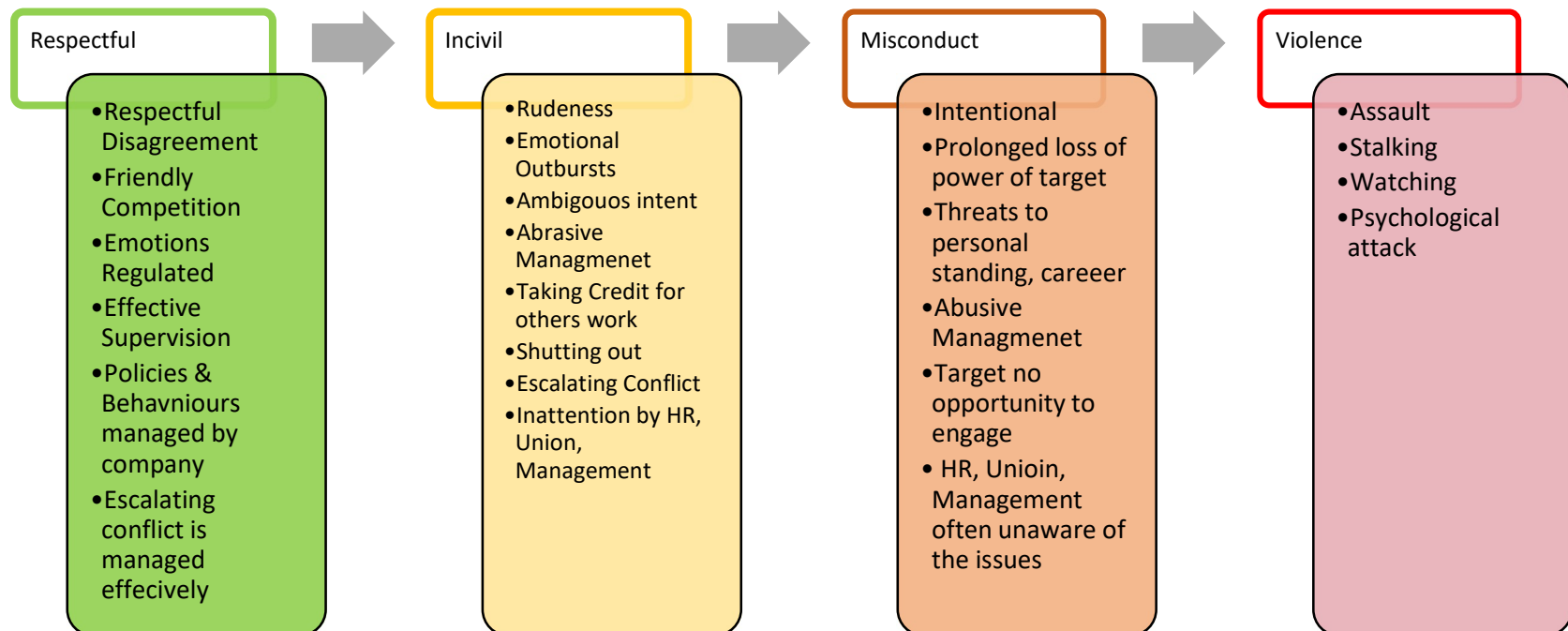


Workplace Fairness Institute
Conflict Management Solutions



Adapted from Pat Ferris & Associates