



Berrett-Koehler
Publishers

A community dedicated to creating a world that works for all

Fall 2010 Catalog

BK Life
BK Currents
BK Business



Dear Members of the Berrett-Koehler Community,

Given all the recent media focus on e-readers, we thought now would be a good time to update you on Berrett-Koehler's digital publishing efforts.

On April 3, 2010, Apple released its much-anticipated iPad and launched an online bookstore. Many of Berrett-Koehler's newest and bestselling books were available for sale the day the iBookstore opened, and all new BK titles will be available going forward. Separately, we will be experimenting this year with developing media-rich applications ("apps") for Apple devices.

Of course, more than 240 ebooks and 220 digital whitepapers are available for purchase via our website, www.bkconnection.com. And we also continue to make our authors' content available for sale through a growing stable of other valued retail and licensing partners—for more details, see page 19.

We recognize that the ongoing viability of the publishing industry depends on the ability to "think outside the book." We must prepare for a rapidly approaching future in which the business of publishing is much broader than the business of selling printed books. At 5 percent of overall BK revenues in 2009, digital sales are still a small slice of the pie relative to print sales and translation rights revenue; however, we share the widely held belief that demand for digital content will continue to grow dramatically in 2010 and beyond.

Competing in this digital future will require us to develop, chunk, adapt, store, and retrieve our digital content in a manner that will facilitate rapid and flexible repurposing. We recognize that operating in this demanding environment will require shifting to new work practices (technically known as XML workflows)—and that such a shift will require significant investment over time. We are now developing a strategic plan for a sweeping XML-based overhaul of all our systems that will facilitate this necessary evolution at Berrett-Koehler.

We are also launching a new social network site to complement our e-commerce-oriented bkconnection.com site. BKcommunity.com is a virtual meeting place for BK stakeholders from around the world to engage with kindred spirits to create a world that works for all. For more details, see page 18.

Thank you for your continued support of our efforts to create a world that works for all. If you have any questions or comments about our digital initiatives, please email Bonnie Kaufman, our Digital Community Builder: bkaufman@bkpub.com.

The Berrett-Koehler Digital Team

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Thom Hartmann

Rebooting the American Dream

11 Ways to Rebuild Our Country

- By America's #1 progressive radio talk show host
- Draws on American history to offer proven solutions to America's current problems
- Controversial, impassioned, insightful, iconoclastic—typical Thom Hartmann

If something is wrong with your computer, you reboot—start over. That is what Thom Hartmann is advocating to restore an America beset by problems like joblessness, declining wages, huge disparities in wealth, corruption, environmental degradation, and corporate domination. The answers can be found by going back to the operating system designed by our Founding Fathers and refined by both Democrats and Republicans—until a virus called Reaganomics began to damage it, and subsequent attacks under both Bushes and even Clinton weakened it even further.

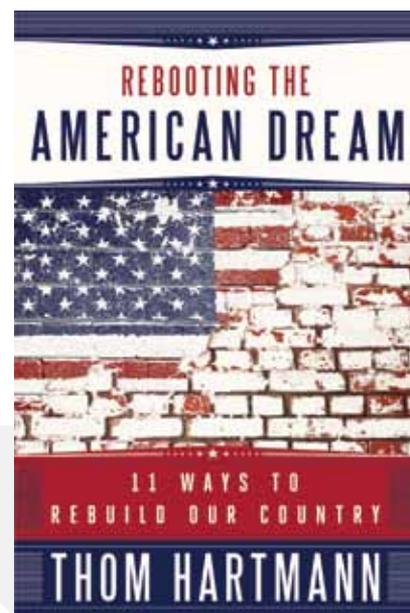
Almost every initiative Hartmann is advocating here is rooted in America's past—ideas that worked, and worked well, for decades. Hartmann demolishes the specious arguments so-called conservatives have used to undermine these ideas and details the disastrous results of their “reforms.”

For example, until the 1980s America had a tariff-based trade policy, and American industry was healthy and American wages strong—what has been the result since we replaced this policy with “free trade”? America curbed corporate power since the earliest days of the republic—why are we now refusing to enforce the Sherman Antitrust Act and allowing corporations unfettered access to the political process, something Theodore Roosevelt fought against? Medicare is popular and efficient—why not make it available to everybody, particularly since, as Hartmann reveals, it was designed to be easily scaled up? Not only do tax cuts like those championed by Reagan and Bush help only the wealthy, but the record proves higher tax rates actually drive wages up—so why not roll back those tax breaks for billionaires and lose our knee-jerk aversion to tax increases?

On issue after issue Hartmann argues that the way forward is to look back, to tap into the wisdom residing in two and a half centuries of American history. Some of his conclusions will be controversial, such as his calls to crack down on illegal immigration and to reinstate the draft. But the litmus test for each is not political correctness but whether or not it serves to strengthen this country we all love and make life better for her citizens.

Thom Hartmann is the nation's leading progressive talk radio host, heard on over a hundred stations, as well as on XM and Sirius radio, and seen on live nationwide television via the Free Speech TV network. He is the bestselling author of twenty books, including *Unequal Protection*, *Threshold*, *Screwed*, *Cracking the Code*, and *The Last Hours of Ancient Sunlight*.

Coming in October



Publication date: October 2010
\$24.95, hardcover, 216 pages
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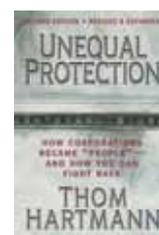
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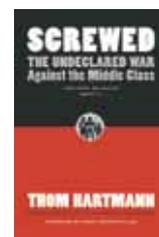
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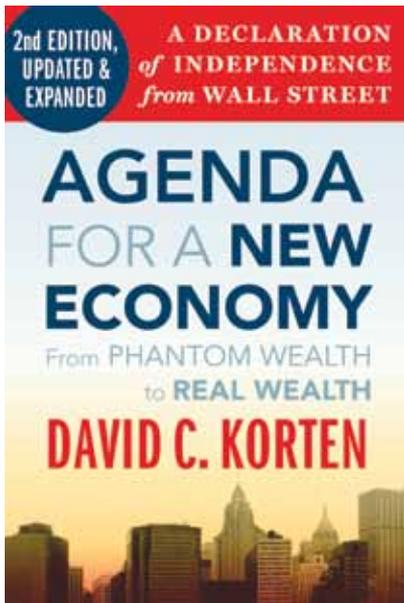


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David C. Korten

Agenda for a New Economy

From Phantom Wealth to Real Wealth
Second Edition, Updated and Expanded



Publication date: August 2010
\$17.95, paperback, 336 pages
5 1/2" x 8 1/2"

ISBN 978-1-60509-375-8

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Current Affairs/Economics
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- By the author of the bestselling classic *When Corporations Rule the World*
- New edition includes an analysis of events since the election of Barack Obama and a more detailed vision of the alternative to the Wall Street economy
- Outlines bold reforms that address the fundamental causes of the economic meltdown, not superficial fixes

Nearly two years after the economic meltdown, joblessness and foreclosures are still endemic, Wall Street executives are once again getting massive bonuses, and there doesn't seem to be the will in Washington to make desperately needed *fundamental* changes to the economy. Change will have to come from below. This second edition of *Agenda for a New Economy* is the handbook for that revolution.

The root of the problem remains what it was in 2008: Wall Street institutions that have perfected the art of creating “phantom wealth”—mere numbers on paper—without producing anything of real value and without any thought of the social consequences. “Wall Street operates as a criminal syndicate engaged in financial scams and extortion rackets that impose unbearable costs on society while serving no beneficial function not better met in other ways,” Korten writes. In a new chapter, he looks at how events since September 2008 have simply proven that the predatory Wall Street leopard cannot change its spots.

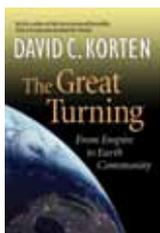
In the new edition, Korten has fleshed out his vision of the alternative to the corporate Wall Street economy: a Main Street economy based on locally owned, community-oriented “living enterprises” whose success is measured as much by their positive impact on people and the environment as by their positive balance sheets. We will lose nothing because, as Korten ably demonstrates, the supposed services Wall Street offers are simply a con game. And, having reluctantly given up on the possibility of any substantial change from the top, Korten now offers more in-depth advice on how to mount a grassroots campaign to bring about an economy based on shared prosperity, ecological stewardship, and citizen democracy.

“At last, a book by one of our most brilliant economic thinkers that outlines the real causes of—and solutions to—the current economic crisis.”

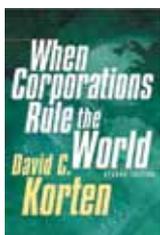
—John Perkins, author of *Confessions of an Economic Hit Man* and *The Secret History of the American Empire*

David Korten is president and founder of the People-Centered Development Forum and is cochair of the New Economy Working Group. He is a cofounder and board chair of *YES!* magazine, a board member of the Business Alliance for Local Living Economies, an associate of the International Forum on Globalization, and a member of the Club of Rome. He is the author of *The Great Turning*, *When Corporations Rule the World*, and *The Post-Corporate World*.

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Tony Bingham and Marcia Conner

Foreword by Daniel Pink

The New Social Learning

A Guide to Transforming Organizations Through Social Media

- The first book to help organizations understand how social media can harness the brainpower and experiences of colleagues working across the globe
- Cowritten by the CEO of the world's largest association for workplace learning professionals and a Peoplesoft and Microsoft executive, now a business consultant and writer for *Fast Company*
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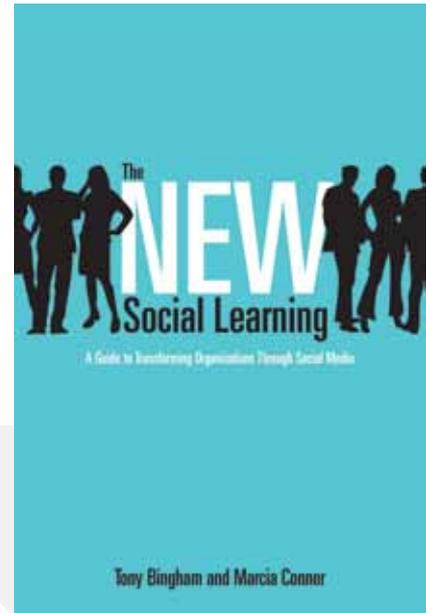
Most business books on social media have focused exclusively on using it as a marketing tool. Many employers see it as a workplace distraction. But social media has the potential to revolutionize workplace learning. People have always learned best from one another—social media enables colleagues around the world and throughout the organization to interact as easily as if they were side by side. *The New Social Learning* is the most authoritative guide available to leveraging these powerful new technologies.

Tony Bingham and Marcia Conner explain why social media is the ideal solution to some of the most pressing challenges organizations face today, such as widely dispersed employees and striking differences in work styles across generations. They answer common objections to using social media for collaboration and knowledge-building, showing how to win over even resistant leaders.

Social media technologies—everything from 140-character “microsharing” messages to media-rich online communities to complete virtual environments and more—enable people to connect, collaborate, and innovate on levels never dreamed of before. They make learning dramatically more engaging, efficient, enjoyable, and effective. This widely anticipated book helps organizations create a contemporary workplace strategy that is as timely as it is transformative.

Tony Bingham is president and chief executive officer of the American Society for Training & Development (ASTD). ASTD's members and associates work in thousands of organizations across many industries in more than 100 countries. Before joining ASTD, Tony was the senior vice president, technology, and operations for Britannica.com.

Marcia Conner, vice president at Pistachio Consulting, works at the intersection of enterprise social messaging and workplace learning, focusing on trends, markets, and dynamics shaping a distributed, collaborative, and cross-generational culture. She is former vice president and information futurist for PeopleSoft, author of *Learn More Now: 10 Steps to Learning Better, Smarter, and Faster*, coauthor of *Creating a Learning Culture: Strategy, Practice, and Technology*, and writes the “Learn at All Levels” column for *Fast Company*.

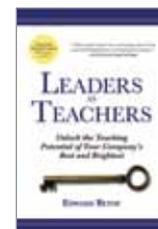


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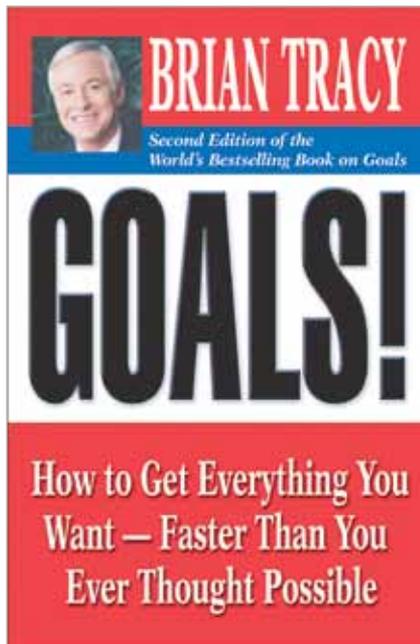


Renie McClay
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Brian Tracy

Goals!

How to Get Everything You Want—Faster Than You Ever Thought Possible



- New edition of the bestselling book on setting and achieving goals—more than 250,000 copies of the first edition sold in twenty-two languages
- Updated and expanded throughout with three new chapters
- Written by one of the world's best-known authorities on personal achievement—his many books and audios have sold millions worldwide

Brian Tracy opens this book with a story. A group of successful men got together to talk about their lives. Each of them had started from nothing many years before. As they discussed the reasons why they had managed to achieve so much in life, the wisest man among them spoke up and said that, in his estimate, “success is goals, and all else is commentary.”

No one is better equipped to write about goals than Brian Tracy, who lifted himself up from dead broke-high school dropout to CEO of a worldwide company, prolific author, and sought-after speaker. Based on more than twenty years of experience and research, *Goals!* presents Tracy's simple, powerful, and effective goal-setting and goal-achieving methodology that has been used by more than one million people to achieve extraordinary things.

The book explains the seven key elements of goal setting and the twelve steps that are necessary to set and accomplish goals of any size. Each chapter provides a series of practical, proven steps that individuals can use to be more effective in moving rapidly toward their chosen objectives. Tracy shows how to build your self-esteem and self-confidence, approach every problem or obstacle forthrightly, overcome difficulties, respond to challenges, and continue forward toward your goals, no matter what happens.

In this revised and expanded second edition, Tracy has added three new chapters addressing areas in which goals can be most rewarding but also the toughest to set and keep: finances, family, and health.

Goals! breaks through the fog of contradictory ideas on goal setting and provides a proven system for achievement that you will be able to use for the rest of your life.

Brian Tracy is chairman and CEO of Brian Tracy International, a company specializing in the training and development of individuals and organizations. He has consulted for more than 1,000 companies and addressed more than 5,000,000 people in 5,000 talks and seminars worldwide. He is the author of forty-five books, including *Eat That Frog!*, *Flight Plan*, and *The 100 Absolutely Unbreakable Laws of Business Success*.

Publication date: August 2010
\$18.95 paperback, 288 pages
5 1/2" x 8 1/2"

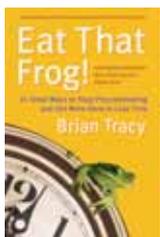
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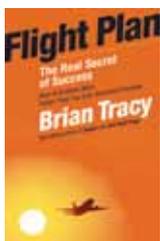
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Mark Levy

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- Teaches the liberating technique of freewriting, which helps people produce breakthrough ideas and solve problems in minutes
- Levy's witty ideation tips and techniques—seven new to this edition—make freewriting fun, easy, and enlightening
- Includes a new section on using freewriting to generate material for books, articles, blogs, and more

When it comes to creating ideas, we hold ourselves back. That's because inside each of us is an internal editor whose job is to forever polish our thoughts so we sound smart and in control and so we fit into society. But what happens when we encounter problems where such conventional thinking fails us? How do we get unstuck?

For Mark Levy, the answer is freewriting, a technique he's used for years to solve all types of business problems and generate ideas for books, articles, and blog posts.

Freewriting is deceptively simple: Start writing as fast as you can, for as long as you can, about a subject you care deeply about, while ignoring the standard rules of grammar and spelling. Your internal editor won't be able to keep up with your output and will be temporarily shunted into the background. You'll now be able to think more honestly and resourcefully than before and will generate breakthrough ideas and solutions that you couldn't have created any other way.

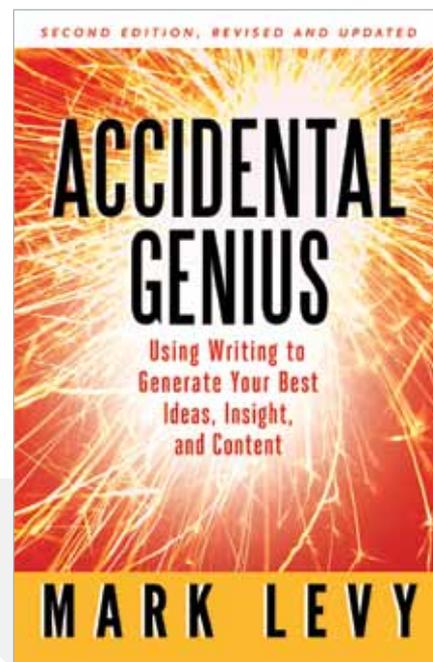
Levy shares six freewriting secrets designed to knock out your editor and let your genius run free. He also includes fifteen problem-solving and creativity-stimulating principles you can use if you need more firepower—seven of which are new to this edition—and stories of problems he and others have solved through freewriting.

Also new to this edition: an extensive section on how to refine your freewriting into something you can share with the world. Although Levy originally taught freewriting as a private brainstorming technique, over the years he and his clients have found that, with some tweaking, it's a great way to generate content for books, articles, and other thought-leadership pieces.

"I've been a fanboy of *Accidental Genius* and the genius of Mark Levy for five years now, and I couldn't work without these ideas."

—David Meerman Scott, author of *The New Rules of Marketing and PR*

Mark Levy is the founder of the marketing strategy firm Levy Innovation (www.levyinnovation.com). He has written for the *New York Times*, has authored or cocreated five books, and has taught writing at Rutgers University. He is also a magic illusion designer—his work has been performed off-Broadway, in Las Vegas, and on all the major television networks.



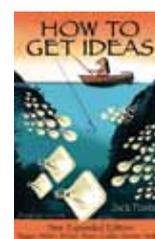
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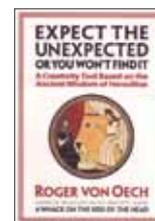
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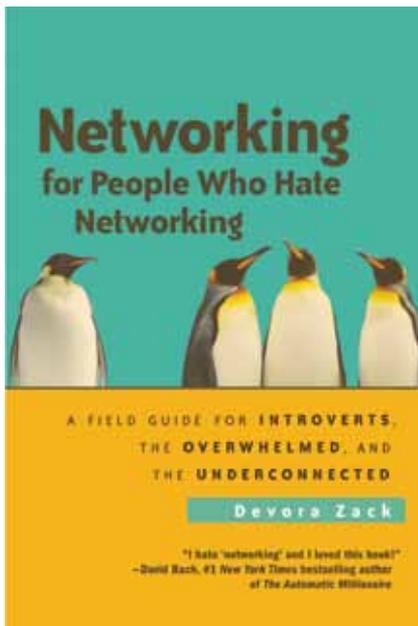


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Devora Zack

Networking for People Who Hate Networking

A Field Guide for Introverts, the Overwhelmed, and the Underconnected



- Shows how the networking-averse can succeed by working with the very traits that make them hate traditional networking
- Written by a proud introvert who is a gifted networker
- Includes field-tested tips and techniques for virtually any situation

Are you the kind of person who would rather get a root canal than face a group of strangers? Does the phrase “working a room” make you want to retreat to yours? Does traditional networking advice seem like it’s in a foreign language?

Devora Zack, an avowed introvert and successful consultant who gives presentations to thousands of people at dozens of events annually, feels your pain. She found that most networking advice books assume that to succeed you have to be an extrovert. Or at least learn how to fake it. Not at all. There is another way.

This book shatters stereotypes about people who dislike networking. They’re not shy or misanthropic. Rather, they tend to be reflective—they think before they talk. They focus intensely on a few things rather than broadly on a lot of things. And they need time alone to recharge. Because they’ve been told networking is all about small talk, big numbers, and constant contact, they assume it’s not for them.

But it is! Zack politely examines and then smashes to tiny fragments the “dusty old rules” of standard networking advice. She shows how the very traits that make many people hate networking can be harnessed to forge an approach just as effective as more traditional techniques, if not better. And she applies it to all kinds of situations, not just formal networking events. After all, as she says, life is just one big networking opportunity—a notion readers can now embrace.

Networking enables you to accomplish the goals that are most important to you. But you can’t adopt a style that goes against who you are—and you don’t have to. “I have never met a person who did not benefit tremendously from learning how to network—on his or her own terms,” Zack writes. “You do not succeed by denying your natural temperament; you succeed by working with your strengths.”

“I hate ‘networking’ and I loved this book! Devora Zack knows networking, and her mission to make it easy and fun for you comes through on every page.”

—David Bach, #1 *New York Times* bestselling author of *The Automatic Millionaire*

Devora Zack is president of Only Connect Consulting, a firm specializing in leadership and team development, strategic planning, seminars, corporate retreats, and coaching. Her clients include the Smithsonian Institution, Cornell University, Deloitte, the Department of Homeland Security, the U.S. Department of Education, and many others.

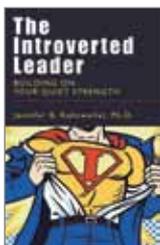
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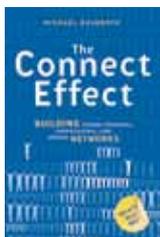
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Margaret J. Wheatley
Paintings by Asante Salaam

Perseverance

- By the bestselling author of *Leadership and the New Science* and *Turning to One Another*
- Thoughtful, compassionate reflections on how we can maintain our focus, direction, and energy despite difficulties, challenges, and disappointments
- Illuminated both by beautiful original paintings and by poems and quotations from a variety of traditions and cultures

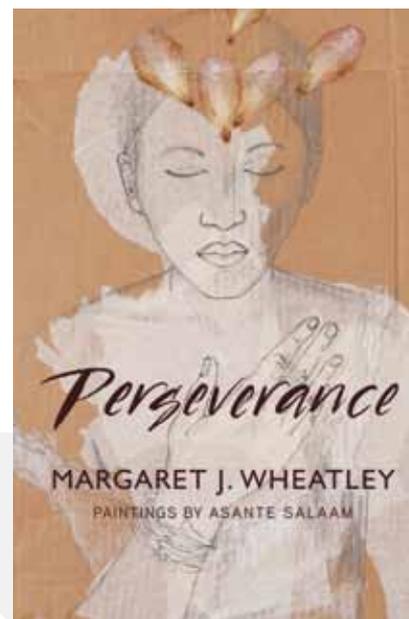
In this inspiring and beautifully illustrated book, bestselling author Margaret Wheatley offers guidance to people everywhere for how to persevere through challenges in their personal lives, with their families, at their workplaces, in their communities, and in their struggles to make a better world. She provides hope, wisdom, and perspective for learning the discipline of perseverance.

Wheatley does not offer the usual feel-good, rah-rah messages. Instead, she focuses on the situations, feelings, and challenges that can, over time, cause us to lose heart or lose our way. Perseverance is a day-by-day decision not to give up. We have to notice the moments when we feel lost or overwhelmed or betrayed or exhausted and choose how we respond to them. And we have to notice the rewarding times, when we experience the joy of working together on something hard but worthwhile, when we realize we've made a small difference.

In a series of concise and compassionate essays, Wheatley names a behavior or dynamic—such as fearlessness, guilt, joy, jealousy—that supports or impedes our efforts to persevere. She puts each in a broader human or timeless perspective, offering ways to either live with or transcend each one. These essays are self-contained—you can thumb through the book and find what attracts you in the moment. *Perseverance* helps us to see ourselves and our situations clearly and assume responsibility for changing a situation or our reaction to it if it's one that troubles us. There deliberately are no examples of other people or their experiences. You are the example—your personal experiences are the basis for change.

In addition to Wheatley's graceful essays, *Perseverance* includes poems and quotations drawn from traditions and cultures around the world and throughout history. The book is deeply grounded spiritually, accessing human experience and wisdom from many sources. This grounding and inclusiveness support the essential message—human beings throughout time have persevered. We're just the most recent ones to face these challenges, and we can meet them as those who came before us did. It's just our turn to work for the people, causes, and places we love.

Margaret J. Wheatley is president emerita of the Berkana Institute, a global foundation partnering with communities that draw upon the wealth and wisdom of their people, traditions, and environments. She is the author of several books including *Leadership and the New Science*, *A Simpler Way* (with Myron Rogers), *Turning to One Another*, and *Finding Our Way*.

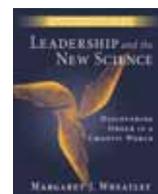


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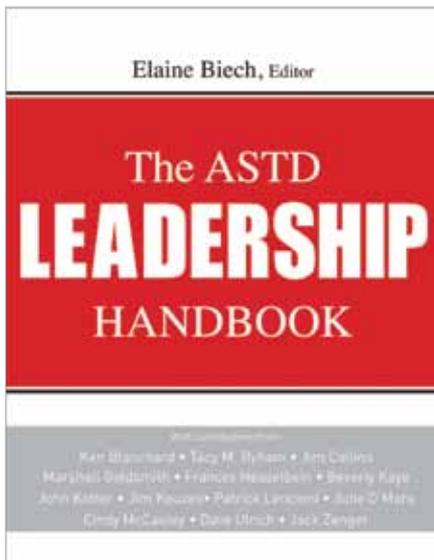
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Elaine Biech, Editor

The ASTD Leadership Handbook



- Provides a complete overview and practical strategies on a full range of leadership topics
- Contributors include more than forty-five renowned experts in the leadership field
- Includes more than sixty activities, tools, and assessments for application of principles and concepts.

Featuring a who's who of leadership gurus, *The ASTD Leadership Handbook* is an exciting compilation of insights, ideas, and tools that will enable individuals, teams, and organizations to fully develop their leadership capabilities. It provides a complete overview of leadership and covers a full range of topics, including competencies, development, attributes, and current challenges, taking a broad view of what leadership means. Editor Elaine Biech and her team worked to carefully match up topics with the leading authorities: William Byham on leadership development, Ken Blanchard on ethics, Bill George on authenticity, John Kotter on leading change, Marshall Goldsmith on coaching, Dave Ulrich and Norm Smallwood on getting results, Patrick Lencioni on teams, Leonard Goodstein on strategic planning, Frances Hesselbein on leading the workforce of the future, and many more.

The ASTD Leadership Handbook's five sections—Leadership Competencies, Leadership Development, Characteristics of Successful Leaders, Contemporary Leadership, and the Global Role of Leadership—cover all the major leadership areas. Chapters are written from a practical perspective, enabling readers to immediately put the wisdom and experience of the authors to use in their own lives and organizations. The book also includes three dozen tools to help you apply the concepts, such as John Kotter's Eight-Step Change Model, Bill Gentry's Checklist for Avoiding Leader Derailment, Marshall Goldsmith's Mini Coaching Survey, Beverly Kaye and Sharon Jordan-Evan's Jerk Checklist, and Leonard Goodstein's Applied Strategic Planning Model. These tools are available as free downloads on the book's accompanying website.

This handbook sets itself apart in a crowded field by emphasizing leadership development and providing practical approaches to address this crucial need. When you pick up *The ASTD Leadership Handbook* you hold almost 2,000 years of experience in your hands. This will surely be the definitive leadership resource for many years to come.

Elaine Biech is president and managing principal of ebb associates inc, an organization development firm that helps business, government, and nongovernment organizations work through large-scale change. She has been in the training and consulting field for more than thirty years and is a highly regarded author and editor.

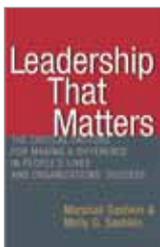
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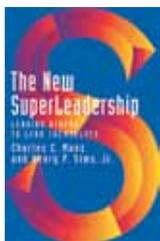
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Daniel R. Tobin

Feeding Your Leadership Pipeline

How to Develop the Next Generation of Leaders in Small to Mid-Sized Companies

- Addresses the need to fill the looming leadership gap in organization's as more than 78 million baby boomers leave the workforce
- Focuses on the unique challenges of small to mid-sized companies
- Provides a complete, start-to-finish blueprint for leadership development that can be adapted to any budget

With baby boomers hitting retirement age, every company faces an urgent need to develop the next generation of leaders. Many large companies already have leadership development programs in place, but what about small to mid-sized companies facing the same talent crisis but without comparable resources?

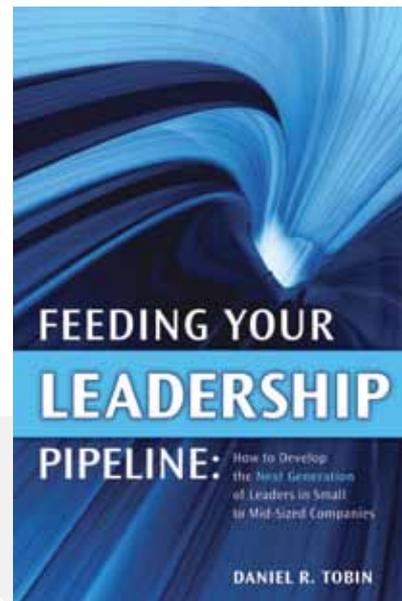
Now these companies have a guide. *Feeding Your Leadership Pipeline* provides a comprehensive blueprint for leadership development tailored to the needs and challenges of companies with fewer than five thousand employees. Leadership development veteran Daniel Tobin takes you through the entire process of developing a cost-effective, accountable leadership development program. He shows you how to identify high-potential talent, define key leadership competencies in your company, establish the four basic components of an effective leadership development program, harness the power of mentoring and coaching, evaluate program effectiveness, and calculate what it will cost in budgetary and staff resources. Every chapter includes checklists, forms, tables, and other tools that can be used by any company to put Tobin's seasoned advice into practice.

No company is too small to plan for its leadership future. Developing a program costs time and money, but not doing so is far more expensive—in business terms it's literally the difference between life and death. *Feeding Your Leadership Pipeline* will help you ensure that your company is able to seamlessly replace departing leaders, preserve organizational knowledge, and move confidently forward.

"Tobin offers pragmatic, tested, and insightful approaches and tools to effectively create a leadership development program. The concepts are tailored to small and medium-sized enterprises, where improved talent can quickly make a difference. Any leader, HR professional, or trainer would be well served to follow his advice."

—Dave Ulrich, Professor, Ross School of Business, University of Michigan and Partner, The RBL Group

Daniel R. Tobin is a consultant, coach, and author on corporate learning strategies and leadership development programs. Most recently vice president of instructional design and development at the American Management Association, he founded Digital Equipment Corporation's Network University and Wang Global/Getronics' Virtual University. He is the author of five books, including *The AMA Guide to Management Development* (with Margaret Pettingell).



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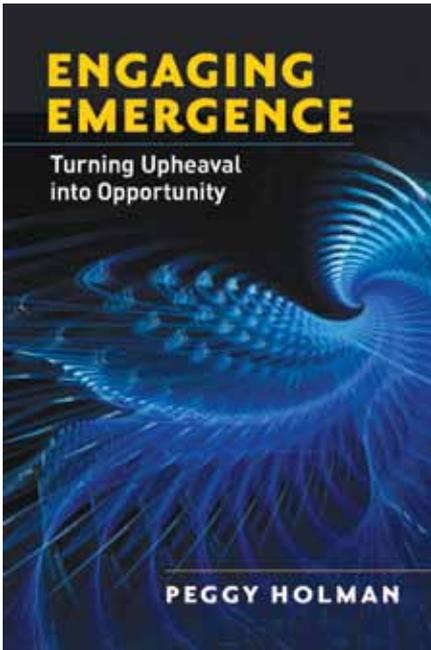


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Peggy Holman

Engaging Emergence

Turning Upheaval into Opportunity



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- Shows how emergence, the process through which order arises out of chaos in nature, can help us discover new patterns in the seeming turmoil of our age
- Offers practices and principles for working with emergence to realize new possibilities for yourself and your organization
- Features real-world examples of individuals and organizations that have successfully navigated disruptive change

Change is everywhere these days—so much so that it can seem like barely controlled chaos. As a result, increasing numbers of leaders, managers, workers, and change agents feel overwhelmed. Some see too many choices, while others see no choices at all. But within this seeming chaos are the seeds of a higher order and coherence. Science calls the process of a new system arising from the ashes of the old “emergence.” Understanding the phenomenon of emergence can help leaders successfully cope with change, emerging stronger and more purposeful.

In this profound and insightful book, Peggy Holman offers new ways to think about the potential upheaval contains as a source of emergent change and shows how to engage it productively. This is an art more than a science, so Holman offers practices that tell you not precisely what to do but rather how to approach disruptive situations—what to notice, what to explore, what to try, what mindset will leave you most open to identifying a new paradigm as it emerges. She grounds these practices in five overarching principles that apply the scientific understanding of emergence to social and organizational change. Real-world stories of collapse and renewal illustrate these principles and practices in action. And Holman outlines three questions to help you work compassionately, creatively, and wisely with the entire arc of the change process, from disruption to differentiation to renewal.

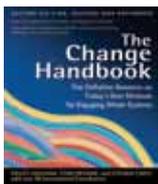
This work can be difficult but also tremendously rewarding. You'll be stretched and refreshed, inspired to pursue what matters to you. You'll see new and unlikely partnerships and develop breakthrough projects. Indeed, you'll be part of a process that is transforming the culture itself.

“Very useful in giving structure and form to ways of dealing with the unpredictable and volatile way the world comes at us. It is well thought out and written in accessible language, and the open heart of the author comes through. A powerful antidote to the change management illusion that the future can be driven, engineered, managed, and drilled.”

—Peter Block, author of *Stewardship*, *The Answer to How Is Yes*, and *Community*

Peggy Holman is the founder of the Open Circle Company, a management consultancy for business, nonprofit, and governmental organizations. She is a cofounder of Journalism that Matters, a network of diverse pioneers who are shaping the emerging news and information landscape. She is a coauthor and coeditor of *The Change Handbook*.

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Peter Boatwright and Jonathan Cagan

Built to Love

Creating Products That Captivate Customers

- Offers data-driven proof that the most successful products and services deliver emotions that customers value
- Provides a clear method and set of tools to enable companies to develop high-emotion products and services
- Includes case examples from a wide variety of industries

Leading companies do more than produce things that work better. They create captivating products that energize the marketplace and set the standard for what customers want and expect. Their products and services make customers feel better by addressing customers' emotional needs. But this isn't something you can add on after the fact. Your products and services must be built to love from the very start. This book shows you how.

Peter Boatwright and Jonathan Cagan have worked with market leaders such as Apple, Bayer, International Truck, Mine Safety Appliances, and many others. They've found that for companies to really connect with customers, emotions must be generated by a product itself, not simply tacked on through advertising. And they prove the bottom-line value of product-driven emotion by analyzing the stock performance of companies that sell high-emotion products and by presenting data that show people are willing to pay more for products with emotionally rich features.

After showing that authentic product emotion really does pay off, they move on to *how*—how emotion can be broken down into its core building blocks, how it is then used to develop new products and services, and how product touchpoints, in particular visual touchpoints, deliver those emotions. Engaging case studies from a variety of industries will help you understand how to integrate emotion into your products and services, regardless of the nature of your business.

Emotion is fundamental to all that is human, including the products we enjoy. *Built to Love* will help you gain loyal, even fanatical customers by going beyond mere efficiency and speaking to their deepest needs and wants.

"Built to Love presents an engaging and compelling argument why product emotions drive product success, rigorously proving the value of emotion to customers and showing how any firm can design captivating products and services."

—Daniel H. Pink, author of *Drive* and *A Whole New Mind*

Peter Boatwright is associate professor of marketing at Carnegie Mellon University's Tepper School of Business, with an appointment in Mechanical Engineering.

Jonathan Cagan is the George Tallman and Florence Barrett Ladd Professor in Engineering, with appointments in the School of Design and Computer Science, at Carnegie Mellon University.

They collaborate in teaching, research, and consulting, and they are coauthors of *The Design of Things to Come* (with Craig Vogel).



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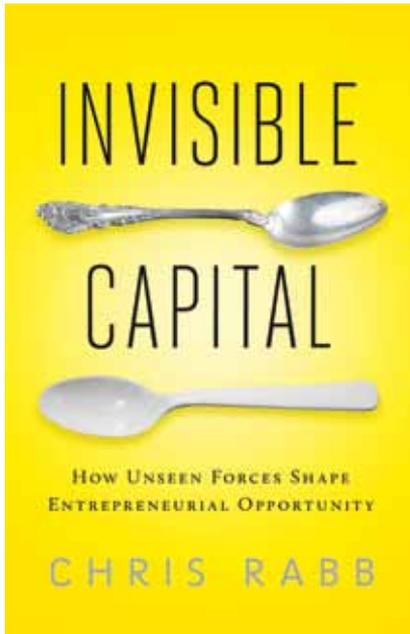
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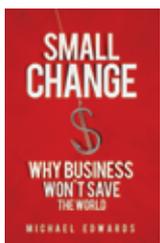
Invisible Capital

How Unseen Forces Shape Entrepreneurial Opportunity

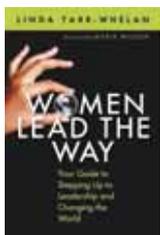


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- Reveals the true landscape of opportunity and the hidden assets entrepreneurs benefit from that improve business viability
- Shows how “invisible capital” tilts an already uneven playing field
- Offers solutions that empower individuals and communities by democratizing entrepreneurial opportunity

We have been sold a bill of goods: all it takes to succeed in business is a great idea, a good attitude, and hard work. But a slew of government data tells quite a different story: the chances that a newly minted entrepreneur will build a business that survives five years, employs twenty workers, and generates significant profit is about 1 in 1,000! The 999 entrepreneurs who didn't make it failed not because they “didn't want it badly enough.” All too often it was due to a lack of invisible capital—the intangible assets that play a crucial role in business success.

Invisible capital is not any one thing. It's a complex set of factors: our skills, knowledge, networks, resources, and experiences. These can create significant advantages, even if they are not consciously exploited. Chris Rabb details how people can evaluate the components of their own invisible capital and develop a plan to build on strengths and mitigate weaknesses. He draws on his extensive experience as an entrepreneur, his tenure on Capitol Hill and in the White House Conference on Small Business, his experience managing an urban business incubator, and his involvement with numerous family-owned businesses.

A major reason invisible capital is so little known is what Rabb calls the “entrepreneurial-industrial complex”—influential pro-entrepreneurship boosters who cynically spoon-feed misinformation to the public. Rabb exposes how their misguided efforts perpetuate mythic “rags to riches” notions and illuminates research—which is rarely shared and often politically manipulated—confirming the significant influence of invisible capital on business outcomes. He also outlines how society can both help individuals build invisible capital and support the common good by investing in sustainable, community-based business models.

Understanding invisible capital will enable more Americans to be better prepared to pursue entrepreneurship, advocate for those who take the plunge, and assess how communities can support enterprises that broaden shared prosperity by leveling the playing field and strengthening the fabric of society.

“Eye-opening—shatters several myths, legends, and assumptions about entrepreneurship, opportunities for entrepreneurs, and the role of start-ups in society.”

—Jay Rao, Professor, Technology and Innovation, Babson College

Chris Rabb is a writer, consultant, and speaker who addresses the intersection of identity, politics, media/technology, and entrepreneurship. He is a visiting researcher at Princeton University's Woodrow Wilson School of Public and International Affairs and is a fellow at the nonpartisan think tank Demos.

Ibrahim Abdul-Matin

Green Deen

What Islam Teaches About Protecting the Planet

- The first book to show how strongly the tenets of Islam support environmentalism
- Offers dozens of examples of what Muslims can do—and are already doing—to promote ecologically sound practices in their communities
- Written by a prominent Muslim community organizer speaking directly to other Muslims—but accessible and illuminating to non-Muslims as well

Muslims, like those of many faiths, are compelled by their religion to praise the Creator, take care of each other, and take care of the planet. But the deep and long-standing synergies between Muslim beliefs and environmentalism aren't widely known by other religions, in secular society, or even among many Muslims. In this groundbreaking book, Ibrahim Abdul-Matin draws on research, scripture, and interviews with prominent Muslim scholars, theologians, and community leaders to trace Islam's historical and contemporary preoccupation with humankind's collective role as stewards of the Earth. As Abdul-Matin points out, the prophet Muhammad himself declared that "the Earth is a mosque."

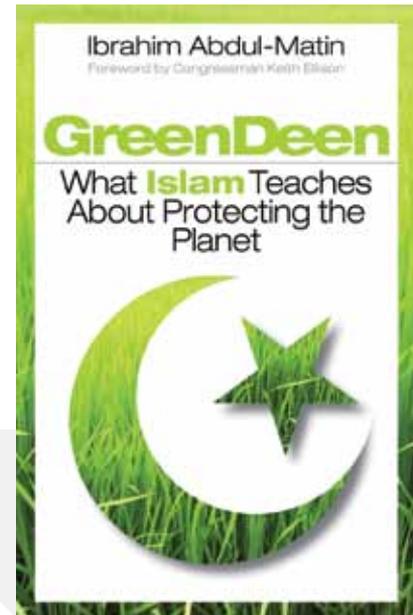
The soul of this book is profoundly practical. *Deen* means "path" or "way" in Arabic. Abdul-Matin focuses on how Muslims and Muslim communities can follow and already are following a green deen in four areas: "waste, watts (energy), water, and grub (food)." For example, the Saudi Arabian government has issued a religious ruling allowing the use of treated wastewater in the holy cities of Makkah and Medina for performing the ritual washing required of all Muslims. In Oakland, California, the Lighthouse Mosque has stopped the use of paper plates, Styrofoam, and plastic bottles during the evening Iftar feast in Ramadan. In Chiapas, Mexico, a Muslim community is living entirely off the grid—manufacturing its own clean energy and growing its own organic halal food.

Abdul-Matin offers dozens of such examples—both sweeping and ambitious initiatives and, perhaps more importantly, simple but effective actions that can be taken immediately. No other book of this kind has been written for Muslims, in language they can relate to. No other book helps environmentalists of other faiths and orientations understand the gifts and contributions that Islam and its followers bring to the struggle. *Green Deen* is much needed for Muslims and non-Muslims alike.

"Ibrahim blends both the passion for a green economy, his love and understanding of his faith, and a deep commitment to justice. *Green Deen* puts Green Muslims on the map!"

—Van Jones, founder, Green For All and author of *The Green Collar Economy*

Ibrahim Abdul-Matin is a Policy Advisor in the New York City Mayor's Office on issues of long-term planning and sustainability. He is a prominent voice in the Muslim and interfaith community on environmental issues. He is a media personality on NPR's *The Takeaway* and the brains behind the blog "Brooklyn Bedouin."



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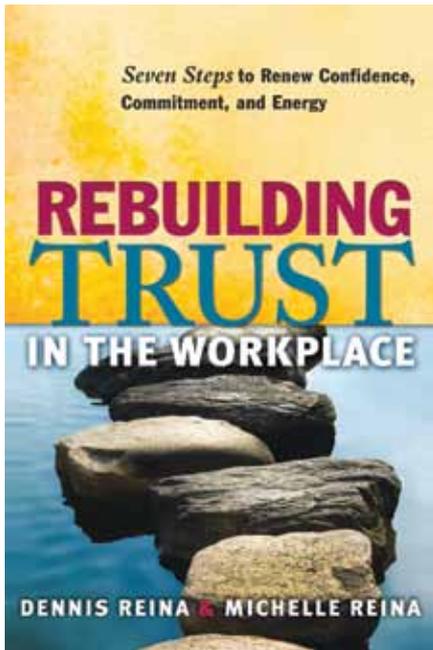
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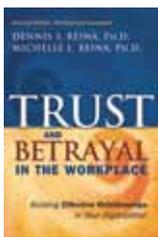
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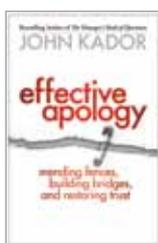


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- The first book to focus specifically on recovering from workplace betrayals
- Offers *everyone* involved a proven process for restoring trust and healing: the person who has been betrayed, the person who hurt someone else, and the person who wants to help
- A sequel to the authors' award-winning book, *Trust and Betrayal in the Workplace*

Are you feeling less engaged, less committed, and more skeptical at work? Do you find yourself isolated? Or are you caught in the middle of coworkers' interpersonal conflicts? If so, you may be experiencing the symptoms of broken trust in workplace relationships. Small but hurtful situations accumulate over time into the confidence-busting, commitment-breaking, energy-draining patterns consistent with broken trust.

Broken trust is simply the natural outcome of people interacting with one another. Everyone has experienced gossiping, missed deadlines, someone taking credit for other people's work, and "little white lies." You may have been hurt. You may have realized that you inadvertently let others down. Or you may be wondering how to help others reeling from broken trust.

No matter your vantage point, Dennis Reina and Michelle Reina's new book offers a proven seven-step process to heal pain and rebuild trust. This compassionate, practical approach will help you reframe the experience, take responsibility, forgive, let go, and move on. Through healing, you will want to go to work again. You will feel safe to be more fully who you are and once again give your organization your best thinking, highest intention, risk taking, and creativity. And in a place of self-discovery, self-trust, and authenticity, you will connect more fully with others in your personal life as well.

While there have been many books on recovering from betrayal in personal relationships, this is the first book to focus specifically on the workplace and the first to give equal weight to what to do when you have hurt others. It is firmly grounded in the Reinas' twenty years of rigorous research on trust and the empathy they have developed from supporting thousands of people on their healing journeys.

Dennis and Michelle Reina are pioneering thought leaders in the field of workplace trust and cofounders of the Reina Trust Building Institute. Their clients include American Express, AstraZeneca, Nokia, MillerCoors, the Army Corps of Engineers, Dartmouth-Hitchcock Medical Center, Harvard and Yale Universities, and Walt Disney World. Their book *Trust and Betrayal in the Workplace* won a 2007 Nautilus Book Award and a 2008 Axiom Business Book Award.

Richard H. Axelrod

Foreword by Peter Block

Terms of Engagement

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- Outlines four core principles and three practices that enable leaders to build strong employee commitment to change efforts
- Shows how the old change management model actually discourages engagement
- Includes new interviews and new material on encouraging engagement through everyday interactions and work design

Building engagement is crucial for every organization—Gallup estimates that disengaged employees cost the economy more than \$300 billion a year—and is particularly vital when it comes to change efforts. But the old change management paradigm actually *discourages* engagement. Change is strictly a top-down affair. Fear is often recommended as a way to motivate—leaders are urged to “light a fire” under their employees. The result is rank-and-file cynicism, resistance, and resentment.

Terms of Engagement offers a better way. Richard Axelrod first destroys six common change management myths and then shows leaders how to involve everyone in an organization—not just select committees or working groups—in designing change efforts. He offers strategies for creating connections between people at all levels and building communities within the organization enthusiastically engaged in fostering change. Undergirding all these efforts, he insists, must be a fundamental and transparent commitment to fairness in planning, implementation, and outcome.

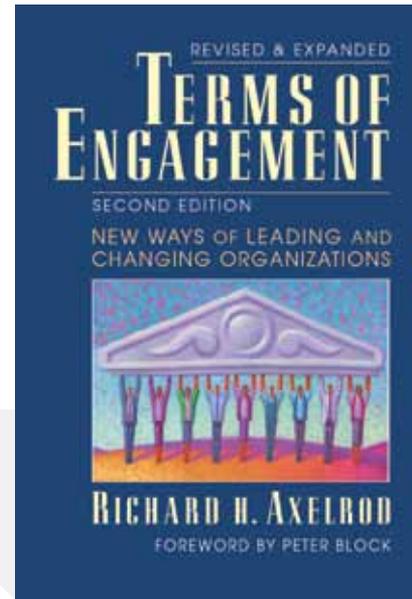
This revised edition features many new interviews—everyone from the vice president of global Citizenship at Cirque du Soleil to a checkout clerk at Best Buy—and three new chapters. It includes a summary of recent findings in neuroscience that support Axelrod’s change model and advice on how you can encourage engagement through everyday conversations, staff meetings, and work design.

Organizations must change often and nimbly in today’s business climate. Every leader now faces what Axelrod calls the eternal question: “How do I engage people in the purpose of the enterprise?” *Terms of Engagement* has the answer.

“Dick is a wizard. This book is important. Few people in the world of transformation have Dick’s insights, concrete thinking, and methods for making change stick.”

—Peter Block, author of *Stewardship*, *Flawless Consulting*, *The Answer to How Is Yes*, and *Community*

Richard Axelrod is a founder of and principal in the Axelrod Group, Inc. His clients include Boeing, British Airways, Coca-Cola, Corning, Ford, Harley-Davidson, Hewlett-Packard, and Kaiser Permanente. He is the coauthor of *You Don’t Have to Do It Alone*.



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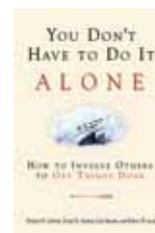
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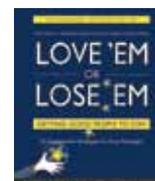
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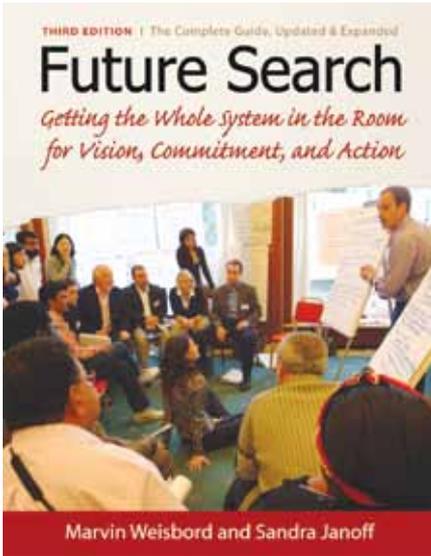
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Future Search is among the best-established, most widely used, and most effective methods for enabling people to make and implement ambitious plans. It is used worldwide for many purposes: redesigning IKEA's product pipeline in Sweden, developing an integrated economic development plan in Northern Ireland, demobilizing child soldiers in Southern Sudan, and helping a Hawaiian community reconnect with traditional values. Written by the originators, this book is the most up-to-date account of how you can use this powerful change method.

Incorporating input from the global Future Search Network, the third edition is completely revised, reorganized, and updated. It contains new cases and examples throughout, the latest revisions to the design, advice on combining Future Search with other methods, a summary of formal research studies, and ideas on why Future Search crosses so many cultural boundaries. The chapters on facilitating diversity provide a theory, philosophy, and method for working with any task group.

Marvin Weisbord and Sandra Janoff offer specific guidance for Future Search sponsors, steering committees, participants, and facilitators and new ideas for planning and sustaining action after the Future Search ends. They've added striking evidence of Future Search's efficacy over time, examples of its economic benefits, guidelines for making Future Searches green, and much more.

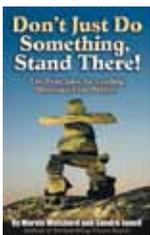
Future Search uniquely enables people to "do things on Friday that people thought impossible the previous Wednesday." Weisbord and Janoff show you every step of the process. They include a wealth of resources—handouts, sample client workbooks, follow-up methods, and other practical tools. If you want to do strategic planning, product innovation, quality improvement, organizational restructuring, mergers, or any other major change requiring stakeholder engagement with "the whole system in the room," this book is your guide.

Marvin Weisbord, an international consultant for more than forty years, is author of *Organizational Diagnosis* and *Productive Workplaces Revisited* and editor and coauthor of *Discovering Common Ground*.

Sandra Janoff, consultant and psychologist, works with Fortune 500 companies, small businesses, communities, and nonprofits on whole systems transformation.

Weisbord and Janoff are codirectors of Future Search Network, an international service cooperative, and coauthors of *Don't Just Do Something, Stand There*.

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David Mager and Joe Sibilia

Street Smart Sustainability

The Entrepreneur's Guide to Profitably Greening Your Organization's DNA

- The first book to show small- and medium-sized companies how to go green not just cost effectively but profitably
- Offers detailed, specific advice and tools for greening every area of an organization
- Copublished with Social Venture Network, one of the nation's leading socially responsible business organizations

If you run a small to medium-sized business and you're wondering whether or not to go green, this book probably isn't for you. Although David Mager and Joe Sibilia do include ten reasons that sustainability makes economic and ecological sense, they're not here to convince you *why*. *Street Smart Sustainability* is about *how*—detailed, nuts-and-bolts, step-by-step advice on greening your business profitably.

This is a comprehensive A-to-Z handbook, but each chapter also works as a self-contained, stand-alone guide to a specific business function. So if you need to, you can go right to whichever chapter speaks to your needs at the moment.

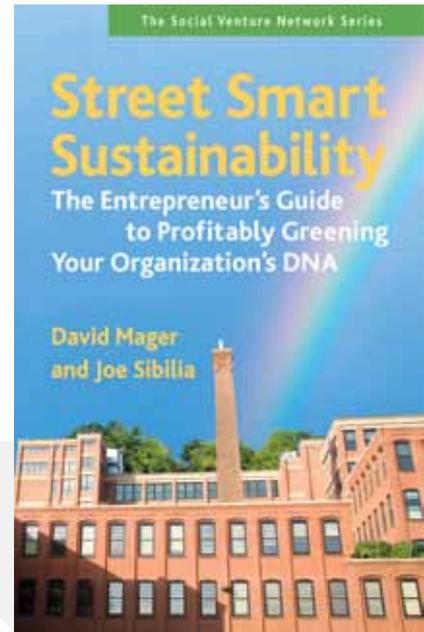
Mager and Sibilia begin by discussing how to get employee buy-in to motivate your company into becoming sustainable. Then they cover how to get started—auditing your current sustainability position, developing a plan to move forward, and quantitatively measuring your progress.

With a plan and metrics in place, Mager and Sibilia move on to the particulars. They detail how to design products to be sustainable from the get-go, green your facilities, use renewable energy, minimize your carbon footprint, find green vendors to work with, reduce harmful emissions, and recycle waste products. The book is filled with real-world examples from a variety of businesses and industries. The emphasis is on practicality—besides seasoned advice, Mager and Sibilia provide a wide range of tools you can use immediately to implement their suggestions.

Street Smart Sustainability is a road map to the sustainable low-hanging fruit at a time when the public is hungry for businesses that demonstrate genuine respect for the environment. It provides simple tools so you can make continuous, cost-effective improvements in your sustainability practices—practices that diffuse into the organizational DNA and become fixtures, shifting the prevailing corporate culture.

David Mager has helped over 300 Fortune 500 and small to medium-sized entrepreneurial companies become green profitably. In 1970, at age sixteen, he helped organize the first Earth Day and recently worked as an advisor to the Obama Transition Team in the area of sustainability.

Joe Sibilia is chief visionary officer and part owner of CSRwire.com—an online newswire that distributes news and information about sustainability and social responsibility to over one million professionals in more than two hundred countries.



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An online community dedicated to creating a world that works for all

From the very beginning of our company we've taken seriously the notion that Berrett-Koehler is a community. In our Spring 1996 catalog our president, Steve Piersanti, wrote, "Since Berrett-Koehler's founding in 1992 we have viewed BK as a community, not just a company." And of course this catalog and our website feature the slogan "A community dedicated to creating a world that works for all."

We've always looked for ways to build that community, to connect with those who feel a connection to us, and to connect members of our community with each other. It turns out this newfangled Internet thing is just the ticket.

BKcommunity.com—your digital town square!

Over the years we've gradually added features to our main website, www.bkconnection.com, to make it more interactive, but it just wasn't enough. We didn't want community building to be an add-on. We wanted it front and center. But there wasn't enough room on one website, so we created a new one: www.BKcommunity.com

Launching in June, BKcommunity is a genuine virtual meeting place, our own social networking site. It is, as they say, robust. You'll find many ways to interact with your fellow BKers. You can join ongoing conversations on all kinds of

subjects or start one of your own. You can join or form topical groups. Members can share photos and videos, blog, or announce and register for upcoming events. There are polls and surveys you can participate in, a place you can add links to your favorite apps, and even a map showing where the members of the BK global community live. (At the risk of spoiling the surprise, there are BK fans in over a hundred countries—yes, we are everywhere!)

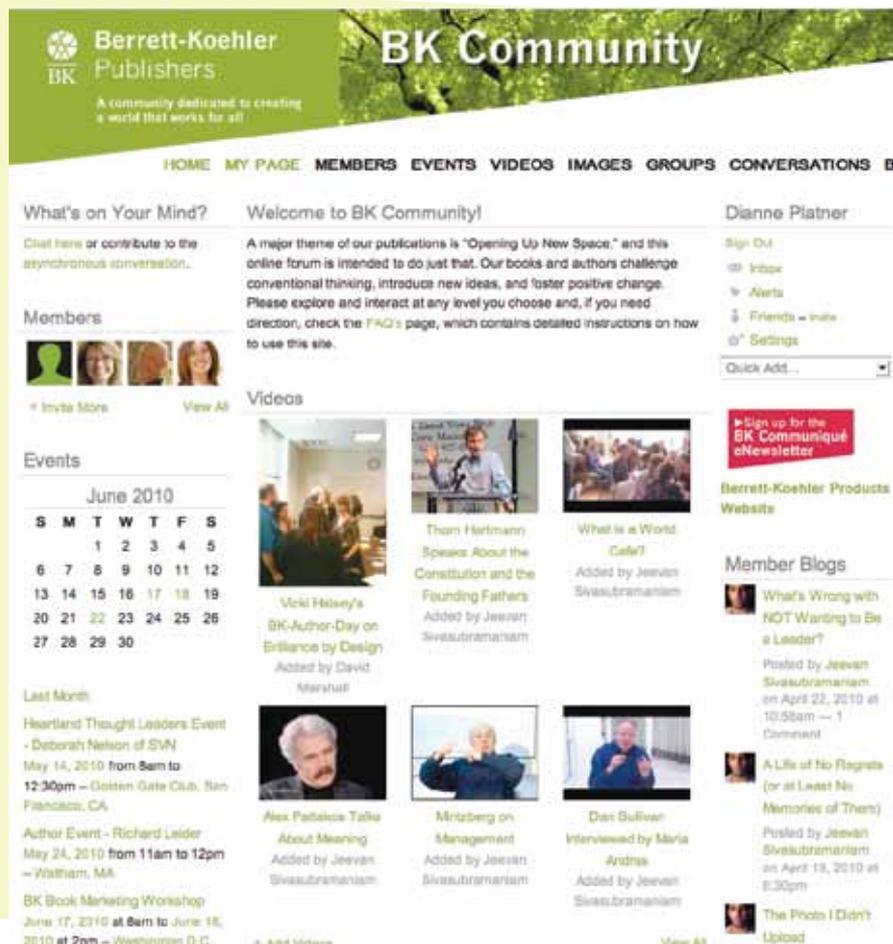
Join the conversations

When the site launches, we'll already have at least five conversation themes in place:

- **Digital Publishing**—hosted by our Director of Digital Communities David Marshall
- **How Do You Work to Create a World that Works for All?**—hosted by Digital Community Builder Bonnie Kaufman
- **The Inside Scoop About Book Publishing**—hosted by Executive Managing Editor Jeevan Sivasubramaniam
- **Creating a Country That Works for All**— hosted by Jamie and Maren Showkeir, authors of the Berrett-Koehler book *Authentic Conversations*
- **The World Café**—hosted by Berrett-Koehler community member Amy Lenzo

But this is just a start—we encourage you to get in there and begin conversations of your own. This site represents an unprecedented opportunity for you to converse with your favorite authors, ask questions of BK staff, and find out what other people think about that book you like so much. It's a way to break down the old barriers between readers, writers, and publishing company staff.

Make new friends! Give us a piece of your mind! www.BKcommunity.com



Berrett-Koehler books make the Apple iBookstore shine

Berrett-Koehler was quite flattered to be invited to join a lot of somewhat larger organizations—like Penguin, HarperCollins, Macmillan, Hachette



BK books on the iBookstore's virtual bookshelf

Book Group, and Simon & Schuster—in the first group of publishers included in Apple's iBookstore.

As of May we had twenty-four titles in the iBookstore, including bestsellers like the Arbinger Institute's *Leadership and Self-Deception*, Ken Blanchard and Mark Miller's *The Secret*, and Brian Tracy's *Eat That Frog!*, as well as newer titles like *2048: Humanity's Agreement to Live Together* by Kirk Boyd. We're aiming for seventy by the end of July and a hundred or more by the end of the year.

"Berrett-Koehler is committed to providing our authors' content to readers on as many platforms as possible," says Johanna Vondeling, Vice President of Editorial and Digital. "The iPad marks a great step forward in the e-reading experience, and we're thrilled to be among the first publishers to launch with the iBookstore."

Beyond the iBookstore

The iBookstore effort is simply the latest phase of our digital initiative. We already have 240 BK books (as well as 220 Fast Fundamentals digital whitepapers) available from us in PDF format. These books are all available from Amazon as Kindle titles, and we're in the process of converting these books to the Barnes and Noble Nook e-reader format as well—122 were available as of May. We also have 41 books (so far) on the Sony e-reader, with more on the way. Digital content from BK is also available at Safari Books, Google Books, Books24x7, ReadHowYouWant, NetLibrary, Ebrary, Ebooks.com, Scribd, and Docstoc.

As the publishing industry makes a rapid transition into digital formats, Berrett-Koehler is committed to extending its role as a curator of world-class nonfiction content.

The Berrett-Koehler/ASTD/BK Authors Cooperative's new joint venture



In conjunction with the American Society for Training & Development and the Berrett-

Koehler Authors Cooperative, we are now working on one of our most exciting and ambitious projects ever. Dubbed the ASTD/Berrett-Koehler Leaders Alliance, this partnership will provide advanced learning, development, coaching, networking, and other services to people who lead groups, organizations, and communities, as well as people who educate, train, support, coach, advise, or otherwise help those leaders. The Alliance's pilot projects will be two workshops, one in Alexandria, Virginia, and one in San Francisco.

Leaders learning from leaders

The San Francisco workshop will take place September 30–October 1, 2010, and is titled "New Leadership Skills for Dealing with Complexity, Volatility, and



Uncertainty." Among the presenters will be Bob Johansen of the Institute for the Future, author of the Berrett-Koehler books *Leaders Make the Future* and *Get There Early*.



The Alexandria workshop, "Social Media Strategies for Transforming Your Organization," will feature Tony Bingham, president of ASTD and coauthor of



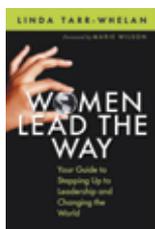
the upcoming BK/ASTD copublication *The New Social Learning* (see page 3) as well as several others. It will take place on October 28–29, 2010.

Both workshops will bring together leaders for highly interactive learning and coaching—not just listening to speakers—combining in-person and virtual components. The emphasis will be on practicality, sharing ideas participants can quickly put to work.

Watch www.bkconnection.com, www.bkcommunity.com, and www.astd.com for more information.

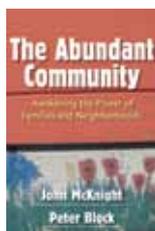
Our new copublishing partners!

We've written previously about our copublishing partnership with ASTD (for the latest examples, see pages 3, 6, 8, and 14), but we're also proud to copublish with three other organizations as well.



Beginning late last year we began working with Demos, a progressive nonpartisan think tank (www.demos.org). Our first copublication was Linda Tarr-Whelan's *Women Lead the*

Way, and since then we've copublished

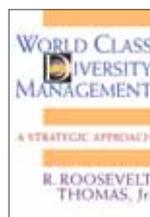


Michael Edward's *Small Change*, Si Kahn's *Creative Community Organizing*, and Chris Rabb's *Invisible Capital*.

We've just entered into two more publishing partnerships. The

American Planning Association (www.planning.org), an independent, not-for-profit educational organization that provides leadership in the development of vital communities, is the copublisher of John McKnight and Peter Block's book *The Abundant Community*. And

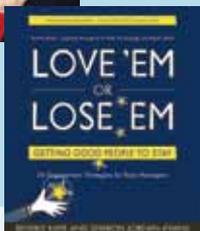
the American Society of Association Executives & the Center for Association



Leadership, two linked organizations whose "passion is to help association professionals achieve previously unimaginable levels of performance" (www.asaecenter.org), are the

copublishers of R. Roosevelt Thomas's *World-Class Diversity Management*.

We look forward to continuing to work with and learn from all three of our new partners.



Awards and honors

Beverly Kaye: Distinguished Contributor to Workplace Learning

We could not be more delighted that Beverly Kaye, coauthor of our monster bestseller *Love 'Em or Lose 'Em* and its companion volume *Love It, Don't Leave It* (both coauthored with Sharon Jordan-Evans) is this year's recipient of ASTD's Distinguished Contribution to Workplace Learning and Performance Award. This award is presented in recognition of a total body of work and the significant impact the winner has had on learning and performance in the workplace.

Previous Berrett-Koehler recipients of this award include Meg Wheatley, Jim and

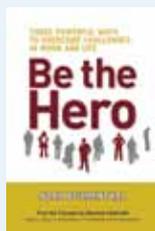
Dana Robinson, Robert Brinkerhoff, David Cooperrider, and Jack Phillips, as well as leading business thinkers like Malcolm Knowles, Peter Senge, Jim Kouzes, and Barry Posner.

We couldn't put it better than the ASTD award committee did: "You have been a pioneer in providing ways for individuals to take charge of their careers and systems and strategies for managers to develop and keep their people. Organizations that recognize talent and provide career support will be stronger and more effective—and your work helps them do this."

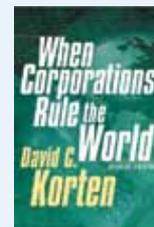
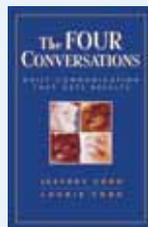
Best books and a bestseller



Three BK books picked up Axiom Business Book awards. Henry Mintzberg's *Managing* received a Gold in the Leadership category, Noah Blumenthal's *Be the Hero* got a Silver in the Business Fable category, and Debbie Kennedy's *Putting Our Differences to Work* won the Bronze in the Human Resources/Employee Training category.

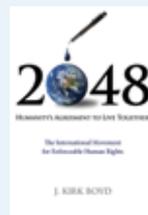


The Toronto Globe and Mail picked *Managing* by Henry Mintzberg and *The Four Conversations* by Jeffrey and Laurie Ford as two of the best business books of 2009. And David Korten's classic *When Corporations Rule the World* was named one of the top fifty books on sustainabil-



ity by Cambridge University's Programme for Sustainability Leadership.

Library Journal, the oldest and most respected publication covering the library field, cited *Managing* as one of the top Organizational Dynamics book of 2009 and *Women Lead the Way* as an outstanding Success/Personal Performance title.



And finally, back in our hometown, Kirk Boyd's *2048* hit number two on the *San Francisco Chronicle's* paperback nonfiction bestseller list in April.



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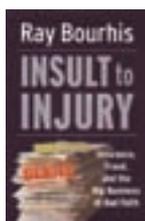
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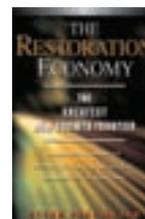
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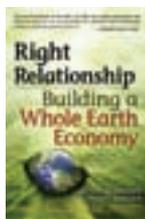
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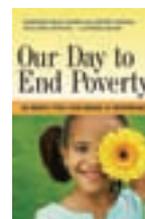
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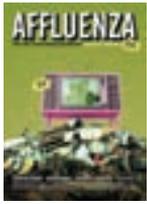
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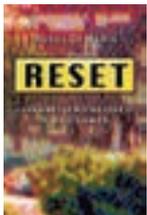
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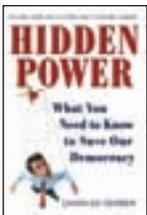
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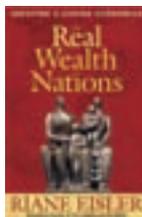
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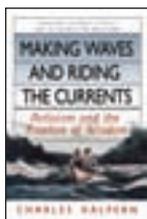
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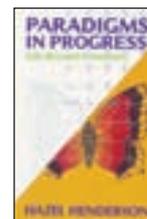
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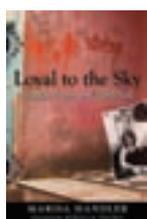
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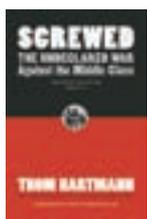
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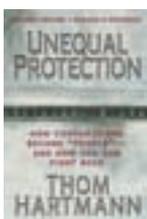
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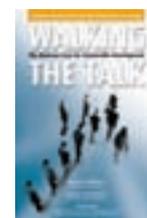
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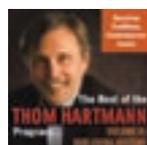
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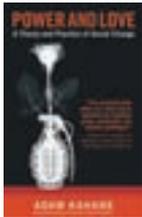
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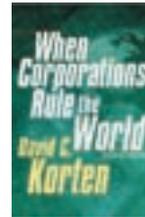
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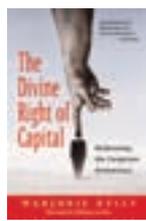


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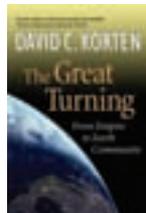
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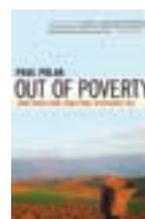
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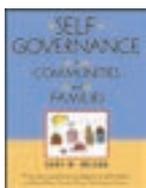
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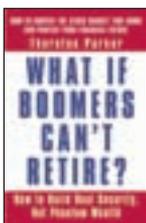
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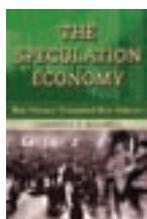
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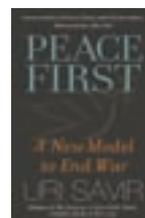
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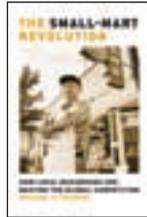


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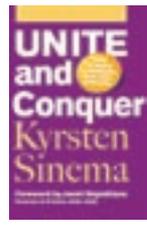
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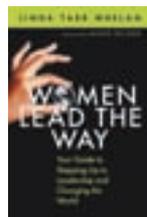


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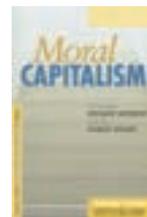


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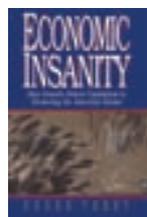


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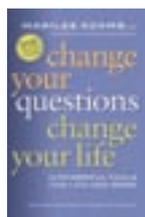


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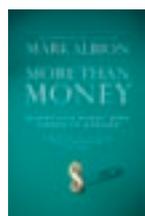
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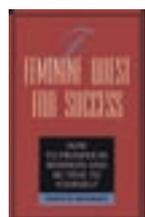
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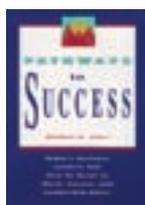
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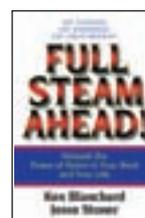
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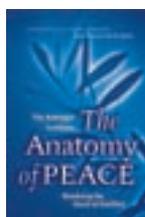
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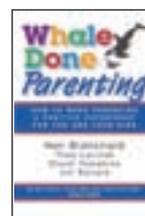
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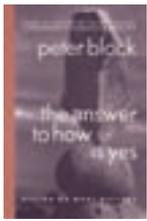
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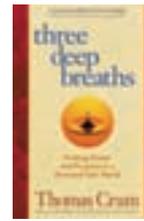
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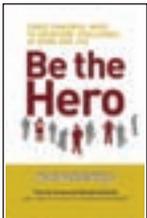
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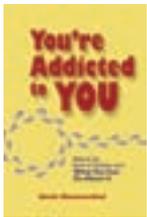
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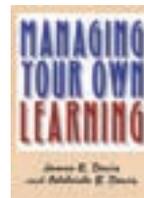
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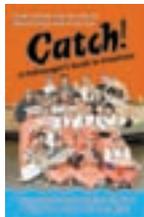
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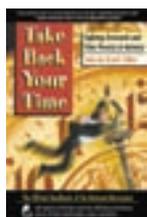
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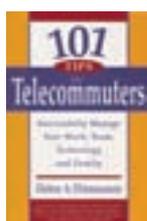
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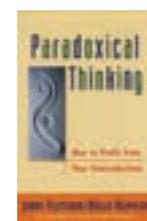


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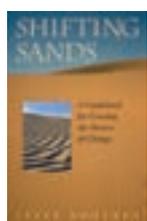


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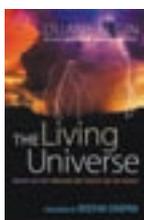


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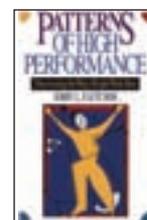


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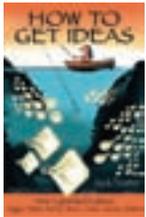


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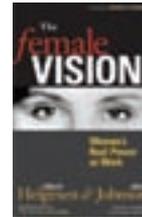
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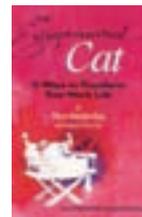
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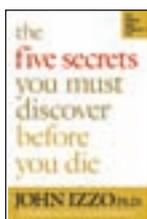
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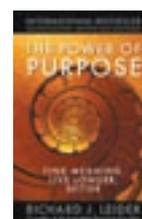
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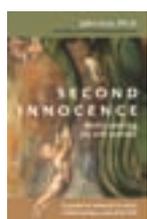
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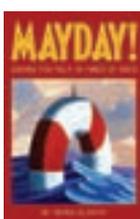
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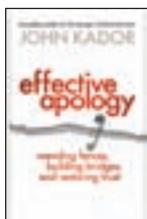
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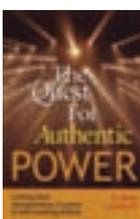
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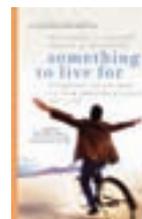
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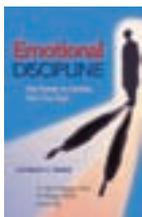


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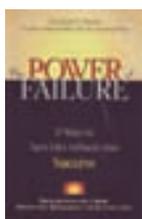


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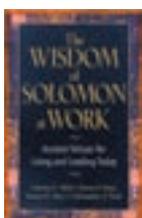


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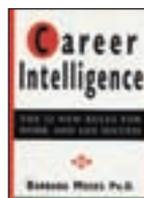


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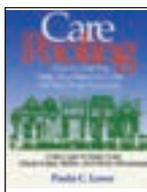


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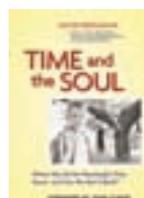


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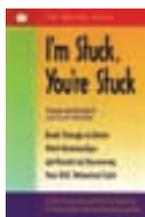
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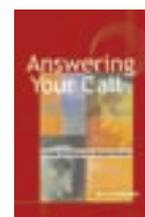
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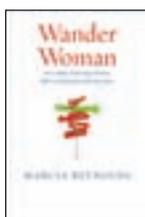
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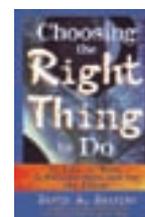
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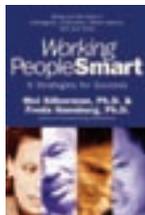
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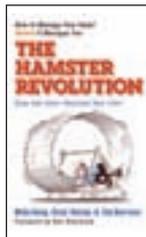


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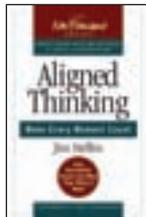
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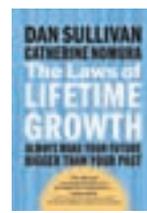
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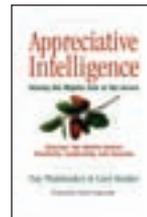
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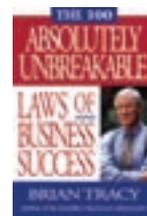


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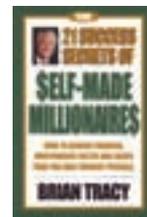


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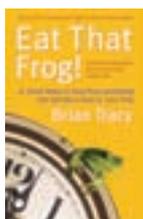
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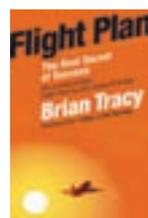
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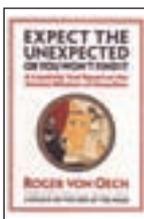
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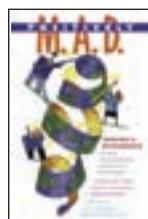
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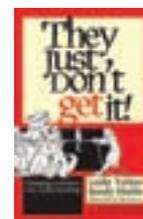
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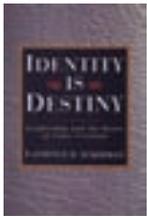
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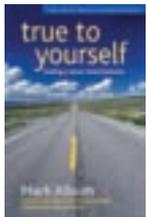


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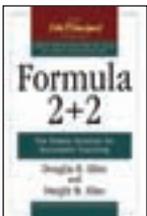


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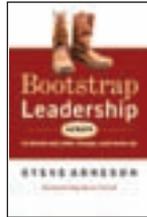


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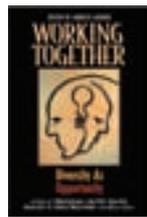


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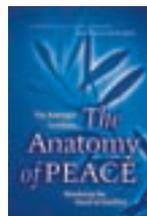


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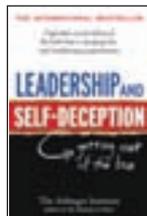


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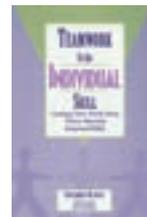
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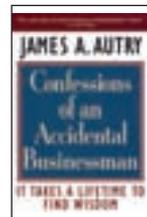


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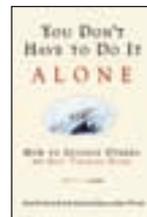


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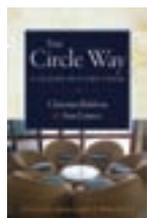


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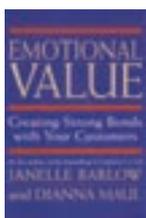


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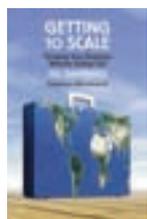


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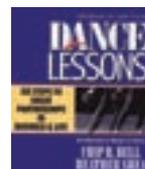


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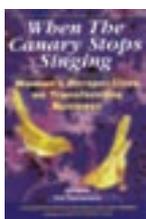


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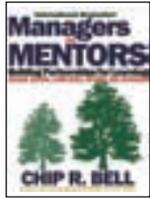


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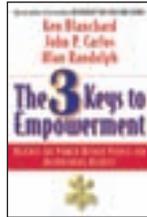
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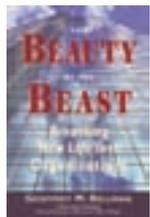
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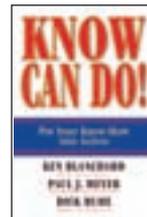
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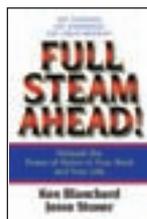
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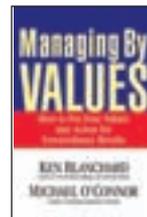
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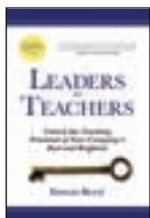
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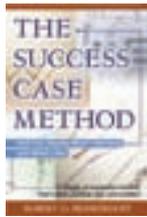
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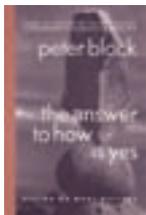
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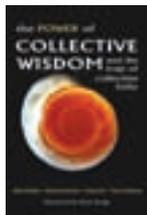
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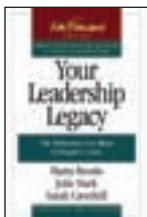
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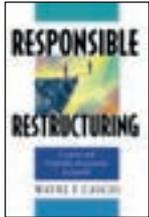
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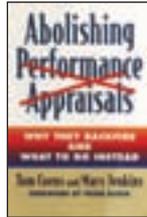
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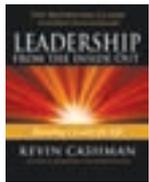
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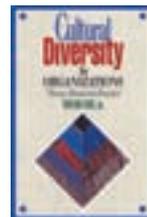
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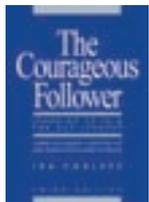
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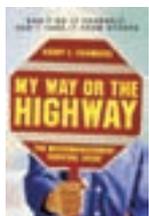
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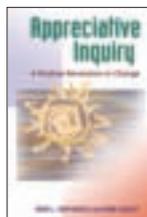
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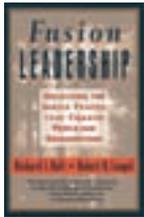
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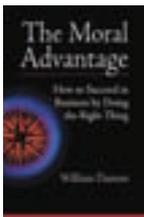
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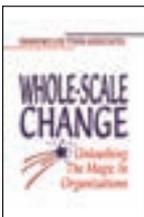
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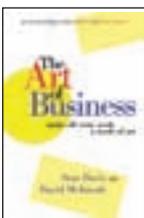
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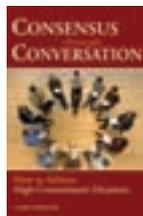
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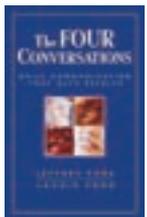


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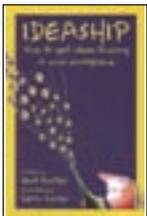


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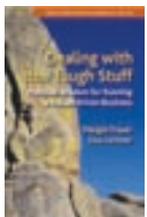
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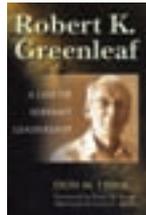


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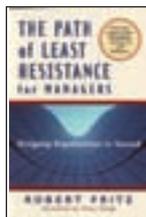


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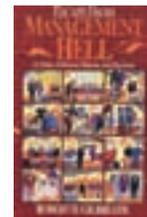


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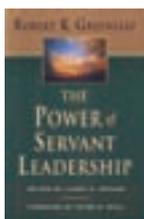
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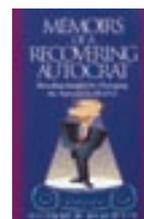
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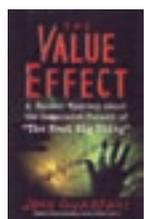
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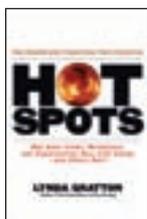
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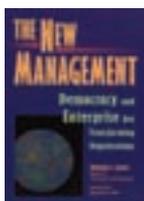
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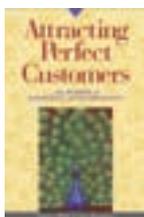
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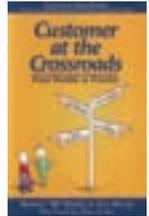
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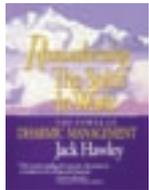
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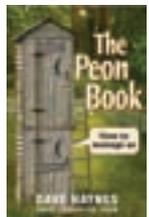
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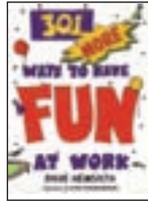
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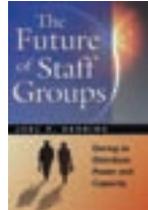
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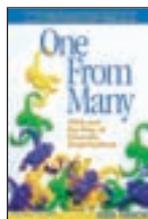
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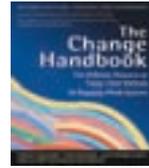
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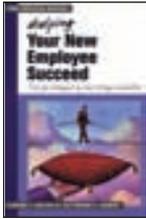
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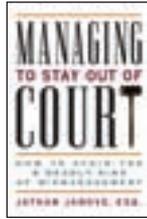


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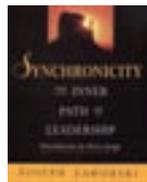


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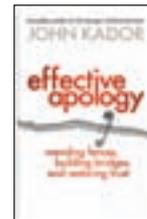


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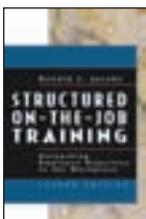


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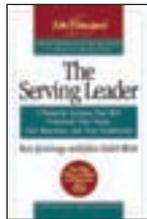


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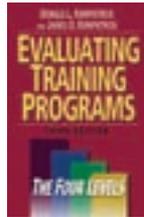
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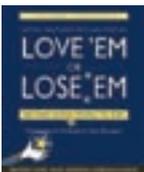
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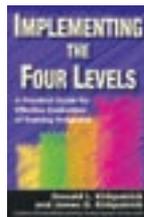
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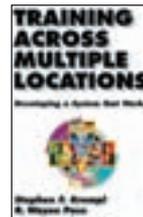
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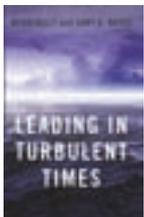
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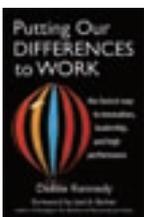
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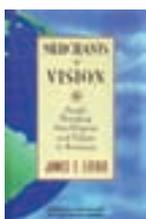


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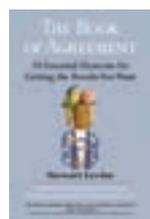


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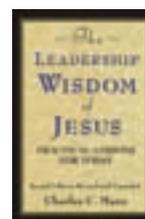


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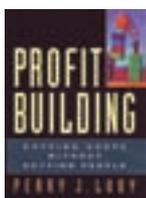


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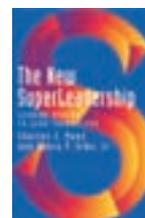


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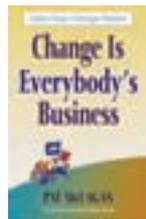
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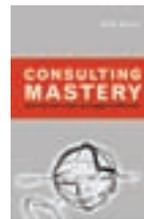
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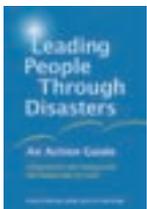
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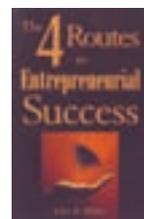
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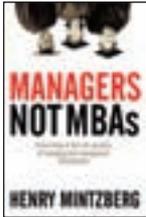
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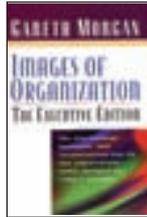
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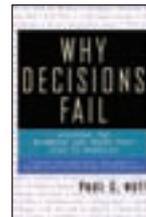
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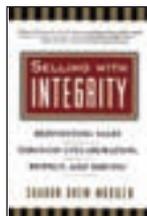
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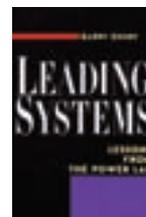
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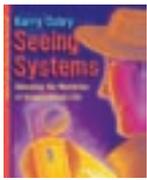
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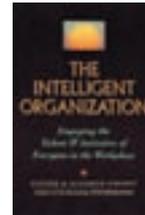
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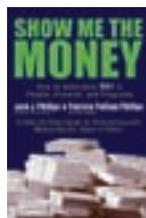
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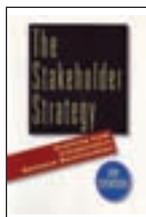
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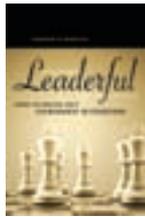


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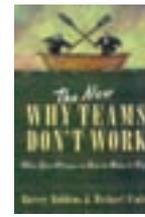


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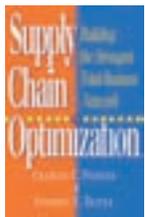
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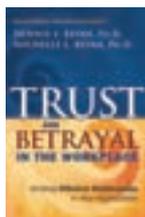


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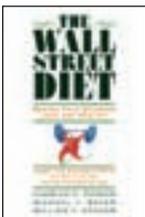


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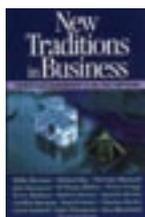


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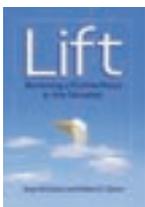


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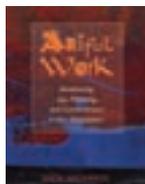


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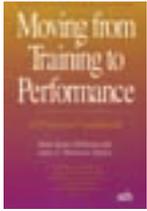


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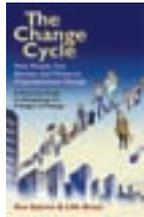
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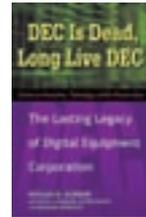
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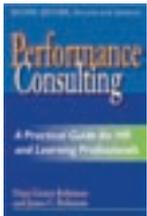
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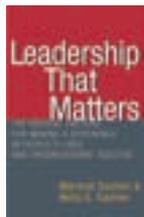
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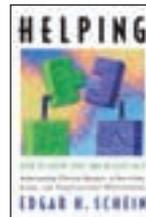
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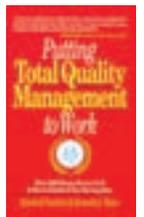
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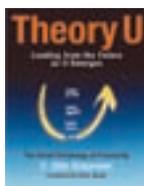
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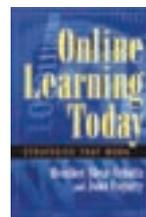
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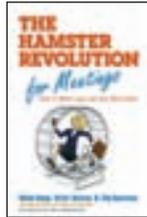
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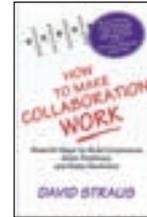
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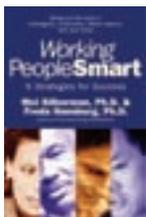
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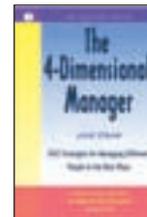
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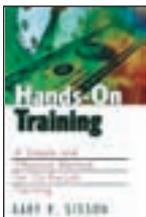
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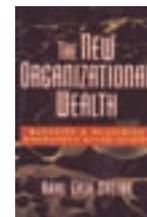
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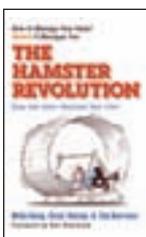
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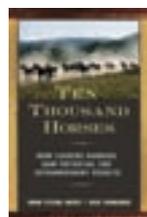
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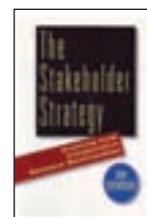
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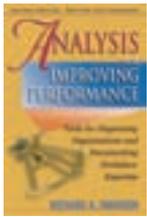
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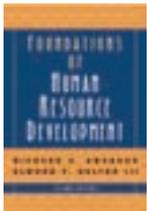
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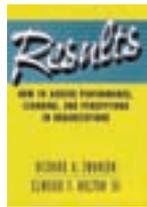
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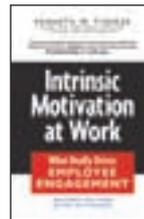
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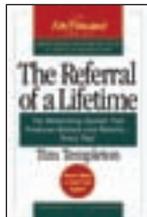
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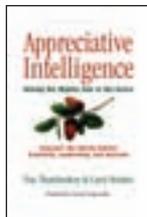
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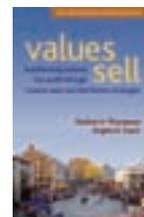
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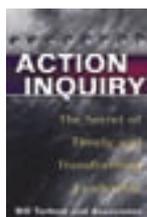
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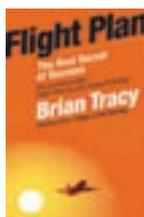
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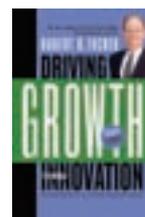
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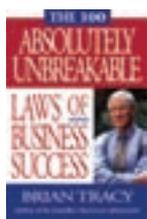
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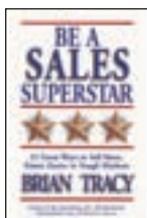
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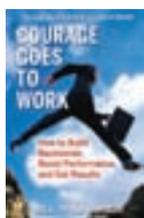
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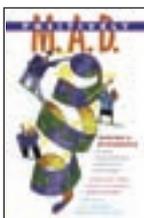
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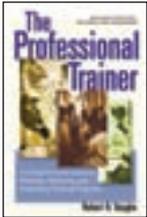
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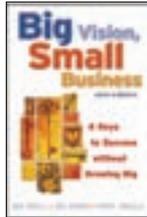
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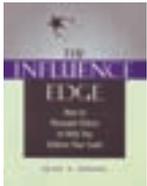
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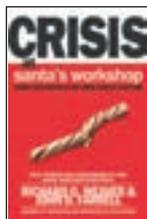
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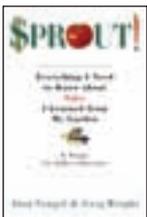
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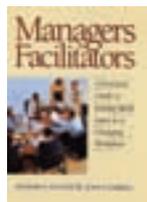
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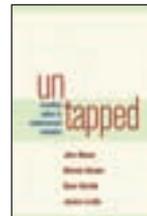
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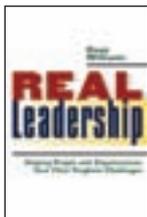
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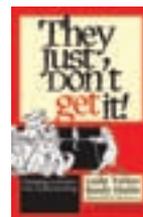
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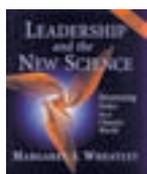
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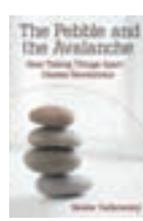
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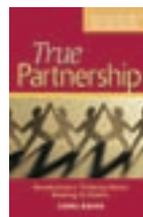
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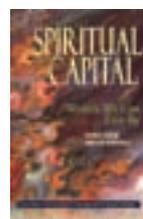
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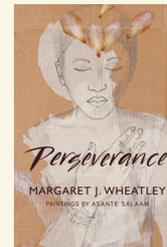
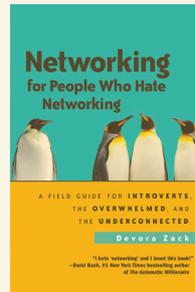
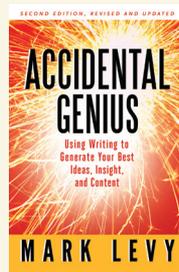
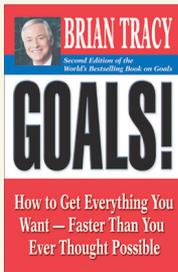


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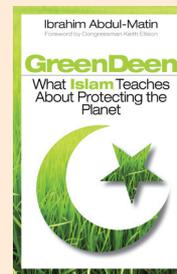
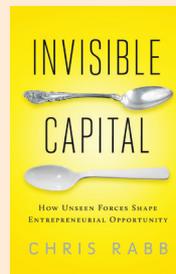
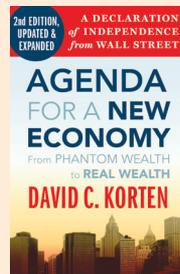
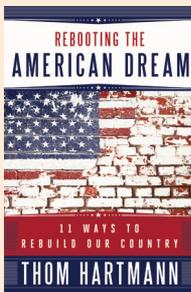
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