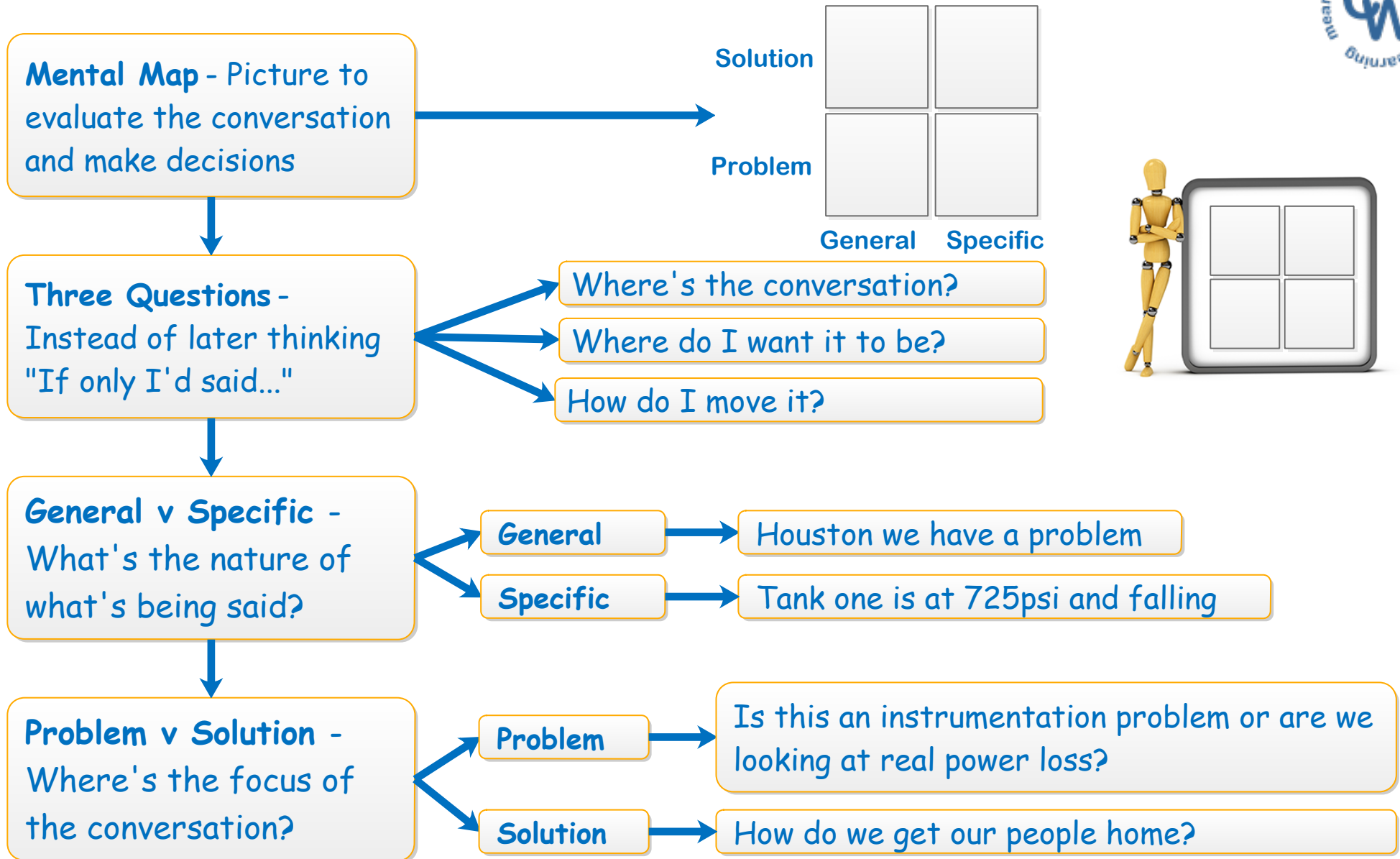


Conversation Control Part 1 - Understanding the Map



Source: Developed from the work of Charles Margerison and his book Conversation Control for Managers

