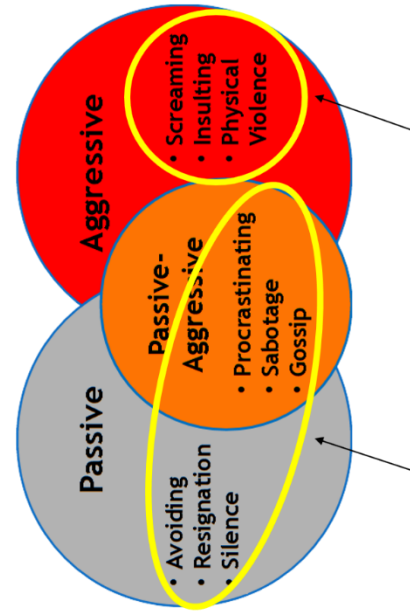


1.

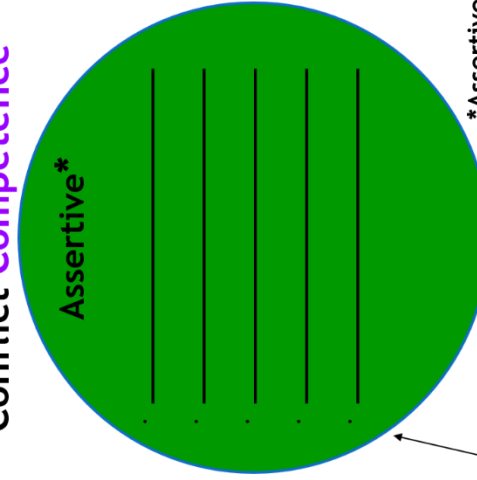
2.

3.

Conflict Incompetence



Conflict Competence



*Assertive interaction is respectful engagement