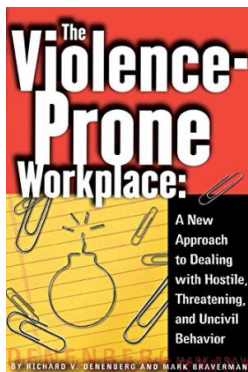# The Violence-Prone Workplace A New Approach to Dealing with Hostile, Threatening, and Uncivil Behavior Ilr Paperback.

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