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Thesis defended : Tue 16 Apr 2024 the open university italie

**Core business****PHASE 3** Skill development**PHASE 1** Information management**Personal and
relational qualities****PHASE 1** Communication**PHASE 1** Analysis, synthesis and critical thinking**PHASE 1** Open-mindedness and creativity**PHASE 1** Commitment**PHASE 1** Integrity**PHASE 1** Balance**PHASE 1** Listening and empathy**Business
management and
value creation****PHASE 1** Managing change