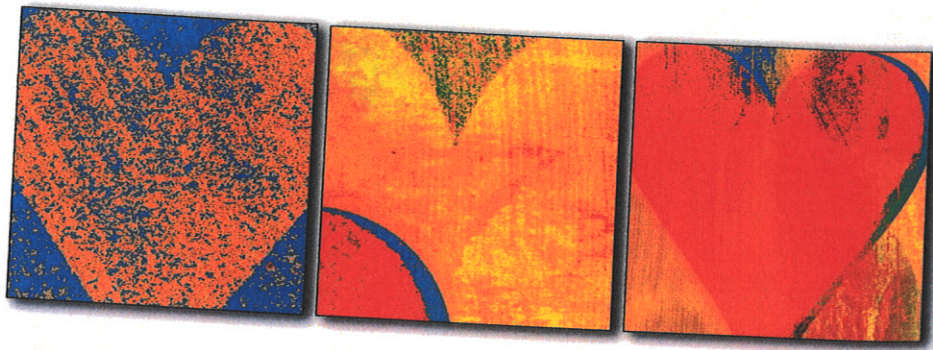


The Heart of Change

Real-Life Stories of How People
Change Their Organizations



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