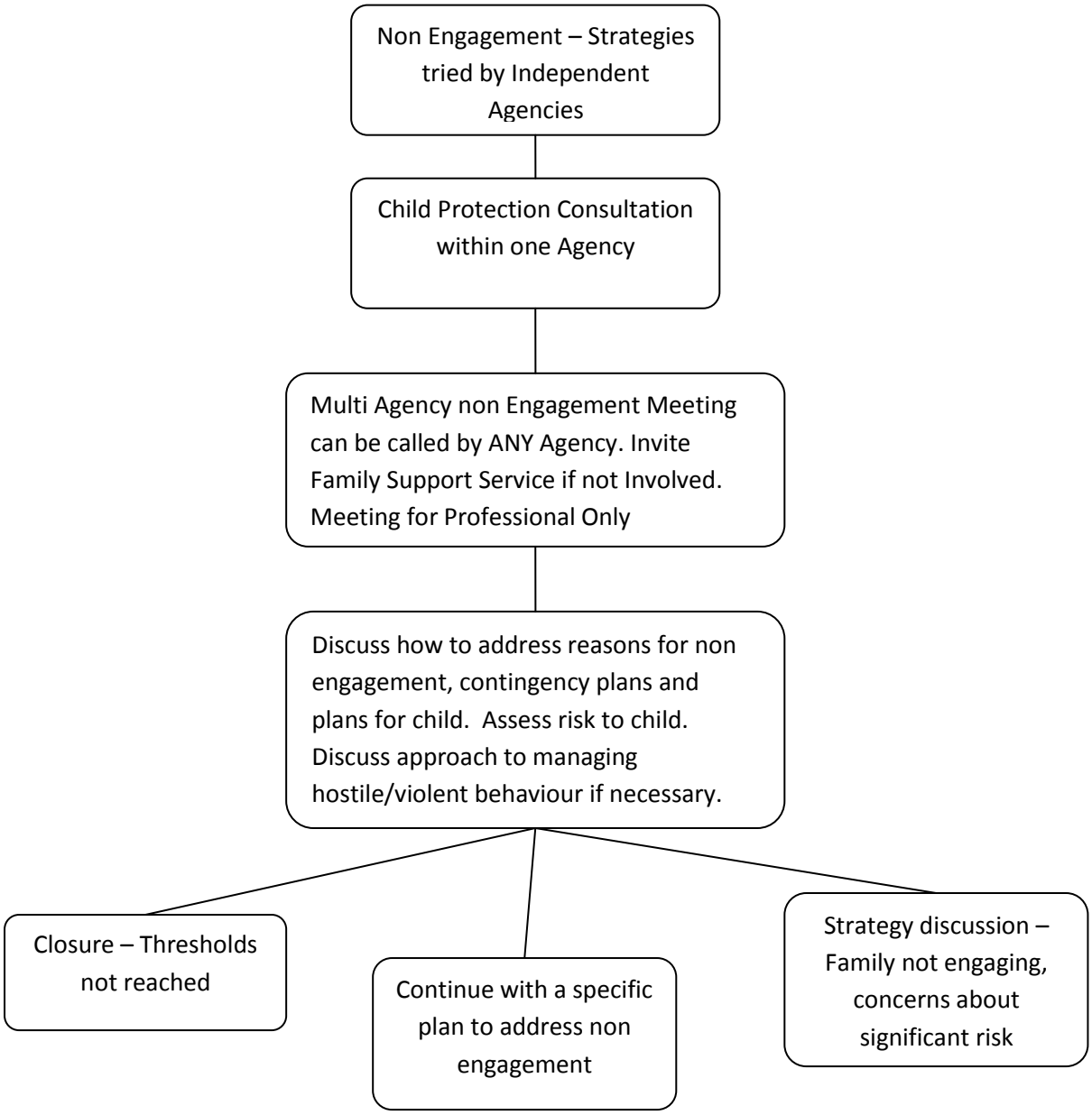Hard to Engage Flowchart