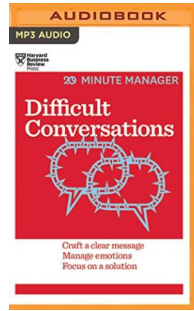


Difficult Conversations: Craft a Clear Message, Manage Emotions and Focus on a Solution



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