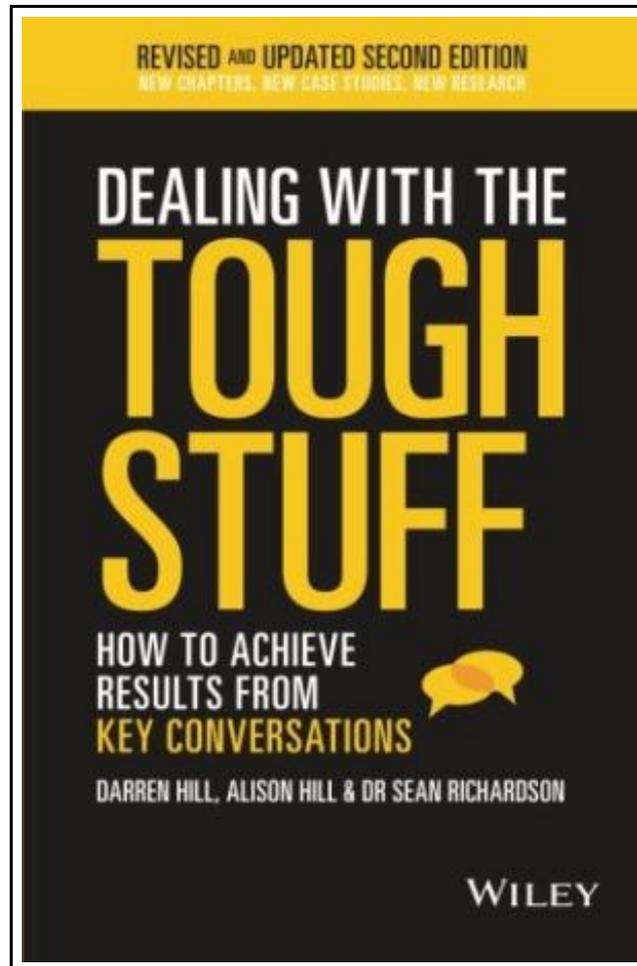


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DEALING WITH THE TOUGH STUFF: HOW TO ACHIEVE RESULTS FROM KEY CONVERSATIONS

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