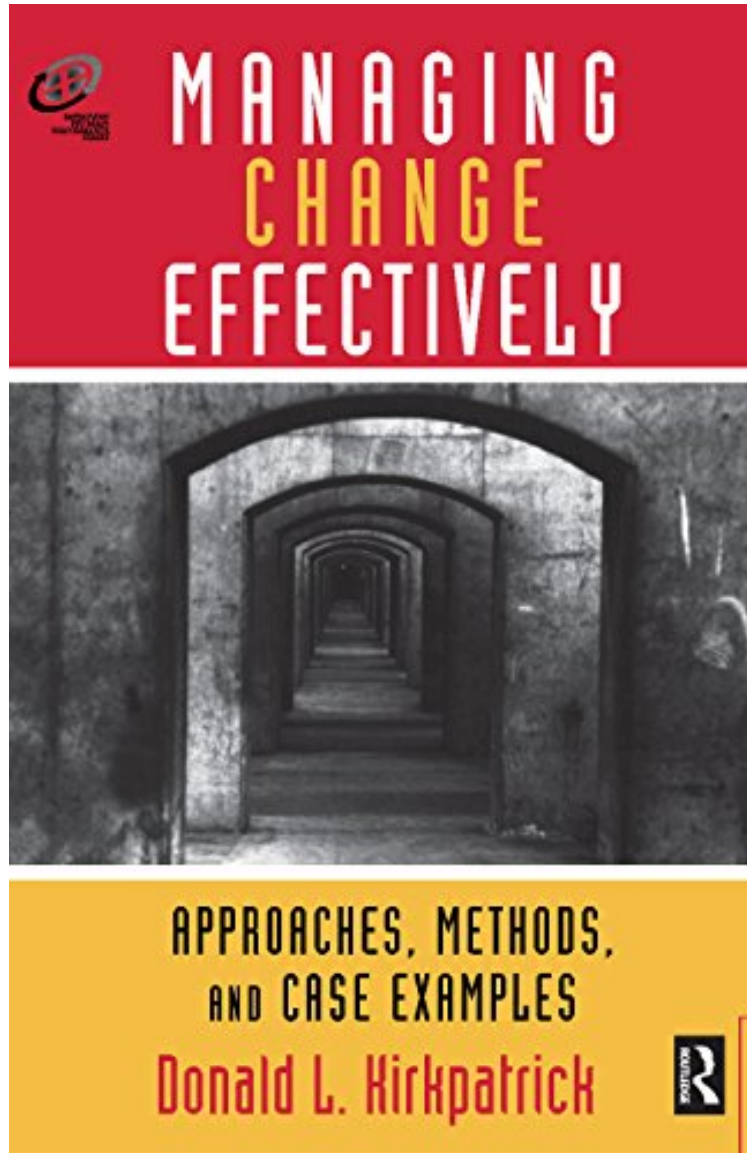


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## Managing Change Effectively (Improving Human Performance)

*Donald L. Kirkpatrick*

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