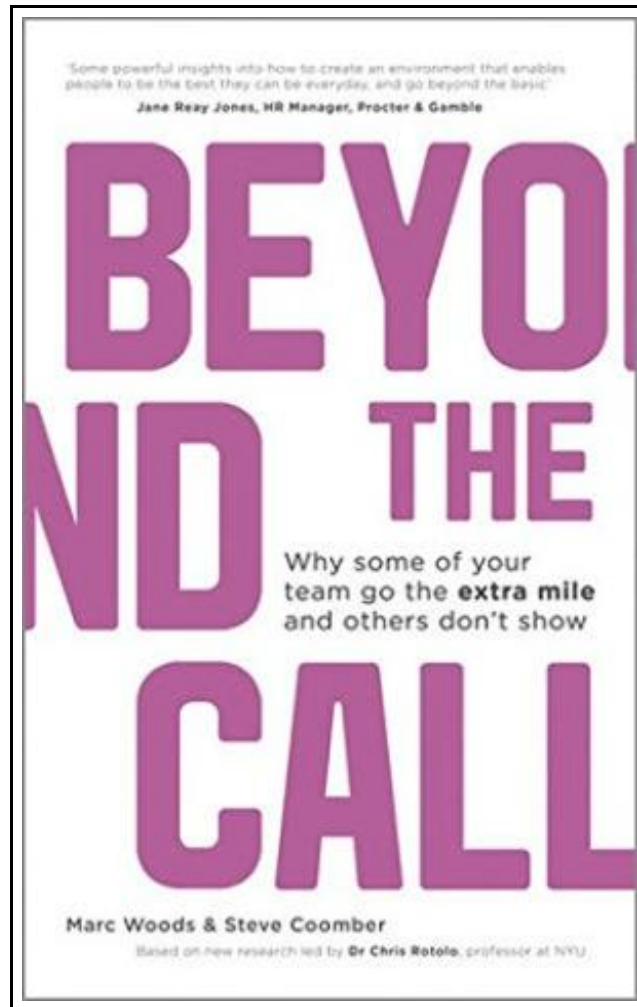


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BEYOND THE CALL: WHY SOME OF YOUR TEAM GO THE EXTRA MILE AND OTHERS DON'T SHOW



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