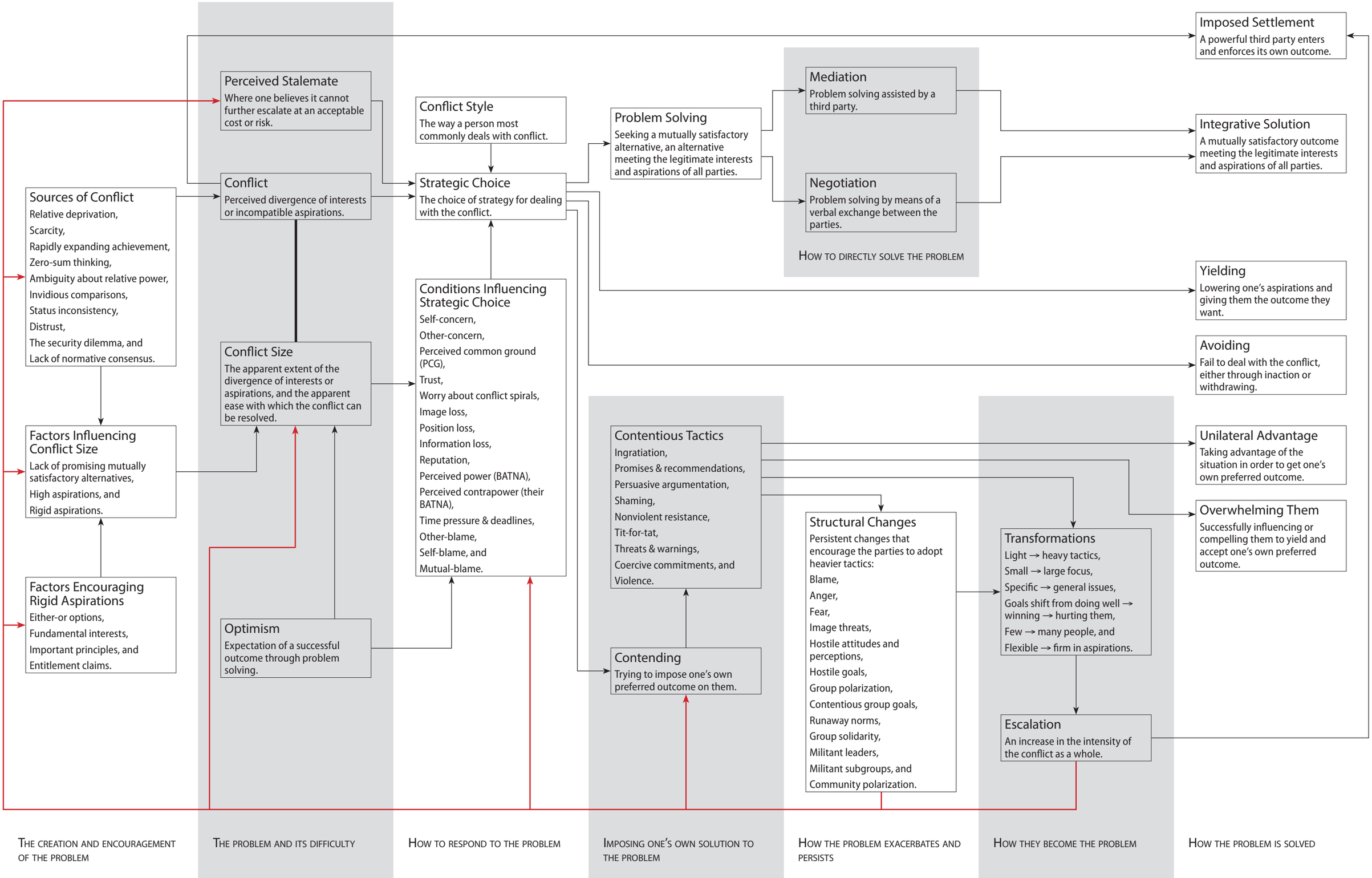CONFLICT & DISPUTE RESOLUTION: Conflict, Escalation & Problem Solving