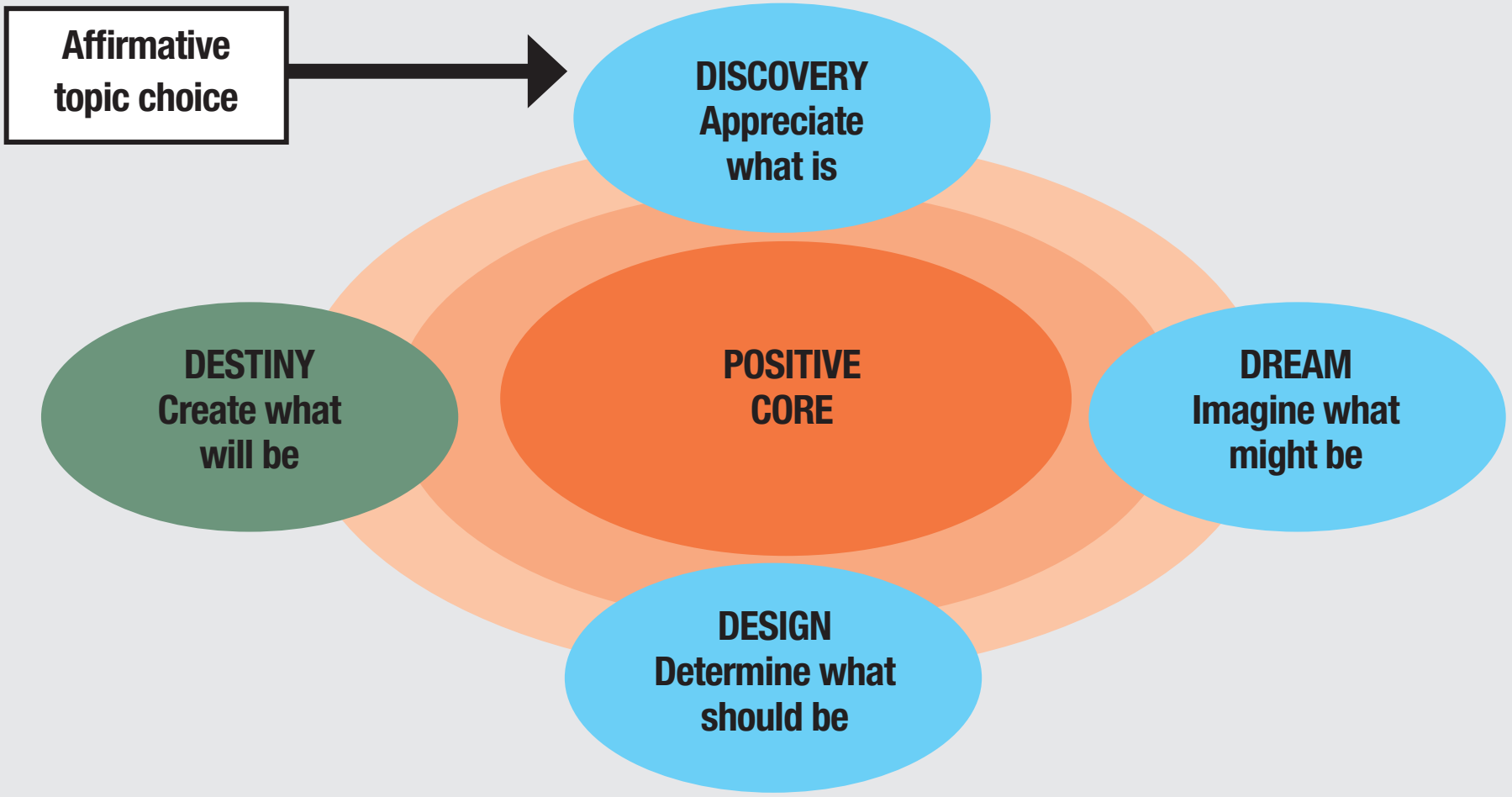APPRECIATIVE INQUIRY