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Coaching""; ""Formal Coaching""; ""Strategies for Effective Coaching""; ""
PART 5 Dealing with Change Positively""; ""A New Paradigm"";
""Organizational Change""; ""The Impact of Change""
""Communicating Change Effectively""""""Change-Management Skills"";
""Brainstorming Change Ideas""; ""Guidelines for Brainstorming""; ""The
Brainstorming Process""; ""Problem-Solving Techniques""; ""The
Problem-Solving Process""; ""Strategies for Managing Change"";
""SUMMARY""; ""Final Thoughts: How Good Can You Be?""; ""Think of the
Potential, Not the Problems""; ""Be Action Oriented, Not Apathetic"";
""Stay Proactive, Not Reactive""; ""Authora€?s Notes on the Case
Studies""; ""Case Study 1 (page 14)""; ""Case Study 2 (page 40)""; ""Case
Study 3 (page58)""; ""Case Study 4 (psge 76)""
""Case Study 5 (page 94-95)""""""Recommended Reading""