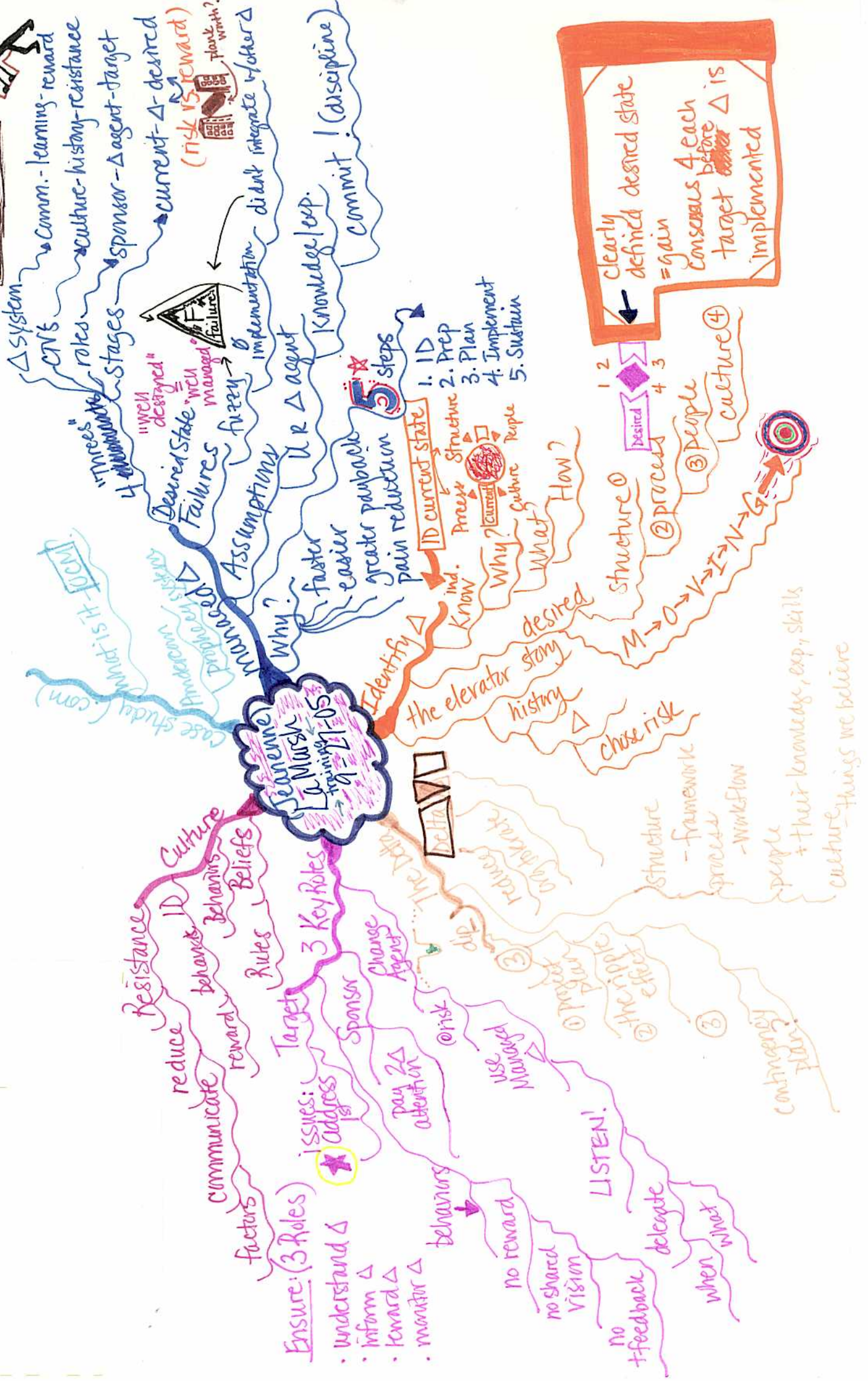


read, write actively engage } 90%+ retain! vs. listen only 30%

Manage Δ



clearly defined desired state
= gain
consensus 4 each before target Δ is implemented