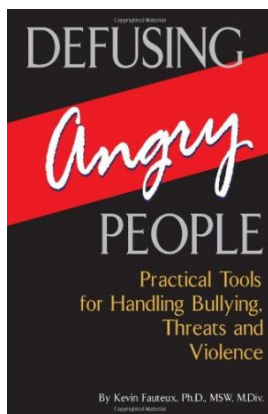


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DEFUSING ANGRY PEOPLE: PRACTICAL TOOLS FOR HANDLING BULLYING, THREATS, AND VIOLENCE



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