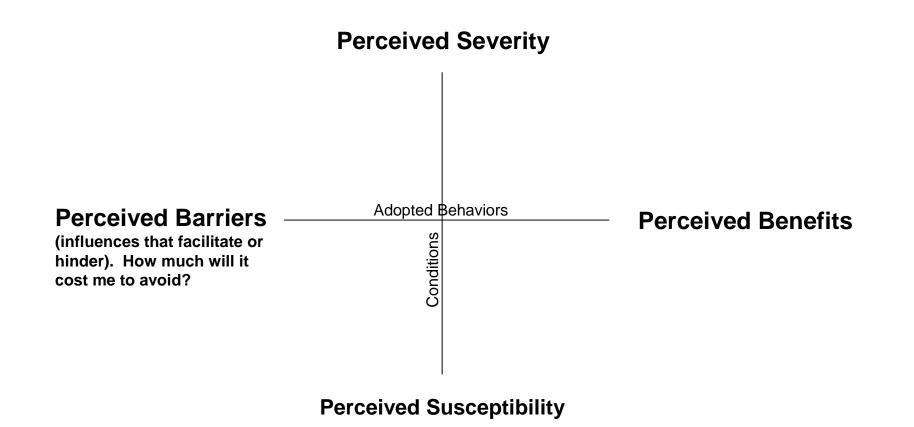
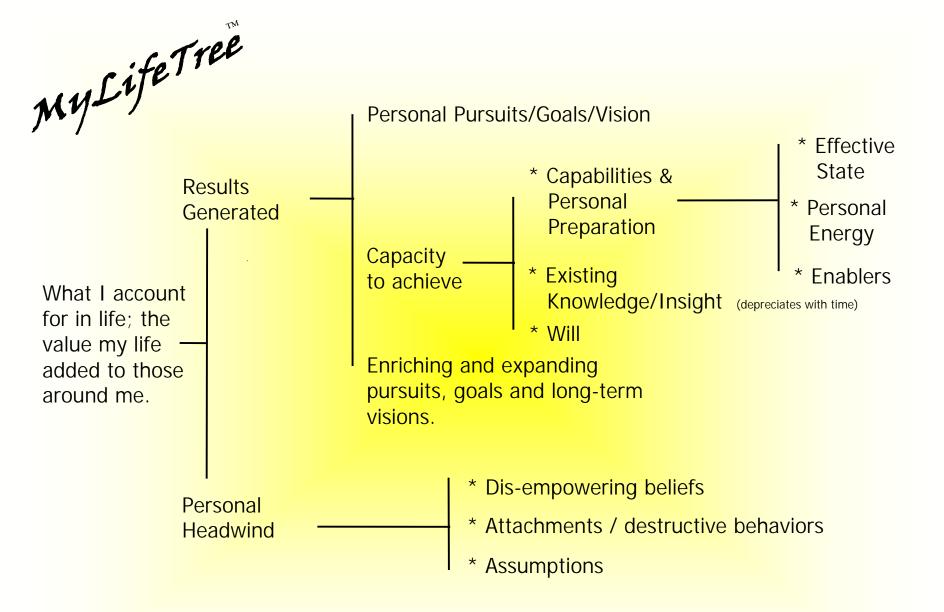


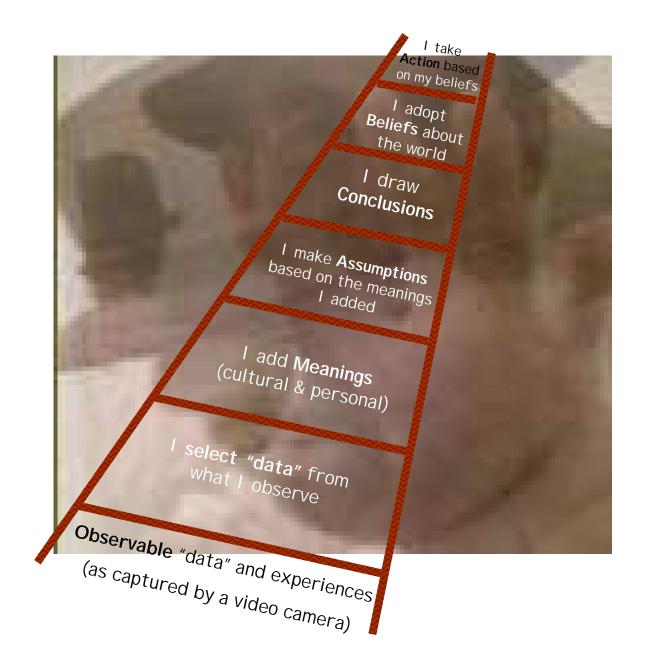
Thriving in Uncertain Times Selling "You, Inc."

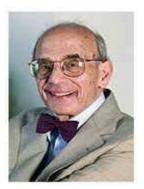
Health Belief Model Rosenstock, 1966





Chris Argyris' Ladder of Inference





1923 – Present Cambridge, MA Harvard