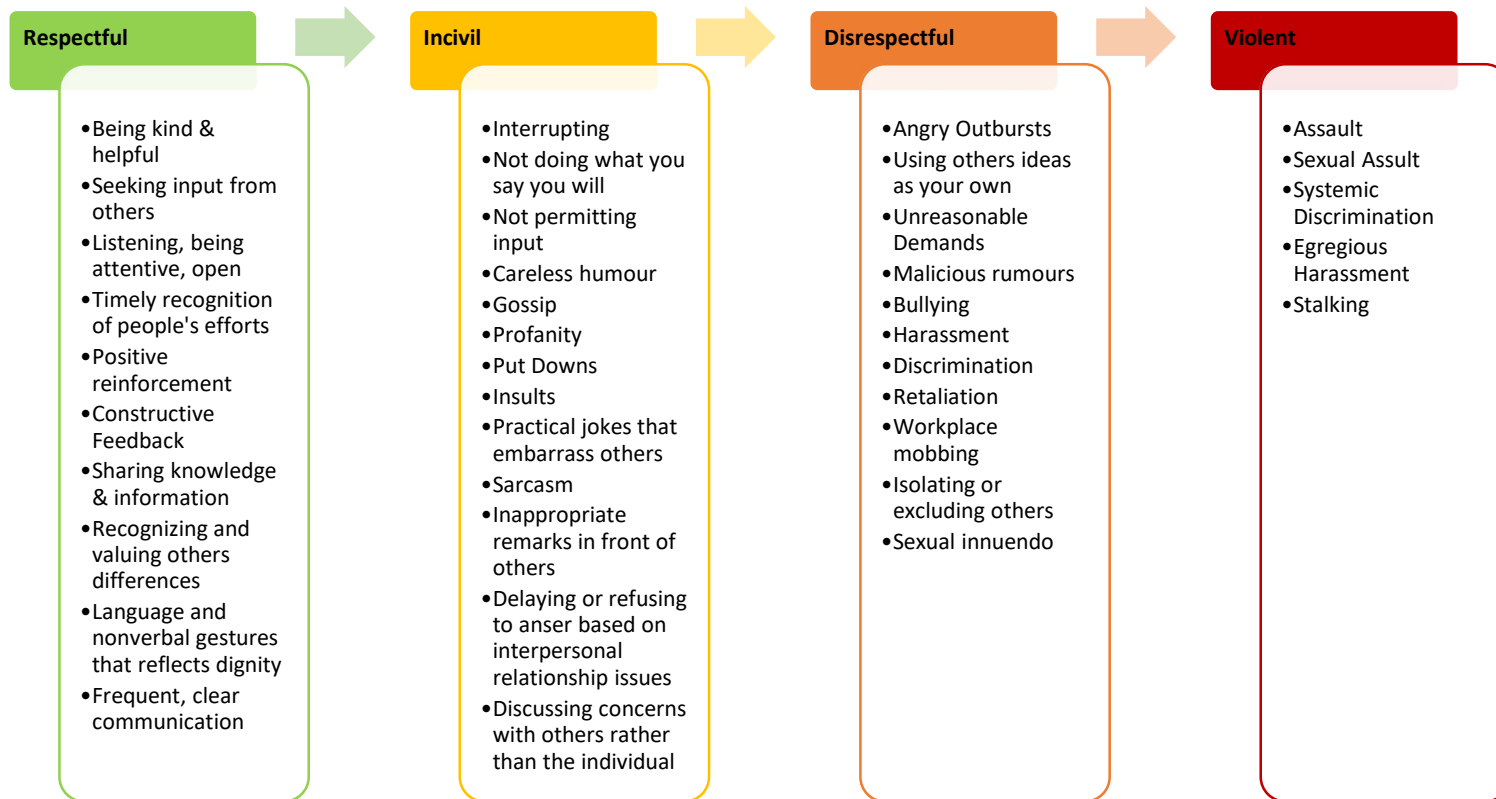
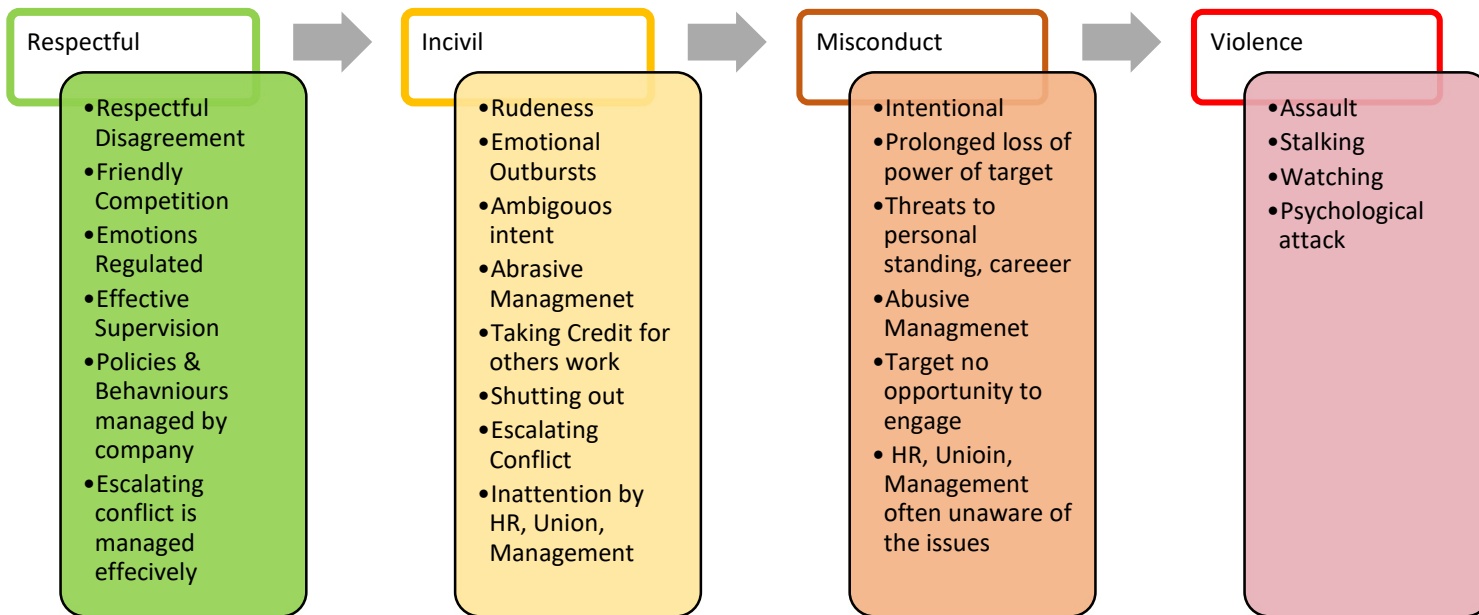


Workplace Fairness Institute
Conflict Management Solutions

Continuum of Behaviours





Adapted from Pat Ferris Consulting