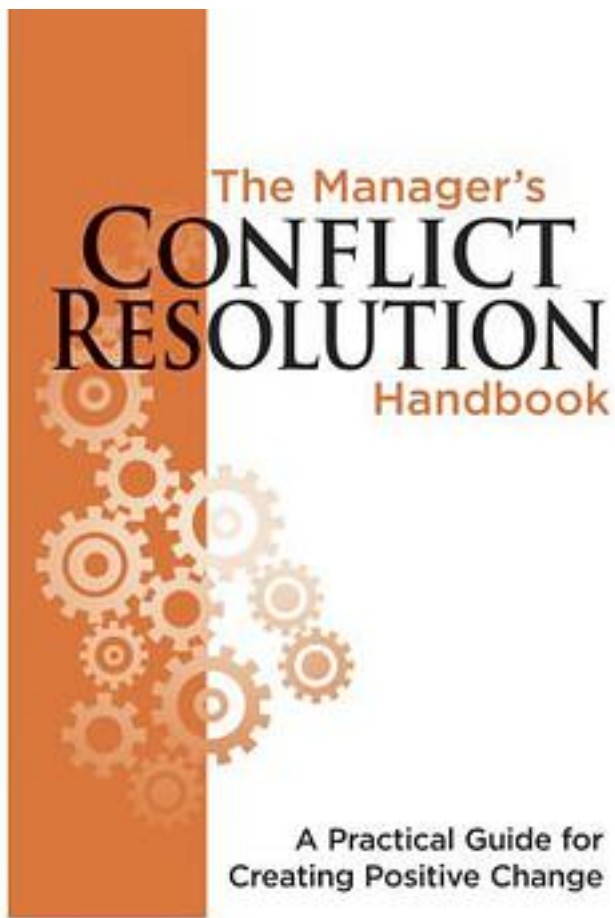


The Manager's Conflict Resolution Handbook



Ilayne J. Geller & David Cottrell

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出版者:CornerStone Leadership Institute

出版时间:2008-07-26

装帧:Mass Market Paperback

isbn:9780979800986

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