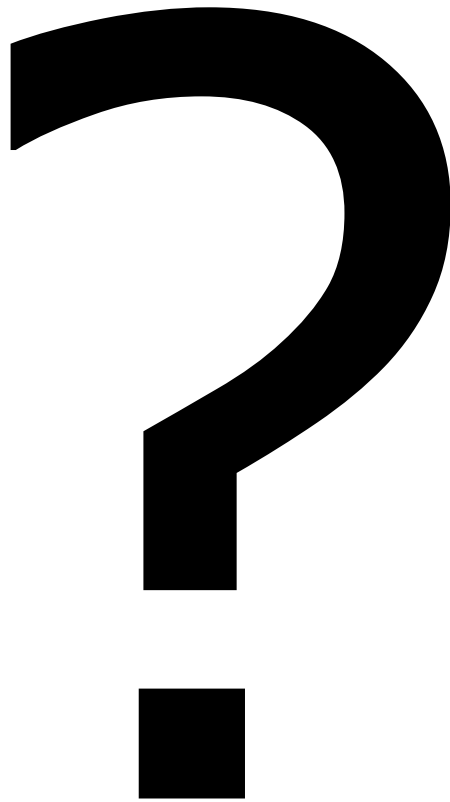


**COMMUNICATING EFFECTIVELY WITH
TECHNOLOGICALLY CHALLENGED MEMBERS**



A CALL FOR BEST PRACTICES!