teams can't keep up. They highlight the paradox of progress: Though modern systems have given us new capabilities, they've become vulnerable to surprising meltdowns—and even to corruption and misconduct. But Meltdown isn't just about failure; it's about solutions—whether you're managing a team or the chaos of your family's morning routine. It reveals why ugly designs make us safer, how a five-minute exercise can prevent billion-dollar catastrophes, why teams with fewer experts are better at managing risk, and why diversity is one of our best safeguards against failure. The result is an eye-opening, empowering, and entirely original book—one that will change the way you see our complex world and your own place in it.

Brand New for 2018: an updated edition featuring a new afterword to mark the 10th anniversary of the financial crisis The brilliantly reported New York Times bestseller that goes behind the scenes of the financial crisis on Wall Street and in Washington to give the definitive account of the crisis, the basis for the HBO film "Too Big To Fail is too good to put down. . . . It is the story of the actors in the most extraordinary financial spectacle in 80 years, and it is told brilliantly." —The Economist In one of the most gripping financial narratives in decades, Andrew Ross Sorkin—a New York Times columnist and one of the country's most respected financial reporters—delivers the first definitive blow-by-blow account of the epochal economic crisis that brought the world to the brink. Through unprecedented access to the players involved, he re-creates all the drama and turmoil of these turbulent days, revealing never-before-disclosed details and recounting how, motivated as often by ego and greed as by fear and self-preservation, the most powerful men and women in finance and politics decided the fate of the world's economy.

Stopping global warming isn't about better planning, it's about politics.

A compelling look at the B Corp movement and why socially and environmentally responsible companies are vital for everyone's future Businesses have a big role to play in a capitalist society. They can tip the scales toward the benefit of the few, with toxic side effects for all, or they can guide us toward better, more equitable long-term solutions. Christopher Marquis tells the story of the rise of a new corporate form—the B Corporation. Founded by a group of friends who met at Stanford, these companies undergo a rigorous certification process, overseen by the B Lab, and commit to putting social benefits, the rights of workers, community impact, and environmental stewardship on equal footing with financial shareholders. Informed by over a decade of research and animated by interviews with the movement's founders and leading figures, Marquis's book explores the rapid growth of companies choosing to certify as B Corps, both in the United States and internationally, and explains why the future of B Corporations is vital for us all.

Why Our Systems Fail and What We Can Do about It

What Plane Crashes, Oil Spills, and Dumb Business Decisions Can Teach Us About How to Succeed at Work and at Home

The Wall Street Takeover and the Next Financial Meltdown

Living with High Risk Technologies - Updated Edition

The Story behind America's Broken Economy

The life-changing power of mise-en-place to organize your life, work, and mind

Surviving Financial Meltdown

This instant New York Times bestseller offers a withering view of life on Wall Street from the perspective of an unhappy insider who is too hooked on the money to find a way out, even as his career is ruining his marriage and corroding his soul. It's 2005. Nick Farmer is a thirty-five-year-old bond trader with Bear Stearns clearing seven figures a year. The novelty of a work-related nightlife centering on liquor, hookers, and cocaine has long since worn thin, though Nick remains keenly addicted to his annual bonus. But the lifestyle is taking a toll on his marriage—and on him. When a nerdy analyst approaches him with apocalyptic prognostications of where Bear's high-flying mortgage-backed securities trading may lead, Nick is presented with the kind of ethical dilemma he's spent a lifetime avoiding. Throw in a hot financial journalist who seems to be more interested in him than in the percolating financial Armageddon and the prospect that his own wife may have found a new romantic interest of her own, and you have the recipe for Nick's personal and professional implosion. By turns hilarious and harrowing, *Ghosts of Manhattan* follows a winning but flawed protagonist as he struggles to find the right path in a complicated urban heart of darkness

At the onset of the Great Recession, as house prices sank and joblessness soared, many commentators concluded that the economic convictions behind the disaster would now be consigned to history. Yet in the harsh light of a new day, attacks against government intervention and the global drive for austerity are as strong as ever. *Never Let a Serious Crisis Go to Waste* is the definitive account of the wreckage of what passes for economic thought, and how neoliberal ideas were used to solve the very crisis they had created. Now updated with a new afterword, Philip Mirowski's sharp and witty work provides a roadmap for those looking to escape today's misguided economic dogma.

NAMED A BEST BOOK OF 2018 BY THE FINANCIAL TIMES A groundbreaking take on how complexity causes failure in all kinds of modern systems--from social media to air travel--this practical and entertaining book reveals how we can prevent meltdowns in business and life "Endlessly fascinating, brimming with insight, and more fun than a book about failure has any right to be, *Meltdown* will transform how you think about the systems that govern our lives. This is a wonderful book."--Charles Duhigg, author of *The Power of Habit* and *Smarter Faster Better* A crash on the Washington, D.C. metro system. An accidental overdose in a state-of-the-art hospital. An overcooked holiday meal. Surprising new research shows that all these events--and the myriad failures that dominate headlines every day--share similar causes. By understanding what lies behind these failures, we can design better systems, make our teams more productive, and transform how we make decisions at work and at home. Weaving together cutting-edge social science with riveting stories that take us from the frontlines of the Volkswagen scandal to backstage at the Oscars, and from deep beneath the Gulf of Mexico to the top of Mount Everest, Chris Clearfield and András Tilcsik explain how the increasing complexity of our systems creates conditions ripe for failure and why our brains and teams can't keep up--with an emphasis on practical solutions. It's an eye-opening, empowering, and entirely original book--one that will change the way you see our complex world and your own place in it.

New York Times bestseller "A cogent analysis of the concurrent Trump/Brexit phenomena and a dire warning about what lies ahead...a lucid, provocative book." --Kirkus Reviews Those who championed globalization once promised a world of winners, one in which free trade would lift all the world's boats, and extremes of left and right would give way to universally embraced liberal values. The past few years have shattered this fantasy, as those who've paid the price for globalism's gains have turned to populist and nationalist politicians to express fury at the political, media, and corporate elites they blame for their losses. The United States elected an anti-immigration, protectionist president who promised to "put America first" and turned a cold eye on alliances and treaties. Across Europe, anti-establishment political parties made gains not seen in decades. The United Kingdom voted to leave the European Union. And as Ian Bremmer shows in this eye-opening book, populism is still spreading. Globalism creates plenty of both winners and losers, and those who've missed out want to set things right. They've seen their futures made obsolete. They hear new voices and see new faces all about them. They feel their cultures shift. They don't trust what they read. They've begun to understand the world as a battle for the future that pits "us" vs. "them." Bremmer points to the next wave of global populism, one that hits emerging nations before they have fully emerged. As in Europe and America, citizens want security and prosperity, and they're becoming increasingly frustrated with governments that aren't capable of providing them. To protect themselves, many government will build walls, both digital and physical. For instance... \* In Brazil and other fast-developing countries, civilians riot when higher expectations for better government aren't being met--the downside of their own success in lifting millions from poverty. \* In Mexico, South Africa, Turkey, Indonesia, Egypt and other emerging states, frustration with government is on the rise and political battle lines are being drawn. \* In China, where awareness of inequality is on the rise, the state is building a system to use the data that citizens generate to contain future demand for change \* In India, the tools now used to provide essential services for people who've never had them can one day be used to tighten the ruling party's grip on power. When human beings feel threatened, we identify the danger and look for allies. We use the enemy, real or imagined, to rally friends to our side. This book is about the ways in which people will define these threats as fights for survival. It's about the walls governments will build to protect insiders from outsiders and the state from its people. And it's about what we can do about it.

Makers and Takers

97 Things Every Cloud Engineer Should Know

The Beginner's Guide to Systems Large and Small

How Washington Abandoned Main Street While Rescuing Wall Street

Upstream

Never Let a Serious Crisis Go to Waste

Making Money in Real Estate

In this analysis, Shelton calls for a unified international monetary regime—a new Bretton Woods—to lay the foundation for worldwide stability and prosperity in the post-Cold War era. Despite worldwide rhetoric about free trade and the global economy, the leading economic powers have done little to address the most insidious form of protectionism—the inherently unstable international monetary system. In outlining steps toward a new world monetary structure, Judy Shelton elevates the needs of individual producers—who actually create wealth in the global economy—over the programmes of governments.

In *Failure by Design*, the Economic Policy Institute's Josh Bivens takes a step back from the acclaimed *State of Working America* series, building on its wealth of data to relate a compelling narrative of the U.S. economy's struggle to emerge from the Great Recession of 2008. Bivens explains the causes and impact on working Americans of the most catastrophic economic policy failure since the 1920s. As outlined clearly here, economic growth since the late 1970s has been slow and inequitably distributed, largely as a result of poor policy choices. These choices only got worse in the 2000s, leading to an anemic economic expansion. What growth we did see in the economy was fueled by staggering increases in private-sector debt and a housing bubble that artificially inflated wealth by trillions of dollars. As had been predicted, the bursting of the housing bubble had disastrous consequences for the broader economy, spurring a financial crisis and a rise in joblessness that dwarfed those resulting from any recession since the Great Depression. The fallout from the Great Recession makes it near certain that there will be yet another lost decade of income growth for typical families, whose incomes had not been boosted by the previous decade's sluggish and localized economic expansion. In its broad narrative of how the economy has failed to deliver for most Americans over much of the past three decades, *Failure by Design* also offers compelling

graphic evidence on jobs, incomes, wages, and other measures of economic well-being most relevant to low- and middle-income workers. Josh Bivens tracks these trends carefully, giving a lesson in economic history that is readable yet rigorous in its analysis. Intended as both a stand-alone volume and a companion to the new State of Working America website that presents all of the data underlying this cogent analysis, *Failure by Design* will become required reading as a road map to the economic problems that confront working Americans.

In this groundbreaking book, Tim Harford, the Undercover Economist, shows us a new and inspiring approach to solving the most pressing problems in our lives. When faced with complex situations, we have all become accustomed to looking to our leaders to set out a plan of action and blaze a path to success. Harford argues that today's challenges simply cannot be tackled with ready-made solutions and expert opinion; the world has become far too unpredictable and profoundly complex. Instead, we must adapt. Deftly weaving together psychology, evolutionary biology, anthropology, physics, and economics, along with the compelling story of hard-won lessons learned in the field, Harford makes a passionate case for the importance of adaptive trial and error in tackling issues such as climate change, poverty, and financial crises—as well as in fostering innovation and creativity in our business and personal lives. Taking us from corporate boardrooms to the deserts of Iraq, *Adapt* clearly explains the necessary ingredients for turning failure into success. It is a breakthrough handbook for surviving—and prospering—in our complex and ever-shifting world.

Being the Third Edition of *Systemantics*, extensively revised and expanded by the addition of several new Chapters including new Axioms, Theorems, and Rules of Thumb, together with many new Case Histories and Horrible Examples.

The 737 MAX Tragedy and the Fall of Boeing

Confident Decisions in an Uncertain World

Meltdown

Election Meltdown

Dirty Tricks, Distrust, and the Threat to American Democracy

The Quest to Solve Problems Before They Happen