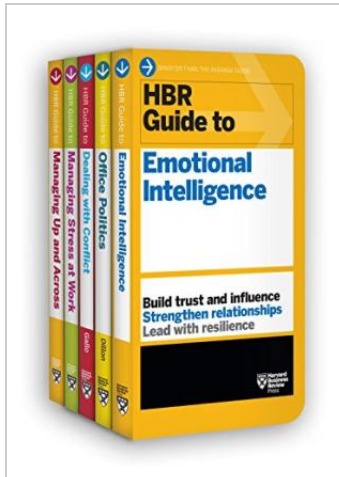




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By Harvard Business Review, Karen Dillon, Amy Gallo

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