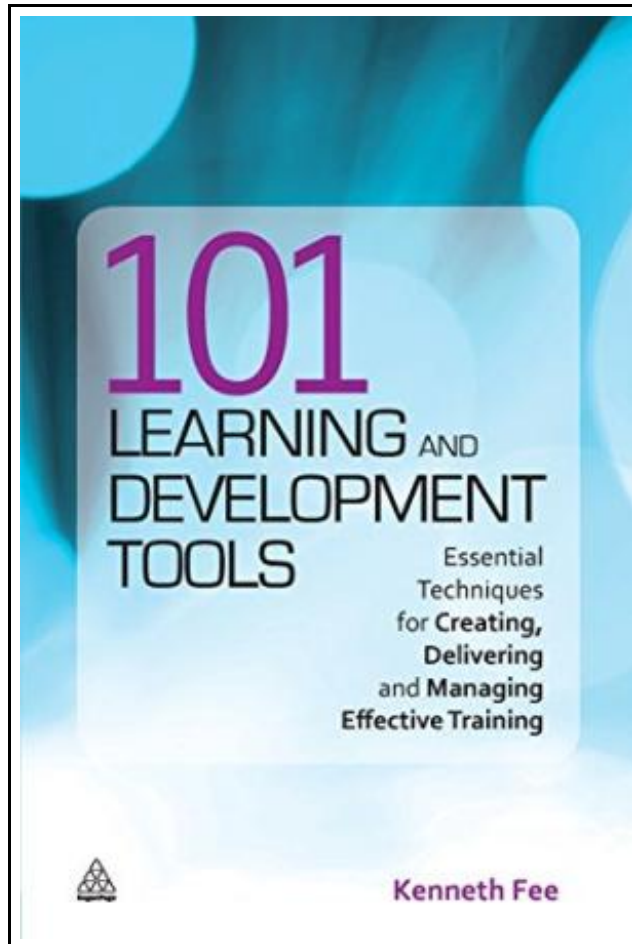# 101 Learning and Development Tools: Essential Techniques for Creating, Delivering and Managing Effective Training



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