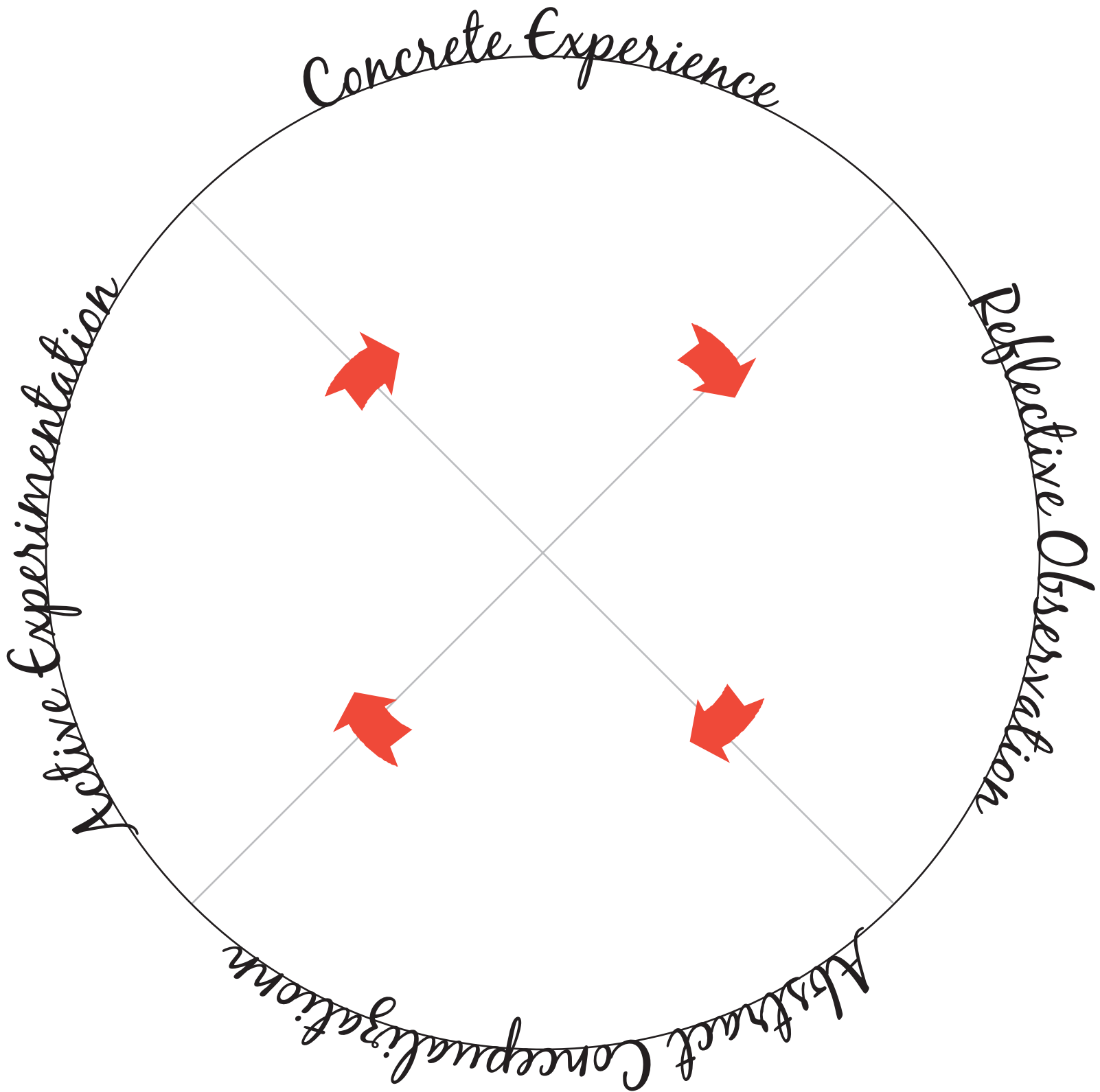


Designing Your Process



1. Where will you start?
2. What will you do/say?