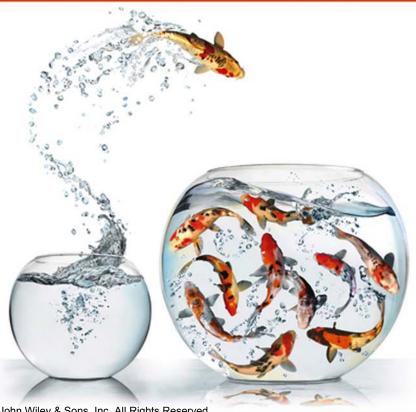
CONFLICT MANAGENT for MANAGERS

RESOLVING WORKPLACE, CLIENT, AND POLICY DISPUTES

SUSAN S. Raines



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