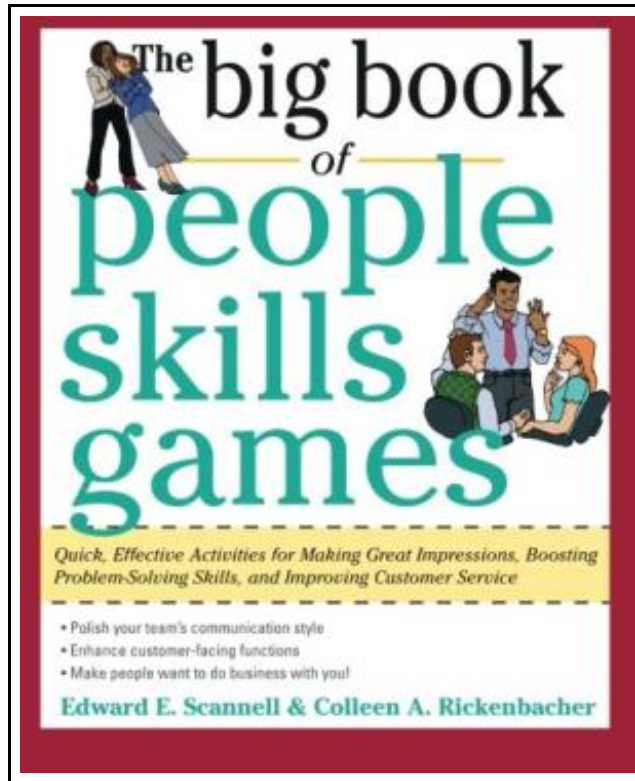


The Big Book of People Skills Games: Quick, Effective Activities for Making Great Impressions, Boosting Problem-solving Skills and Improving Customer Service



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