



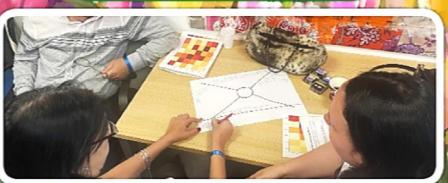


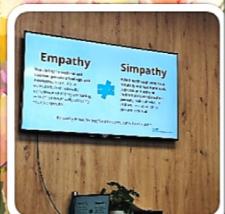
"Our biggest communication problem is that we don't listen to **understand** — we listen to **reply**"











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