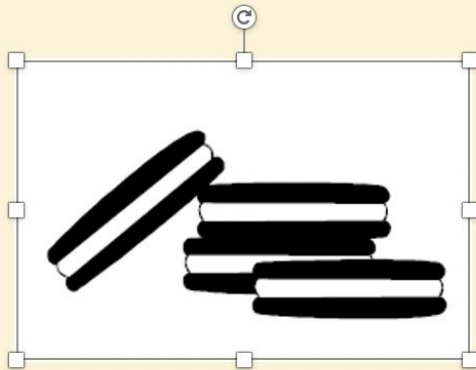


The Oreo Cookie Technique



For giving information or
feedback on a sensitive
issue.

*“Start with a positive,
add any negative, and then finish with
another positive.”*

-- Marti Olsen Laney