

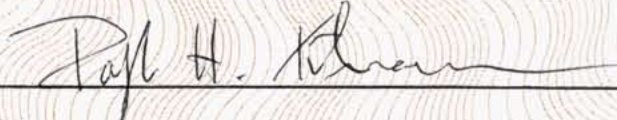


KILMANN DIAGNOSTICS
HEREBY CERTIFIES THAT

Stephanie Shirley

HAS MASTERED CONFLICT & CHANGE MANAGEMENT
WITH THE THOMAS-KILMANN INSTRUMENT

JULY 9, 2020



RALPH H. KILMANN