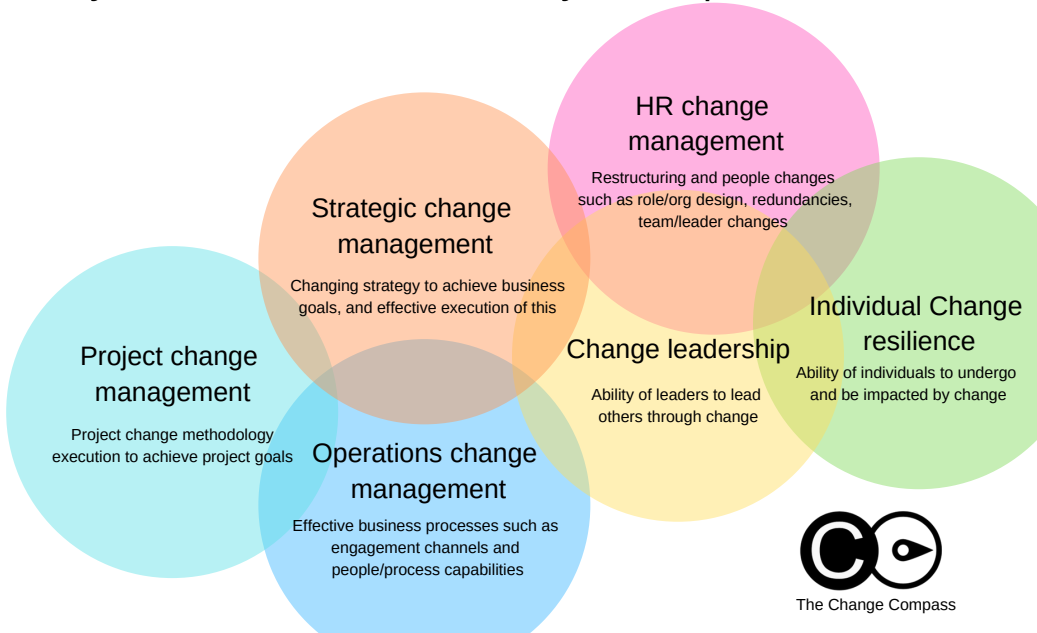


Managing change

Why lots of functions think they are experts



The Change Compass