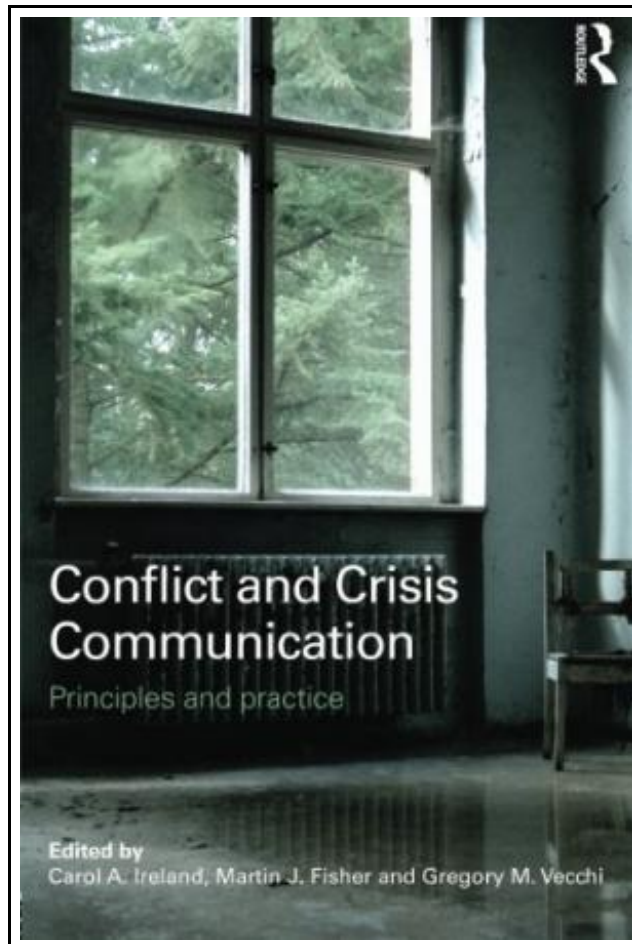


## Conflict and Crisis Communication: Principles and Practice



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