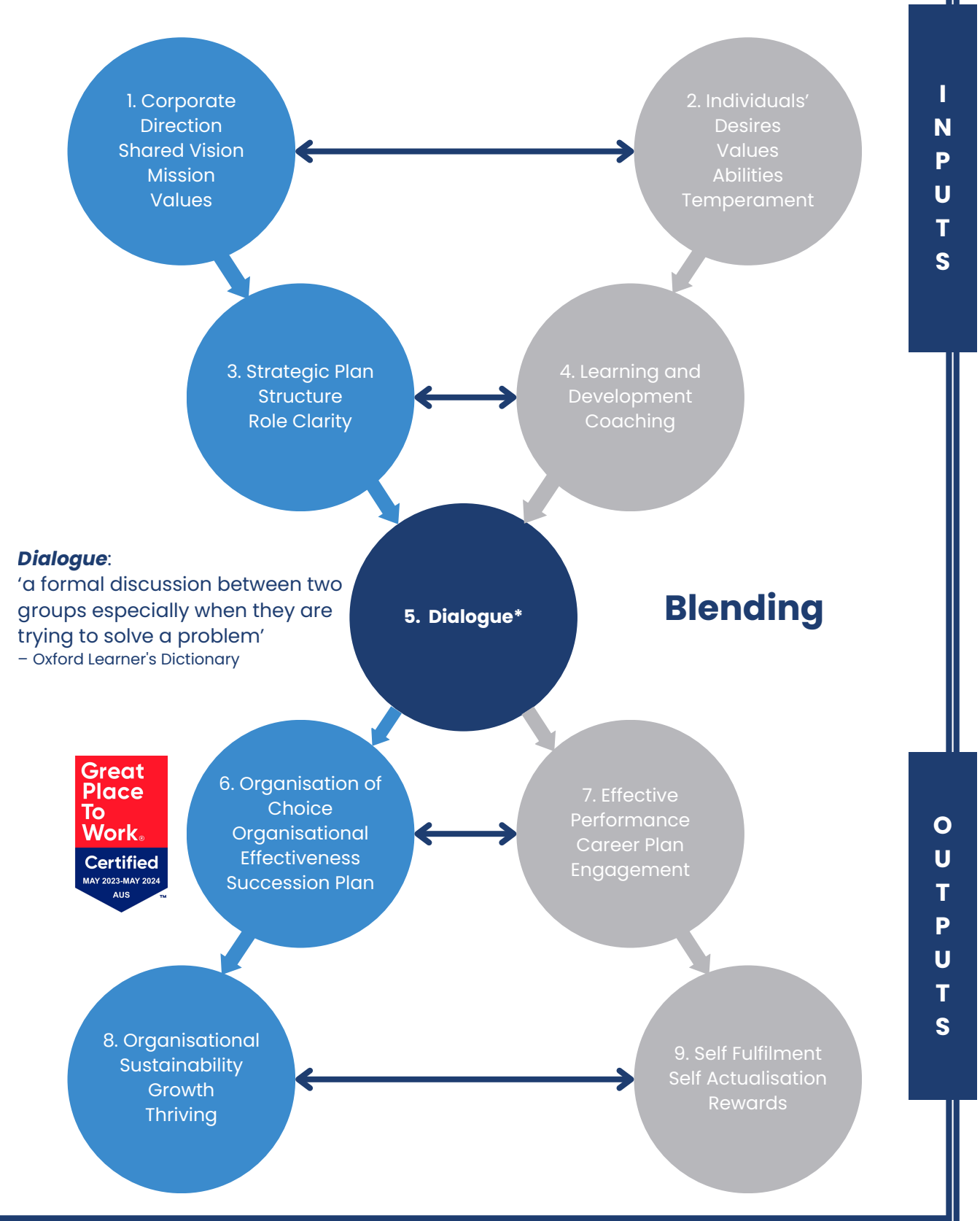


The X Factor Model of Engagement

ORGANISATION FOCUS

PERSON FOCUS



Originator: Robert J. Re