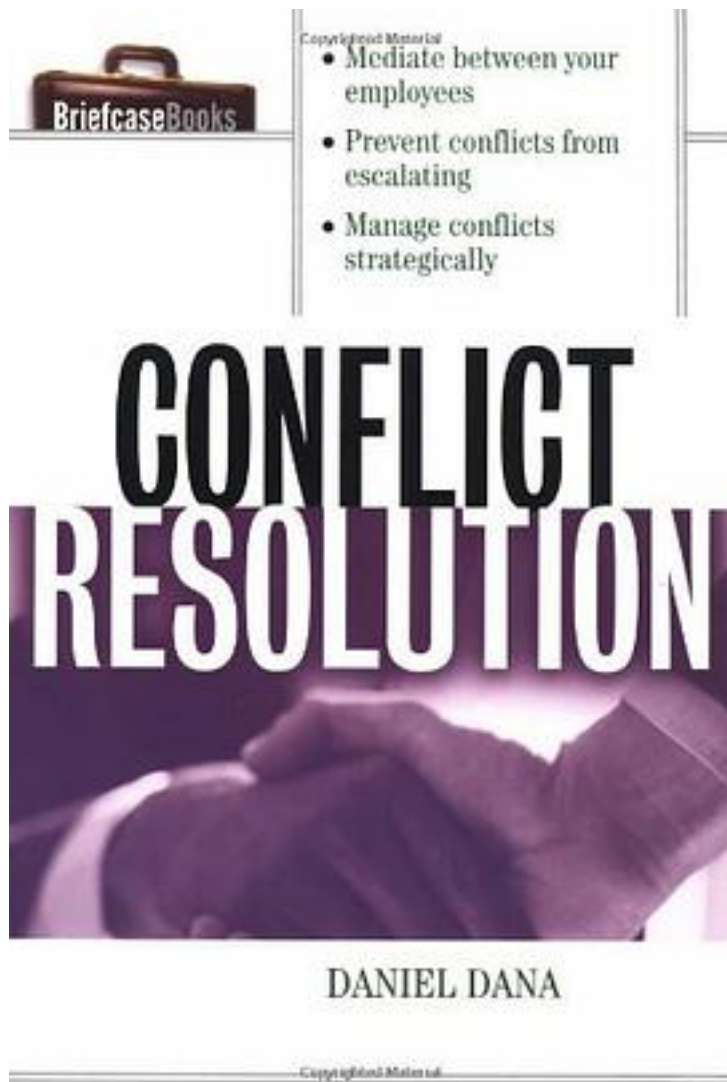


Conflict Resolution



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著者:NEIL KATZ

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Core knowledge you need to successfully redirect conflict and negotiate acceptable solutions.

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