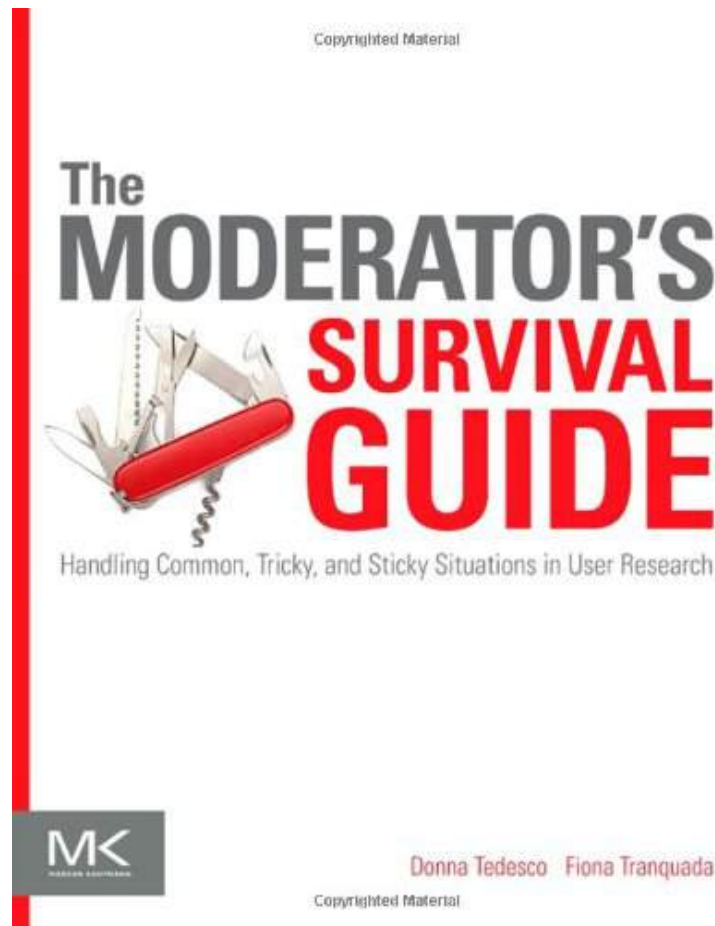



# The Moderator's Survival Guide: Handling Common, Tricky, and Sticky Situations in User Research

By Donna Tedesco, Fiona Tranquada



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