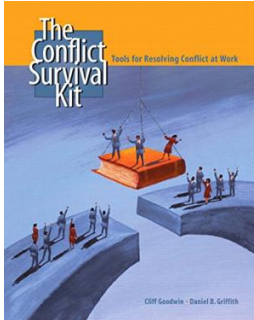


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THE CONFLICT SURVIVAL KIT: TOOLS FOR RESOLVING CONFLICT AT WORK



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