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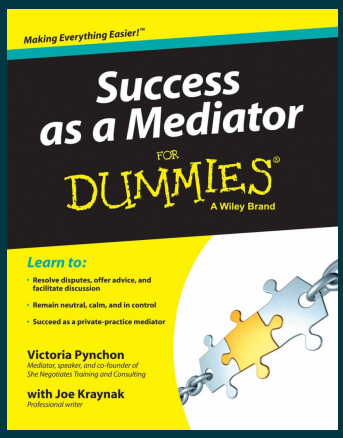

Success As A Mediator for Dummies

By Victoria Pynchon, Joe Kraynak

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