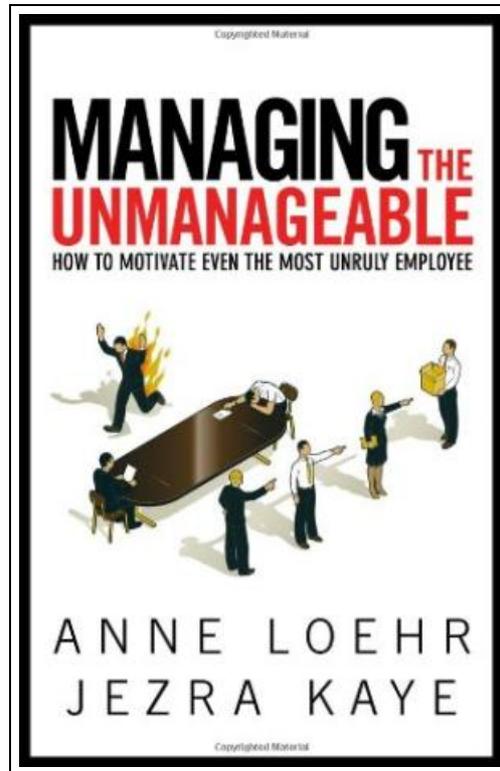


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MANAGING THE UNMANAGEABLE: HOW TO MOTIVATE EVEN THE MOST UNRULY EMPLOYEE



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