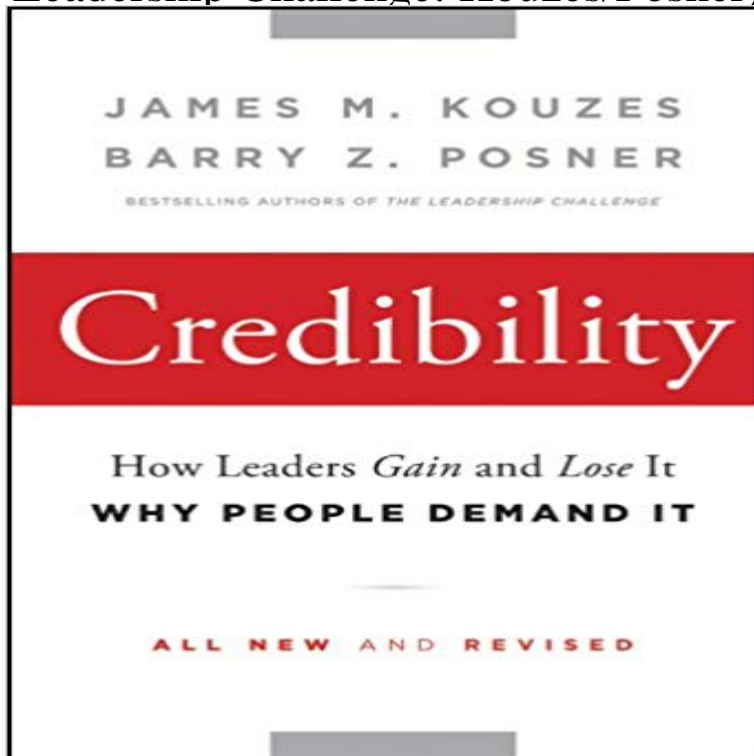


Credibility: How Leaders Gain and Lose It, Why People Demand It (J-B Leadership Challenge: Kouzes/Posner)



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