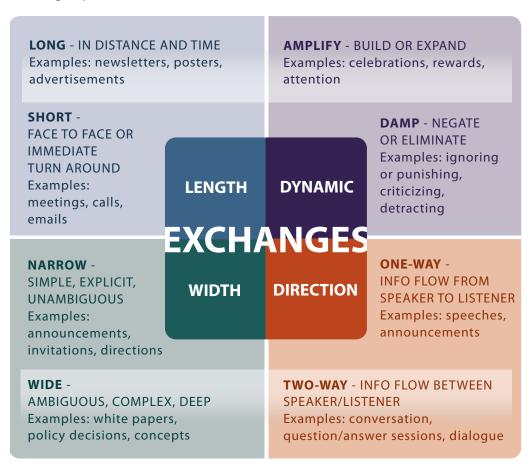


DESIGNING EXCHANGES FOR FIT:

In HSD we define "exchanges" as the ways a system shares information among and between the agents. Conversations, feedback, data, rules, regulations, financial activities--each of these is an example of exchange. We have found that it is possible to design exchanges in your system to serve a particular purpose and to fit a particular context. Consider four dimensions of exchanges, each with its own design options.



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