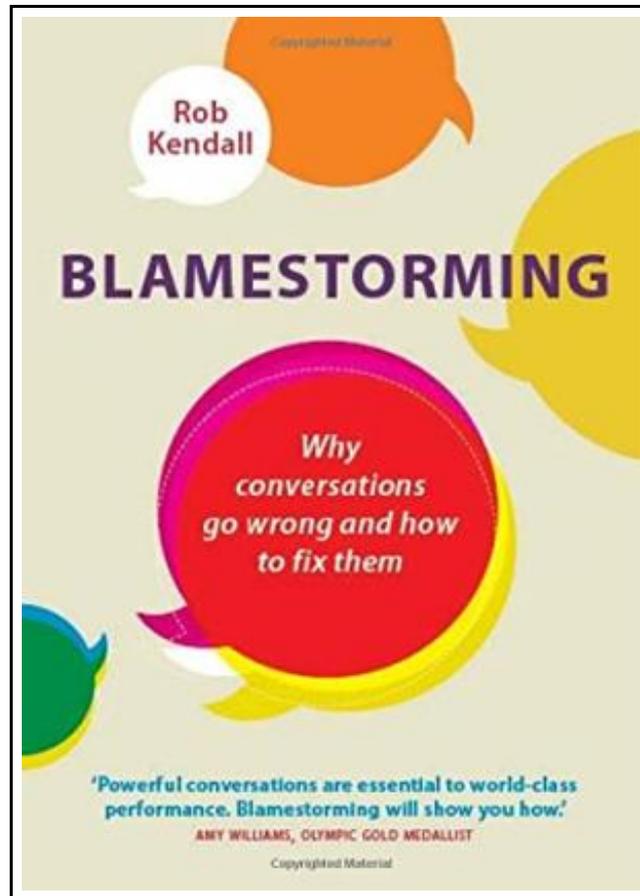


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BLAMESTORMING: WHY CONVERSATIONS GO WRONG AND HOW TO FIX THEM



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