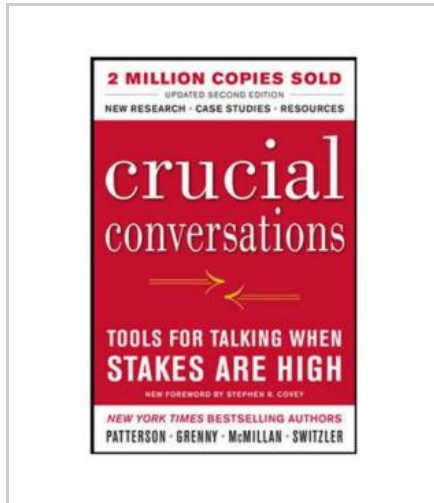




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By Joseph Grenny, Al Switzler, Kerry Patterson, Ron Mcmillan

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