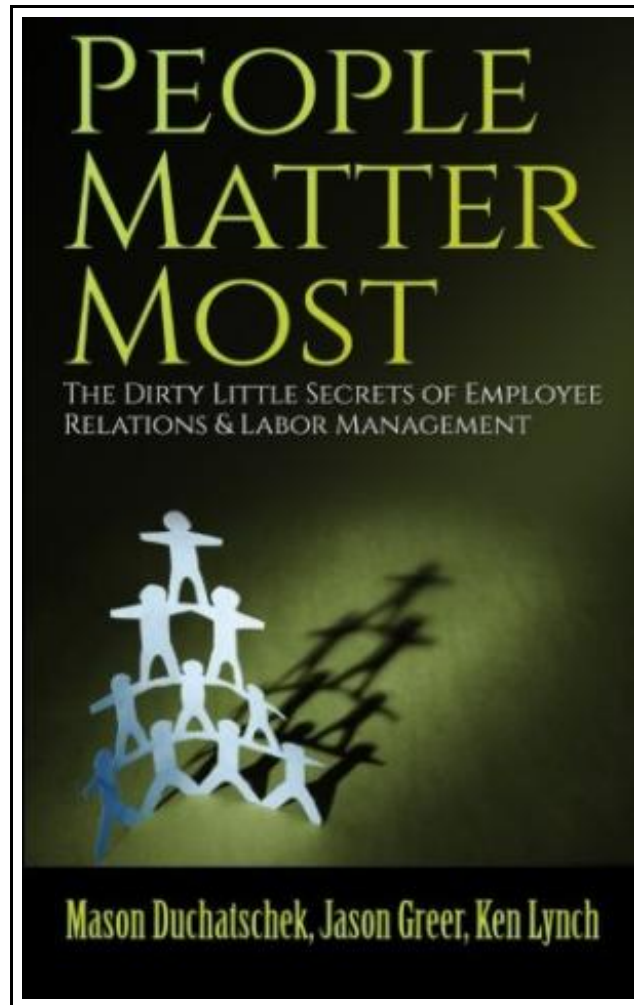


## People Matter Most: The Dirty Little Secrets of Employee Relations Labor Management



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