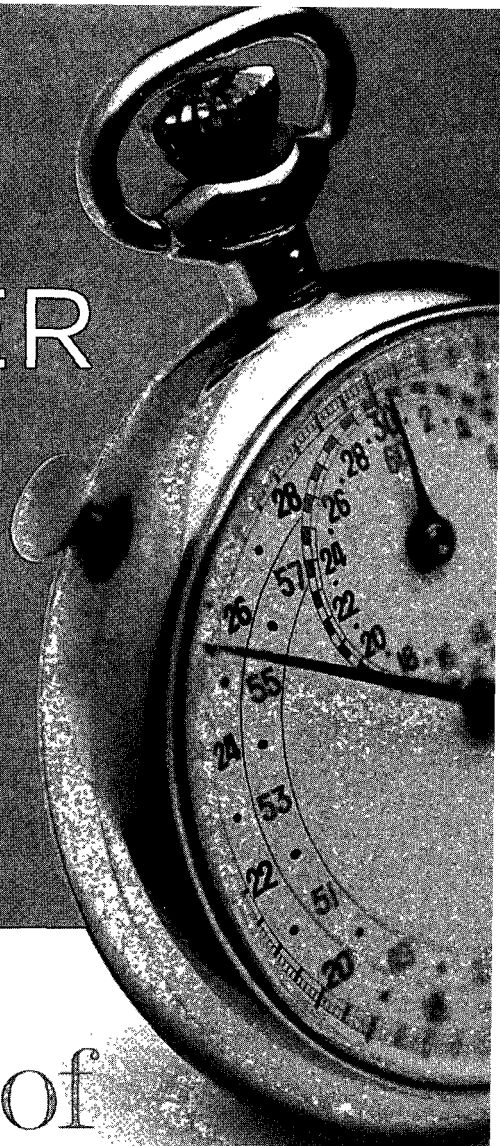


JOHN  
KOTTER



a sense of  
urgency

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