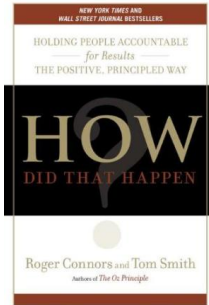


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# HOW DID THAT HAPPEN?: HOLDING PEOPLE ACCOUNTABLE FOR RESULTS THE POSITIVE, PRINCIPLED WAY (HARDBACK)



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- Authored by Tom Smith, Roger Connors
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