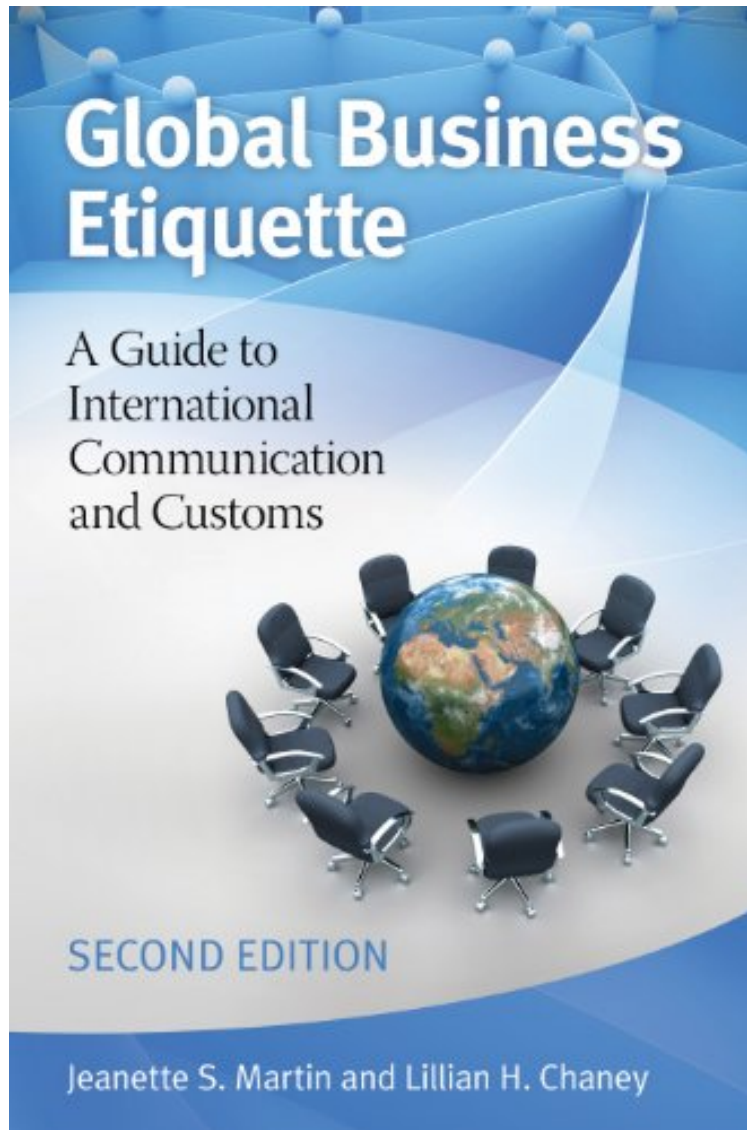


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About the Author Jeanette S. Martin is professor of management at the University of Mississippi. Lillian H. Chaney is distinguished professor of management emeritus at The University of Memphis.