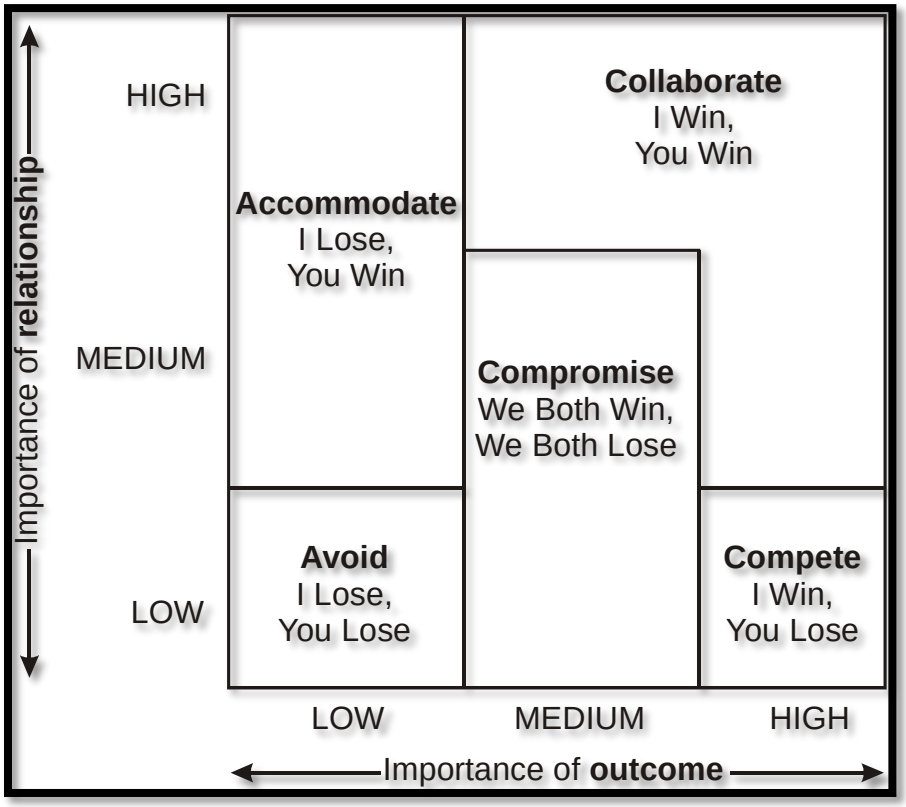
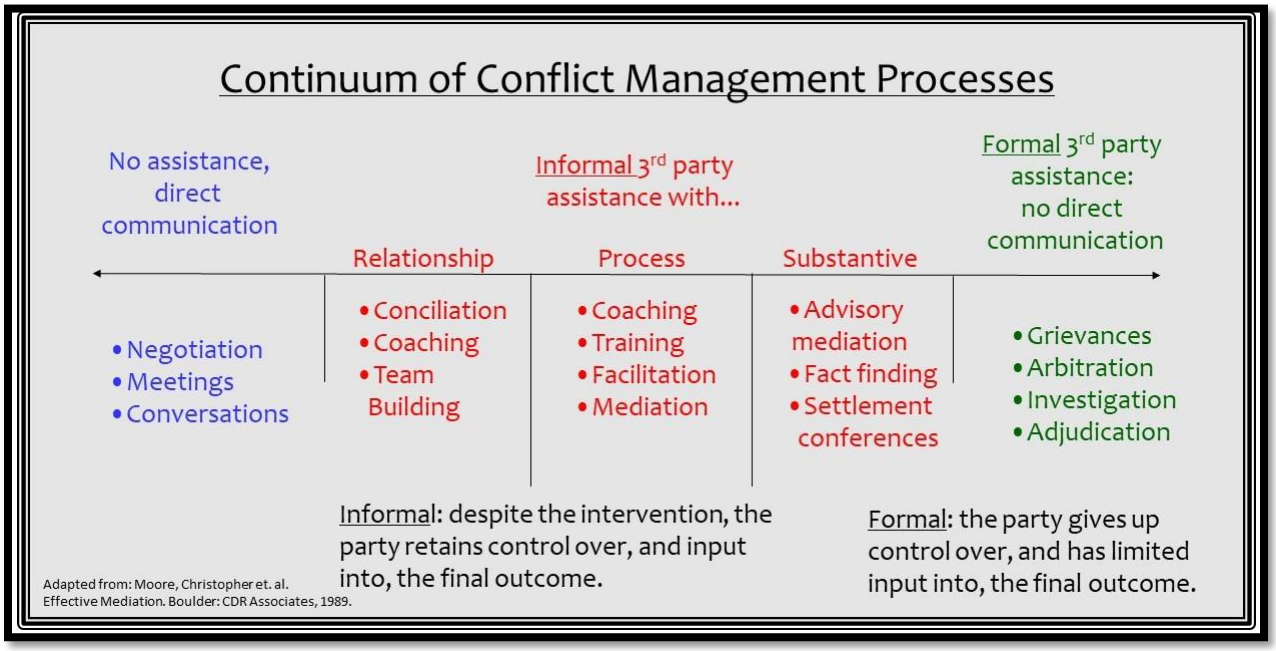
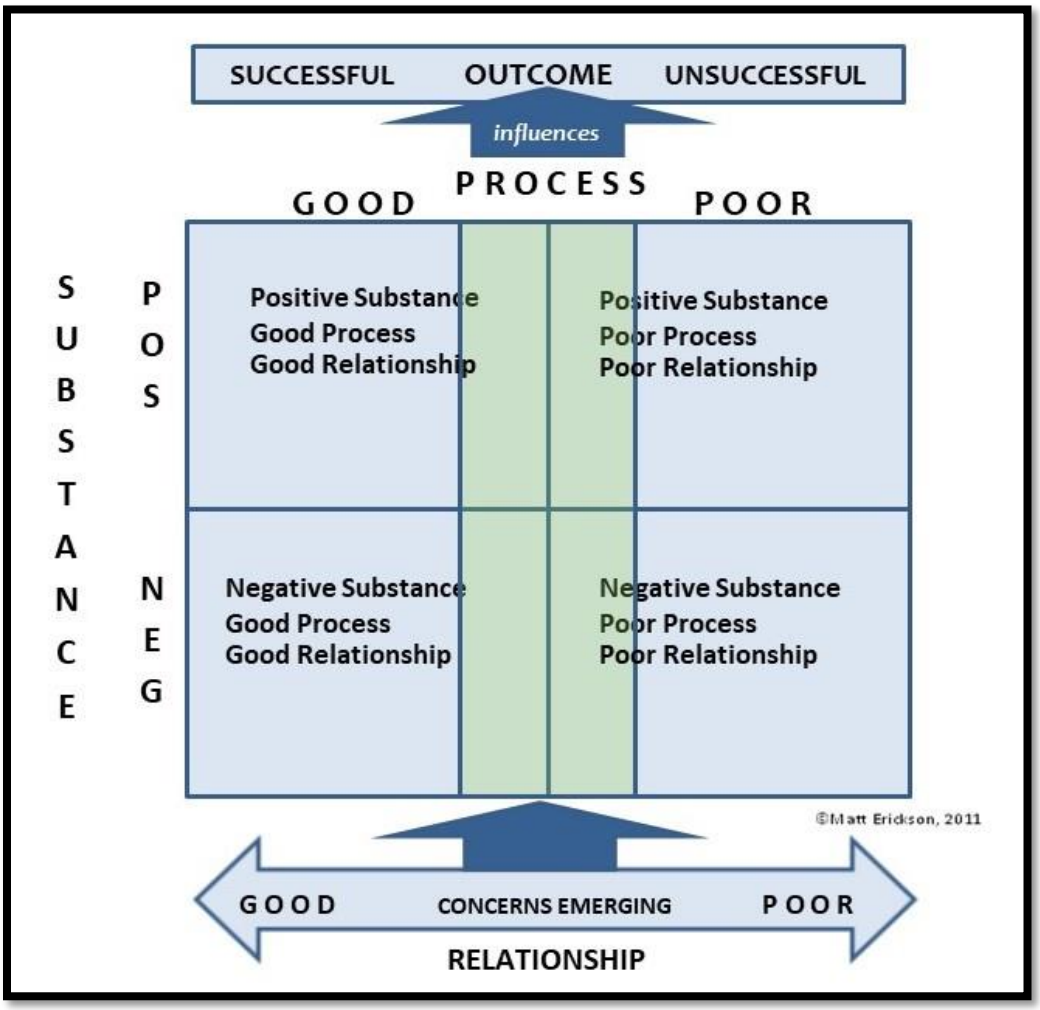
Conflict and Communication: Difficult People and Difficult Things






SUCCESSFUL
OUTCOME
UNSUCCESSFUL
influences
PROCESS
GOOD
POOR
SUBSTANCE
POS
NEG
Positive Substance
Good Process
Good Relationship
Positive Substance
Poor Process
Poor Relationship
Negative Substance
Good Process
Good Relationship
Negative Substance
Poor Process
Poor Relationship
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GOOD
CONCERNS EMERGING
POOR
RELATIONSHIP