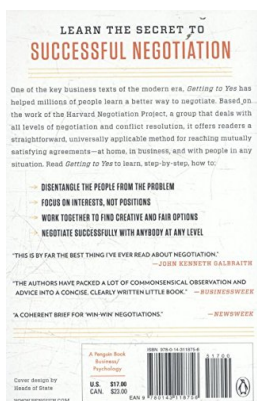


[PDF] Getting To Yes: Negotiating Agreement Without Giving In

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