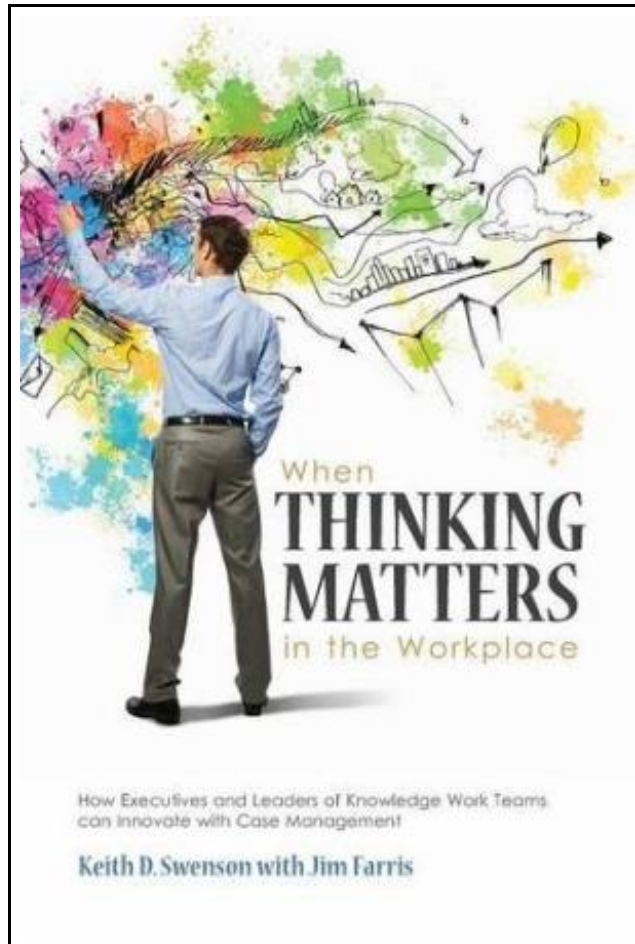


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(Letha Okuneva)

WHEN THINKING MATTERS IN THE WORKPLACE: HOW EXECUTIVES AND LEADERS OF KNOWLEDGE WORK TEAMS CAN INNOVATE WITH CASE MANAGEMENT



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