

William J. Rothwell

Performance Consulting

APPLYING PERFORMANCE IMPROVEMENT IN

Human Resource
Development

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Performance Consulting Applying Performance Improvement In Human Resource Development

Lingsheng Yao



Performance Consulting Applying Performance Improvement In Human Resource Development:

Performance Consulting William J. Rothwell, 2013-01-11 Performance Consulting If organizations are to be successful they must improve individual and organizational performance in order to establish and maintain a high performance workplace develop intellectual capital promote productivity and ultimately enhance profitability Performance Consulting reveals how to distinguish between the signs and symptoms of productivity problems from the underlying root causes and find the most ethical and cost effective solutions to solve those problems The book is written for performance consultants HR professionals and any leader who want to fulfill the role of a performance consultant in order to develop more productive workers and create a globally competitive organization Filled with illustrative examples from giants in the field of human performance technology the book describes the skills needed in order to become an effective performance consultant Step by step the author clearly shows how to uncover and deal with challenges and opportunities to improve human performance of organizations by analyzing their present and envisioning their future The book offers vital information for examining an organization s present conditions that are associated with data collection and analysis methods It also describes how to foresee future conditions of an organization associated with relevant sources in order to determine their future course Performance Consulting includes guidelines for implementing performance improvement solutions which are often identified as performance improvement interventions The book explains which approaches can offer the solutions that are likely to be most cost effective timely ethical and socially responsible No matter what size your organization or your current job responsibilities Performance Consulting offers the strategies and information needed to become a dynamic performance consultant

Performance Consulting William J. Rothwell, 2013-12-16 Performance Consulting If organizations are to be successful they must improve individual and organizational performance in order to establish and maintain a high performance workplace develop intellectual capital promote productivity and ultimately enhance profitability Performance Consulting reveals how to distinguish between the signs and symptoms of productivity problems from the underlying root causes and find the most ethical and cost effective solutions to solve those problems The book is written for performance consultants HR professionals and any leader who want to fulfill the role of a performance consultant in order to develop more productive workers and create a globally competitive organization Filled with illustrative examples from giants in the field of human performance technology the book describes the skills needed in order to become an effective performance consultant Step by step the author clearly shows how to uncover and deal with challenges and opportunities to improve human performance of organizations by analyzing their present and envisioning their future The book offers vital information for examining an organization s present conditions that are associated with data collection and analysis methods It also describes how to foresee future conditions of an organization associated with relevant sources in order to determine their future course Performance Consulting includes guidelines for implementing performance improvement solutions which are

often identified as performance improvement interventions The book explains which approaches can offer the solutions that are likely to be most cost effective timely ethical and socially responsible No matter what size your organization or your current job responsibilities Performance Consulting offers the strategies and information needed to become a dynamic performance consultant Human Performance Improvement William J. Rothwell,Carolyn K. Hohne,Stephen B. King,2018-01-31 Organizations are under pressure to build and sustain competitive advantage with and through people For that reason managers continue to demand results from workers and look for as many ways as possible to increase productivity and decrease the costs of doing business Human performance improvement HPI is a systematic approach to securing better performance from people This book provides a thorough overview of the theory and practice of HPI looking at the long term action plan and specific interventions that can improve productivity and address performance problems This new edition provides up to date references and sources examines the manager s role in HPI in more detail than previous editions and explores how to build on human performance improvement strengths and opportunities Written by a group of highly respected authors in the field this book will show you how to discover and analyze performance gaps plan for future improvements in human performance and design and develop cost effective interventions to close performance gaps HPI is not a tool reserved exclusively for training and development practitioners human resource specialists or external consultants Almost anyone can use it including managers supervisors and even employees making this book vital reading for anyone looking to improve human performance **Optimizing Talent in the Federal Workforce** William J. Rothwell PhD, SPHR,Aileen G. Zaballero CPLP,John G. Park MBA,2014-07-01 Taxpayers deserve the very best from public services and first rate public services can only be provided by outstanding government workers Federal human resource managers face the challenge of attracting and retaining high caliber individuals within the constraints of ever tightening budgets and often conflicting political directives From a talent management perspective Optimizing Talent in the Federal Workforce explores Best practices for recruiting and selecting employees Proven methods for developing and training employees Optimal deployment and placement processes This text is a must read for anyone in or working toward a government management position *Successful Supervisory Leadership* William J. Rothwell,Behnam Bakhshandeh,Aileen G. Zaballero,2023-05-22 Why Study Supervision This book presents two compelling reasons to study supervision and supervisory leadership Influential Position Supervisors exert considerable influence on organizational settings Supervisors have been schooled developed and trained for their responsibilities They can function more effectively than if they learn through informal sometimes haphazard means It thus pays to learn about supervision because supervisors can influence how efficiently and effectively their organization functions Career Path Many career paths lead to supervision Supervisors are everywhere Supervisors are teachers doctors accountants lawyers plumbers and electricians If you aspire to advance within your occupation you may find that one career path leads to supervision Preparing for supervisory responsibilities can prepare you

for advancement You may thus have a personal stake your own future in learning about what supervisors do and how they do it In addition this book Provides strategies for building solid relationships with team members Uses positivity as a foundational practice to lead and encourage other employees Provides guidelines on how to hold employees accountable and set high expectations Presents strategies to engage coach and develop employees by creating a positive environment to influence attitudes and behaviors Offers various approaches for managing time and increasing productivity *Building an Organizational Coaching Culture* Behnam Bakhshandeh, William J. Rothwell, 2023-12-29 Building an Organizational Coaching Culture is a comprehensive collection of expert pieces examining the models methods and approaches to establish a sustainable coaching culture in organizations The different perspectives highlight how coaching skills can be used to positively influence workforces in the areas of critical thinking communication creativity and collaboration and how they can have a direct impact on performance and productivity Contributors from a range of professional contexts include theoretical grounding and application to practice across topics including talent management implementing coaching programs developing leadership qualities using positive psychology self evaluations and standards and ethics This is a great resource for both students and professionals wanting to engage more with coaching cultures Foreword by Dr Foojan Zeine PsyD

The Organized and Engaged Supervisor Behnam Bakhshandeh, Aileen G. Zaballero, William J. Rothwell, 2025-06-30 Balancing organization and engagement is the cornerstone of a workplace where supervisors and their teams can genuinely thrive Effective organization goes beyond checking boxes and meeting quotas it s about creating an environment where clear direction and supportive leadership enable everyone to do their best work Supervisors play a pivotal role in this dynamic navigating their own tasks while guiding their teams and meeting the expectations of clients and higher management The challenge is maintaining this balance managing projects and leading with limited time and resources Success demands more than good intentions it requires strong organizational skills to foster harmony streamline efforts and reduce stress However even the most meticulously organized supervisor can t optimize their teams without veritable engagement Lasting success comes from integrating structure with human connection A great supervisor allocates resources effectively and builds an atmosphere where employees feel valued motivated and genuinely connected to their work This book is your comprehensive guide to mastering this delicate balance Packed with practical insights and proven strategies this book will help elevate your leadership skills and team dynamics creating a culture where productivity and commitment are seamlessly intertwined

The Inclusive, Empathetic, and Relational Supervisor Behnam Bakhshandeh, William J. Rothwell, Aileen G. Zaballero, 2024-06-13 Supervisors are the bridge between line employees and middle upper management Therefore they must effectively communicate across the organization to be responsive and thoughtful leaders With work being more global organizations are taking advantage of remote work and the workforce is now more diverse and decentralized making the workplace more dynamic and complex However diversity can be one of the most controversial and least understood business

topics because of the issues regarding quality leadership and ethics Anand uses positivity as a foundational practice to lead and encourage other employees provides guidelines on how to hold employees accountable and set high expectations presents strategies to engage coach and develop employees by creating a positive environment to influence attitudes and behaviors and offers various approaches for managing time and increasing productivity **Winning the Talent War**

through Neurodivergence William J. Rothwell, Jonathan D. Zion, 2025-10-06 Recruiting talent from among the disabled population poses unique challenges which often are not adequately addressed by potential employers Although job seekers presently enjoy an advantage due to global talent shortages that situation may not continue Right now employers are hard pressed to find anyone to fill positions At this writing there are two job openings available for every one job applicant to fill it In that environment it makes sense for employers to explore alternative ways to get work done and alternative labor groups to do that work In **Winning the Talent War through Neurodivergence** A Guide for the Neurotypical William J Rothwell and Jonathan D Zion show how employers can overcome talent shortages by tapping into the often overlooked pool of talent comprising people with disabilities PWDs Few books examine the human resources processes relating to people with disabilities and this one provides a range of new insights This is a book for anyone involved in developing HR strategies or with responsibility for how human resources are utilized in general who are interested in improving the methods used to recruit and retain people with disabilities Assessment and Diagnosis for Organization Development William J Rothwell, Angela L.M. Stopper, Jennifer Myers, 2017-03-27 Although the theory and methods of organization development OD assessment and diagnosis have been covered in other books there is a lack of practitioner focused guides that introduce real world case studies and tools rooted in the methodology This book will fill that gap providing practical perspective and insight from practitioners and consultants currently practicing OD assessment and diagnosis Organization Development OD differs from management consulting in that OD assessment and diagnosis is not a prescriptive consulting engagement Instead OD methods include engaging clients to build change leadership initiatives customized to their particular situation OD is not about a consultant telling a client company what to do It is about an OD professional guiding client companies on their journey towards the best end point for their particular situation This book will address that journey The theory and foundational principles of OD are covered but the primary focus is on providing practical applications to businesses While the book is grounded in sound academic theory its strength is its practitioner focused methodology containing vignettes and tools that individuals can use to help guide the assessment and diagnosis efforts in their own or their client organizations

Handbook of Human Performance Technology James A. Pershing, 2006-05-19 The first two editions of the Handbook of Human Performance Technology helped define the rapidly growing and vibrant field of human performance technology a systematic approach to improving individual and organizational performance Exhaustively researched this comprehensive sourcebook not only updates key foundational chapters on organizational change evaluation instructional design and

motivation but it also features breakthrough chapters on performance technology in action and addresses many new topics in the field such as certification Six Sigma and communities of practice Boasting fifty five new chapters contributors to this new edition comprise a veritable who's who in the field of performance improvement including Geary Rummler Roger Kaufman Ruth Clark Allison Rossett Margo Murray Judith Hale Dana and James Robinson and many others Praise for the third edition of the Handbook of Human Performance Technology If you are in the business of trying to improve organizational performance this Handbook should be the first place you look for answers to questions about human performance technology Joseph J Durzo CPT Ph D senior vice president and chief learning officer Archstone Smith This newest edition of the Handbook provides an unparalleled all encompassing survey of the latest theory and its practical application in this emergent field This book is a must have reference for any professional wishing to systematically improve performance within their organization Weston McMillan CPT manager training and development eBay Inc An invaluable engaging resource for anyone charged with improving workplace performance It not only provides the background and foundations of our profession but more importantly it also provides the most up to date descriptions of how to apply HPT to drive results Rodger Stotz CPT vice president and managing consultant Maritz Inc This book is filled with insights both for those who are new to the field and also for those who are experienced It offers concrete advice and examples on how to use HPT to impact business results and how to work successfully within organizations Anne Marie Laures CPT director learning services Walgreen Co The Handbook contains many of the secrets for improving the performance of individuals groups and organizations Robert F Mager author Analyzing Performance Problems and How to Turn Learners On Without Turning Them Off **Human Resource**

Management for Organisational Change Paritosh Mishra, Balvinder Shukla, R. Sujatha, 2021-09-12 Change can take place in various forms gradual or abrupt incremental or transformational It is a requirement in modern day society that everyone whether at individual or organisational level understands the softer nuances of this concept and prepares for it During scenarios of change interventions the role of human resources HR becomes highly crucial even as the perception towards it becomes ambivalent This volume delivers a holistic view on the role of HR in organisational change It is built on the various theoretical models of change and provides a dramatic sequence of issues in change management to gain a big picture thinking for HR managers and weaves through why how and what perspectives to change management Human Resources Management for Organisational Change offers a comprehensive coverage of the changing role of HR as it relates to organisational change theories and models strategy changing business environment and implications organisational culture leadership resistance management and high performance work practices HPWP to support change management and cost of no changers It is unique in that it covers the entire gamut of organisational change as well as HR It will be of value to researchers academics professionals and students interested in learning more about how organisational change can improve productivity and human satisfaction as well as the systematic approach to managing organisational change *Increasing*

Learning & Development's Impact through Accreditation William J. Rothwell, Sandra L. Williams, Aileen G.

Zaballero, 2020-03-09 This book provides a guide to the process of accrediting training programs sets out how to achieve consistent measurement of the results of training and explains why accreditation is critical for capturing and developing today's workers skills aiding retention and boosting strategic organizational credibility with millennials Workplace and executive training is a multi billion dollar industry and yet an enormous percentage of that budget is spent on programs that have never been rigorously examined to ensure that they are fit for purpose and deliver value for the money If you're signing off on that budget or asking your people to spend time on training programs shouldn't that concern you Training accreditation offers vital quality assurance ensures global consistency of results and delivers accountability for learning and performance outcomes Apart from delivering better results and greater ROI organizations can differentiate themselves from their competitors in the employment marketplace by offering accredited proprietary training After all digital natives and indeed all of today's most talented potential employees expect and increasingly demand the high quality engaging and transferable employee development that only accredited programs can deliver Aligning with the standards set by the International Association of Continuing Education and Training IACET today's premier accreditation body for training programs the authors offer principles for quality program structure delivery and improvement needed to achieve accreditation They share practices used by high quality training program managers today covering business alignment and program administration along with the planning design delivery and evaluation of learning systems

High-Performance Coaching for Managers William J. Rothwell, Behnam Bakhshandeh, 2022-07-05 Coaching is a necessary skill for managers It is important as a fundamental part of an organization's talent efforts including talent acquisition development and retention strategies For a coaching program to succeed in an organization it should be recognized as a useful approach throughout the organization and become part of the fabric of the corporate culture Performance Coaching for Managers provides an important tool for organizations to use to train their managers on coaching This book differs significantly from other books in the coaching market Many books on coaching cast coaches as facilitators who question their clients the coachees helping them to articulate their own problems formulate their own solutions develop their own action plans to solve problems and measure the success of efforts to implement those plans That is called a nondirective approach But this book adopts a directive approach by casting the coach as a manager who diagnoses the problems with worker job performance and offers specific advice on how to solve those problems While there is nothing wrong with a nondirective approach it does not always work well in job performance reviews in which the manager must inform the worker about gaps between what is needed the desired and what is performed the actual The significant difference between what is currently available in the market and what is offered in this book is the authors collective experience of over 70 combined years of hands on research and delivery experiences in the Human Resources Development field According to the Harvard Business Review 2015 workers generally

expect their immediate supervisors to give them honest feedback on how well they do their jobs and specific advice on what to do if they are not performing in alignment with organizational expectations When workers do not receive advice but instead are questioned about their own views they regard their managers as either incompetent or disingenuous Effective managers should be able to offer direction to their employees After all managers are responsible for ensuring that their organizational units deliver the results needed by the organization If they fail to do that the organization does not achieve its strategic goals This book gives managers direction in how to offer directive coaching to their workers

Women and Leadership around the World Faith Wambura Ngunjiri, Susan R. Madsen, Karen A. Longman, Cynthia Cherrey, 2015-07-01

Women and Leadership around the World is the third volume in a new series of books Women and Leadership Research Theory and Practice that will be now being published to inform leadership scholars and practitioners The purpose of this volume is to explore areas of women's leadership in four regions around the world the Middle East Europe North America and Asia Pacific Hence we have included 14 chapters that cover a wide range of important topics relevant to women and leadership within specific contexts around the world Our goal for this volume is to provide readers with explorations of women's experiences as leaders including recent research studies analysis and interpretation of statistics unpacking the status of women in various sectors and countries stories of influential women leaders with national or local spheres of influence and including recommendations for positive change to increase women's access to positions of authority The volume contributors use various theories and conceptualizations to problematize historicize and analyze women's limited access to power and their agency as leaders from the grassroots to the national scene from education to non profits and business organizations Overall the book contributes interpretations of the status of women in various countries presenting the stories behind the numbers and statistics and uncovering not only challenges but also opportunities for resiliency and effectiveness as leaders The authors offer recommendations for change that cross national boundaries such as structural changes in organizations that would open the door for more women to access positions of authority and be effective as leaders It is rare to find a book with such a diverse array of topics and countries making this a timely contribution to the literature on women and leadership The authors remind us to continue to expand the literature base on women and leadership drawing from both qualitative and quantitative studies as well as conceptual explorations of women as leaders in different countries regions indigenous communities and across different sectors The more we know the better informed will be our efforts to create appropriate leadership development activities and experiences for emerging women leaders and girls around the world This book contributes significantly to that very effort

HUMAN CAPITAL DEVELOPMENT IN SERVICES JOB Asst. Prof. Dr. Kannapat Kankaew, 2021-03-02 The purpose of this study are to 1 study the level and the differences of development of human capital and human capital competency in aviation and service satisfaction of ground service officers 2 study the development of human capital that affect the competency of ground service officers 3 Study the

aviation human capital of ground service officers that satisfy the passengers This research is primarily quantitative research and the qualitative was supplemented by structured in depth interviews to foster the results The sampling groups divided into two main groups The first samples were those who work in the aviation industry consisting of full service airlines and low cost airlines senior staff level The second group was full service and low cost airline passengers The data was collected through questionnaires for quantitative While the qualitative was conducted by interviewing the airlines executives The first objective found that the approaches to developing aviation capital from airlines employee perspectives are classroom training learning organization job rotation a field trip for learning and education at highest level Whereas the competencies that fit for aviation human capital are having a volunteer attitude cultural diversity management communication and interaction skills communication skills of the foreign language technological skills creativity and innovation for the job improvement service minded continuous learning for self improvement ethics and morals being expertise in career and job achievement at the highest level The result of passengers satisfaction on service quality responsiveness to passengers needs reliability and assurance and service expectation at highest level The second objective the approaches affecting aviation human capital development are classroom training job rotation on the job training coaching and learning organization And the third objective the competences affect passengers satisfaction towards ground service officers are communication skills of the foreign language continuous learning for self improvement having a volunteer attitude service minded communication and interaction skills teamwork emotional quotient cultural diversity management and ethics and morals The recommendation from this research for policymakers of the government agencies to monitor the aviation standards for the development of aviation personnel The government agencies should implement policy on the manpower development process for the ground service systematically Considering that the institutions should apply the methods of learning and development as well as the necessary competencies to students

Building A Successful Consulting Practice (In Action Case Study Series) Patricia Pulliam Phillips, 2023-05-26 Consulting is one of the fastest growing occupational groups in business today For many talented individuals around the world starting a consulting practice offers great opportunity for income growth and job satisfaction Yet consulting does have its unique set of challenges including lack of professional respect from potential clients and a high business failure rate This book *Building a Successful Consulting Practice* will be helpful to anyone starting down this exciting and challenging road It presents 12 case studies that analyze the success of consulting organizations This book focuses particularly on small consulting practices and specifically on those consulting practices closely related to the field of human resource development You will find value in this book no matter where you are in the process of starting or running a consulting practice No matter how you plan to use this book the impressive group of contributors represented in this collection of case studies will be invaluable as you work to achieve your own level of success in the consulting business

Marketing Organization Development William J Rothwell, Jong Gyu Park, Jae Young Lee, 2017-03-16 Organizational

Development OD consultants often face dilemmas when they market their services because there is a gap between clients expectation and the actual role of OD consultants This book is about how to overcome that dilemma by finding effective marketing strategies for a different approach to consulting Marketing Organization Development A How To Guide for OD Consultants focuses on the challenges faced by internal and external consultants in marketing and selling their services By distinguishing between performance consulting and Organization Development OD consulting this book demonstrates why marketing and selling OD consulting services are unique This book meets not only unique OD consultants needs by reflecting the philosophical background of OD and unique marketing challenges but the needs of Human Resource Development HRD managers need who are interested in promoting or selling their change interventions within their organizations This comprehensive book Reviews important terms and popular tools used in the marketing process and outlines the many roles a consultant must fill to obtain and keep the business i e marketer salesperson brand manager account management Describes the criteria for self evaluation as an OD consultant It examines how to identify your strengths and the competencies you need to develop based on OD competencies Provides an introduction to actionable steps and resources for organization development change management and performance management consultants to evaluate unmet needs and opportunities through a niche market for consulting services Covers how to communicate value to your target customers and how to brand your service Describes various channels of OD marketing such as viral word of mouth and social media marketing Reviews selling tactics for l your consulting service and discusses the importance of having a defined sales process to which you adhere

ATD's Foundations of Talent Development Elaine Biech, 2018-09-28 Your Talent Development Atlas If you ve been directing your organization s talent development effort during the last few years you might think you re on a journey without a map There are few published resources to guide you in a challenge that many experts promise will only become more urgent and necessary in the coming years Elaine Biech a legendary leader in training and development understands the road ahead and has partnered with ATD to present a new book that will point the way ATD s Foundations of Talent Development Launching Leveraging and Leading Your Organization s TD Effort Biech imbues this comprehensive volume with the energy and passion she has manifested in a career spanning more than three decades In her hands you have a trusted adviser who provides guidance leadership and direction to your organization Biech painstakingly guides you over 36 chapters taking you from developing your talent development strategy creating an operating plan and reinforcing your organization s talent development mindset through design and delivery measurement and evaluation and preparing for the future No matter where you are in your development you will be able to pick up this book and select chapters that describe how you can help your organization What s more Biech has included a new customized model to assist you Plus she s invited dozens of her friends and colleagues to contribute well known authors ATD subject matter experts and icons in the field to present a cross section of voices and approaches in the field In 2018 ATD celebrates its 75th anniversary by delivering ATD s

Foundations of Talent Development its first published reference to the profession it leads and supports Think of this book as your professional atlas Table of Contents I Identify and Clarify the Organization s Learning Foundation 1 Your Organization s Learning Culture 2 Leaders Champion Learning 3 Employees Value Learning 4 Everyone has a Learning Mindset 5 Clarifying Your Organization s Readiness II Develop a Talent Development Strategy 6 Build A Business Case for Learning 7 Enhance Your Organizational and Industry Savvy 8 Expand Talent Development s Purpose 9 Partner with Business to Become Trusted Advisors III Create an Operating Plan 10 Align TD to the Organization s Needs 11 Manage the TD Function 12 Balance Services and Budget 13 Leveraging Technology for Learning IV Reinforce an Organizational Talent Development Mindset 14 Maturing Your Organization s Learning Culture 15 How Your Organization Learns to Perform 16 Managers Develop their Employees 17 Employees are Accountable for Their Development 18 Talent Development Professionals are Consultants V Design and Deliver Learning 19 Formal Learning 20 Learning from Others 21 On the Job Learning 22 Contemporary Content 23 Services Provided by TD Professionals VI Fortifying the Learning 24 Enable Social Learning 25 Empower Employees 26 Coach Managers 27 Foster Continual Self Learning 28 Develop TD Staff VII Define and Measure the Impact 29 Determine and Demonstrate Organizational Impact 30 Evaluation Methods 31 Getting Started with Evaluation 32 The Future of Evaluation VIII Prepare for the Future 33 The Workplace of the Future 34 The Workforce of the Future 35 Talent Development Future Trends 36 Guiding Your Organization s Future **Rapid Instructional Design** George M.

Piskurich,2015-01-06 The classic guide to instructional design fully updated for thenew ways we learn Rapid Instructional Design is the industry standard guideto creating effective instructional materials providingno nonsense practicality rather than theory driven text Beginningwith a look at what instructional design really means readersare guided step by step through the ADDIE model to exploretechniques for analysis design development intervention andevaluation This new third edition has been updated to cover newapplications technologies and concepts and includes many newtemplates real life examples and additional instructor materials Instruction delivery has expanded rapidly in the nine years sincethe second edition s publication and this update covers all themajor advances in the field The major instructional models areexpanded to apply to e learning MOOCs mobile learning and socialnetwork based learning Informal learning and communities ofpractice are examined as well Instructional design is the systematic process by whichinstructional materials are designed developed and delivered Designers must determine the learner s current state and needs define the end goals of the instruction and create an interventionto assist in the transition This book is a complete guide to theprocess helping readers design efficient effective materials Learn the ins and outs of the ADDIE model Discover shortcuts for rapid design Design for e learning Millennials and MOOCs Investigate methods for emerging avenues of instruction This book does exactly what a well designed course should do providing relevant guidance for anyone who wants to know how toapply good instructional design Eminently practical and fullyup to date Rapid Instructional Design is the one stop guideto more effective instruction

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Performance Consulting Applying Performance Improvement In Human Resource Development Introduction

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