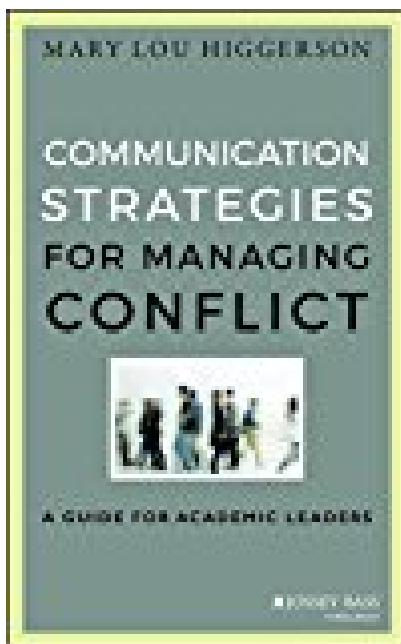


# Communication Strategies for Managing Conflict A Guide for Academic Leaders Jossey-Bass Resources for Department Chairs

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