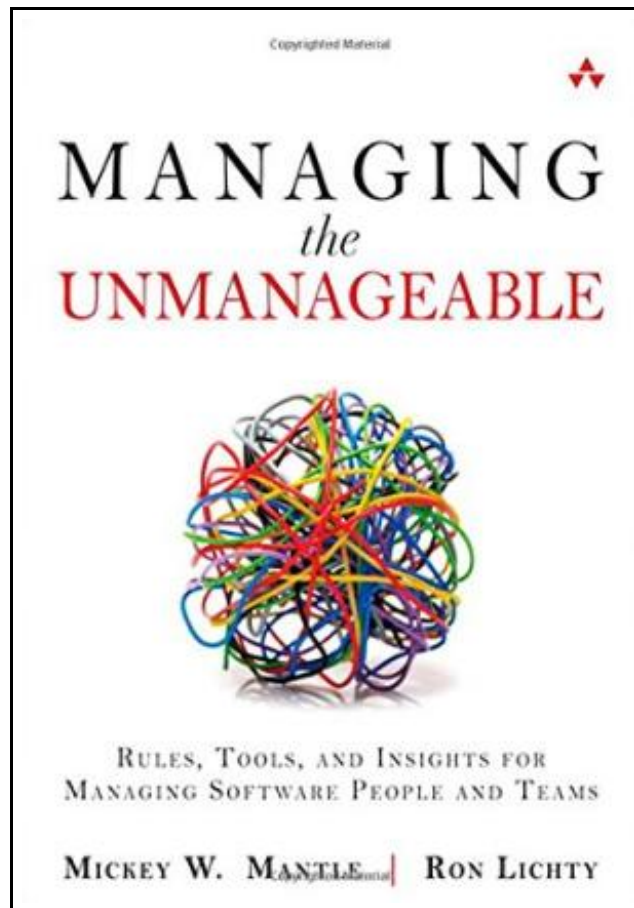


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## MANAGING THE UNMANAGEABLE: RULES, TOOLS, AND INSIGHTS FOR MANAGING SOFTWARE PEOPLE AND TEAMS

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