



From: Edmondson, Amy
Sent: Friday, September 1, 2017 12:12 PM EDT
To: Schlesinger, Len; Crispi, Angela; Gilson, Stuart; Cunningham, Jean
Subject: Re: Chat board on the suit and the issue

Good to know

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Teaming: How organizations learn, innovate and compete in the knowledge economy (Jossey-Bass, 2012)

From: "Schlesinger, Len" <lschlesinger@hbs.edu>
Date: Friday, September 1, 2017 at 12:12 PM
To: "Crispi, Angela" <acrispi@hbs.edu>, "Gilson, Stuart" <sgilson@hbs.edu>, "Edmondson, Amy" <aedmondson@hbs.edu>, "Cunningham, Jean" <jcunningham@hbs.edu>
Subject: Chat board on the suit and the issue

.... with many posts by bedelman..FYI
<http://www.flyvertalk.com/forum/american-airlines-aadvantage-pre-consolidation-usair/1694830-dot-complaint-missing-baggage-information-eticket-confirmation-1.html>