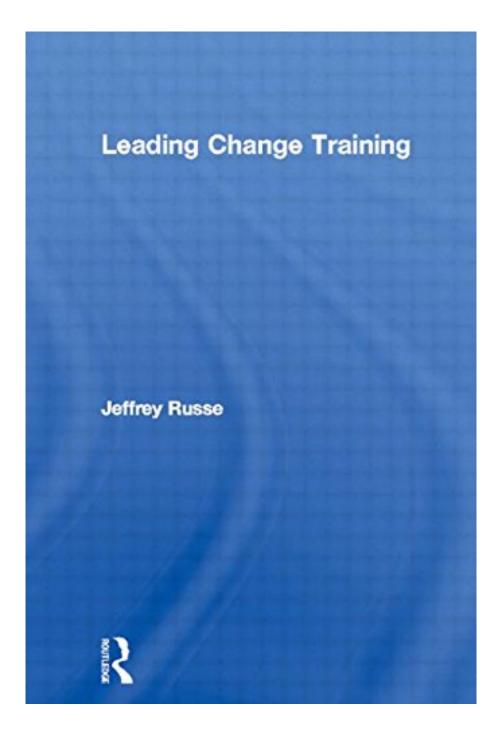


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Here's a tool that practices what it preaches--it's adaptable, real, and allows for focus in a variety of situations. Its solutions are doable. It's more than a tool--it's a toolbox full of tools! --Michael T. Hiller, Vice President Lending/Administration, Stanford Federal Credit Untion

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- build support and reduce resistance to organisational change
- become a more effective and efficient facilitator
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