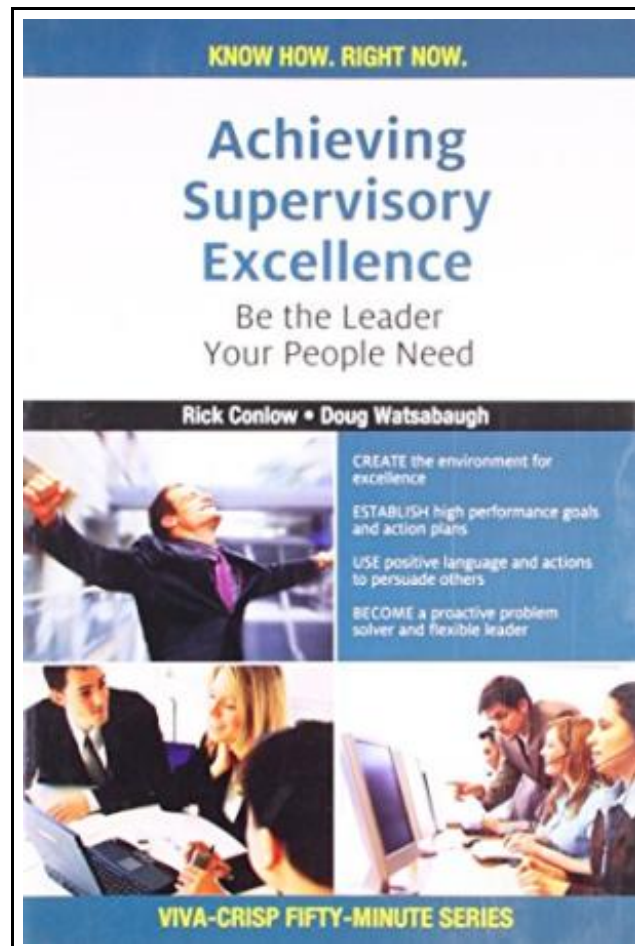


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(Robyn Nolan)

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- ? Become a flexible and proactive supervisor
- ? Persuade other with positive encouragement
- ? Create and environment of excellence

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