



KEY HIGHLIGHTS

Developing World-Class Professionals

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Developing World-Class Professionals | Career Progression | careers

01

The published title and available caption track cover different topics. This record follows the captions.

02

The official transcript panels repeat another upload's spoken text. W7 adds four non-speech tags.

03

Five Whys is used to move past a symptom towards the underlying problem.

04

Reverse brainstorming turns deliberate failure modes into possible improvements.

05

The clinic exercise produces concrete changes to scheduling, seating, call handling and access.

06

Ownership can mean coordinating an outcome through to completion.

07

Judge a task by how well it serves the intended objective.

08

Publisher clarification is required before treating this as a separate 'world-class professionals' lesson.