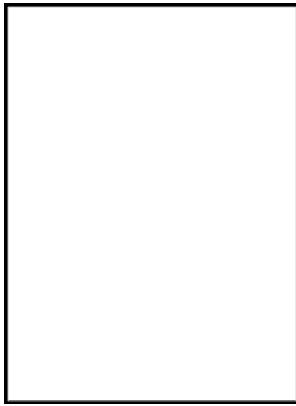


Words that hurt, words that heal - how to choose words wisely and well

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Notes: Includes bibliographical references (p. 189-207) and index.

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