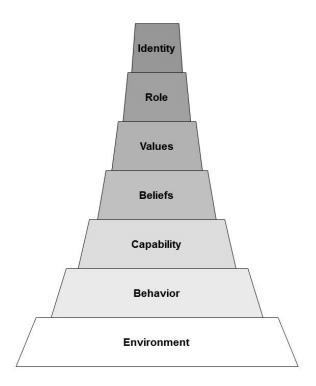


Chapter 11, "Lead People Through Change"

Section 11.5, "Why Do Some Changes Stick Better Than Others?"

The Logical Levels of Change



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