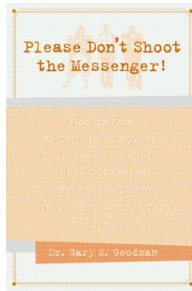


## Please Don't Shoot the Messenger!: How to Talk to Demanding Bosses, Cluesless Colleagues, Tough Customers Without Losing Your Cool (Or Your Job!)



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