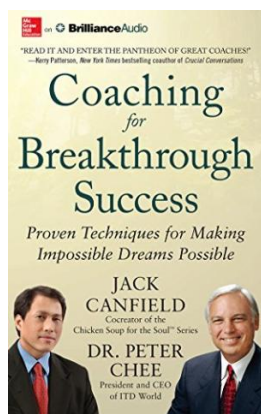


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- Authored by Kerry Patterson, Joseph Grenny, Ron McMillan
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