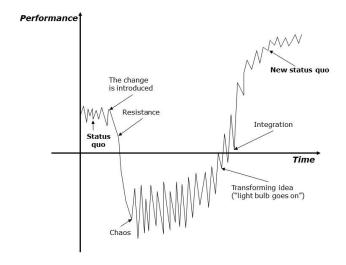


Chapter 11, "Lead People Through Change"

Section 11.1, "What Happens to Performance During Change?"

The Satir Change Curve



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