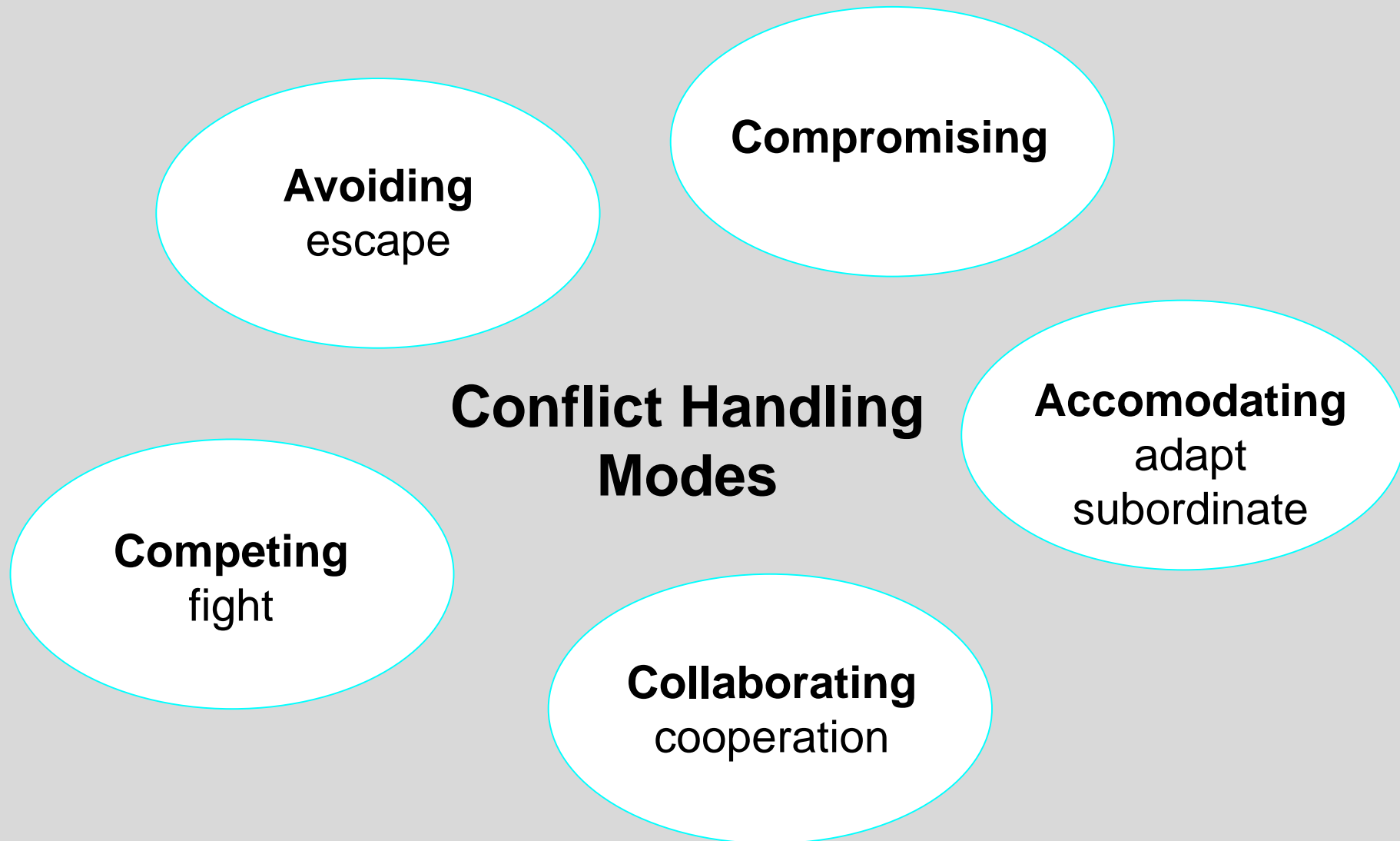


The Five Conflict Handling Modes



Basic principles: Kenneth Thomas, Ralph Kilmann