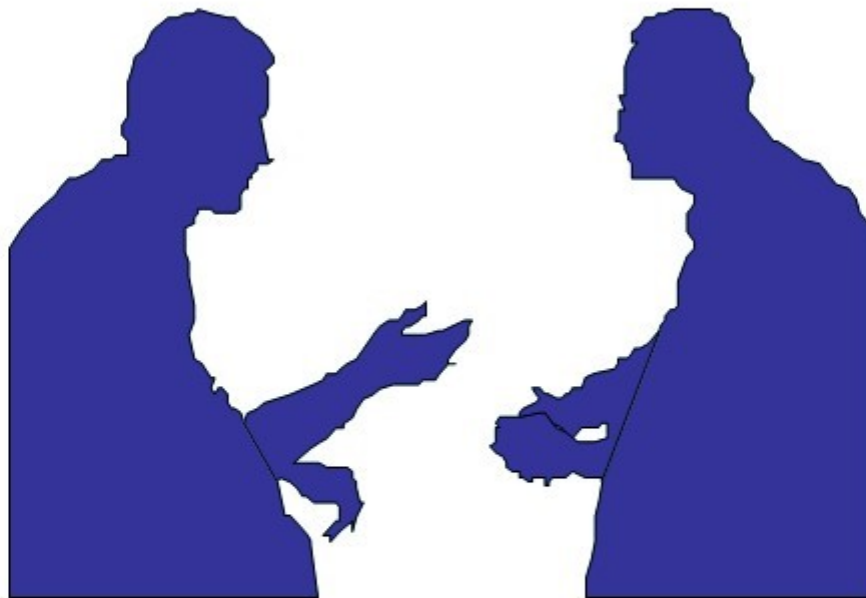


Communication & Conflict Handling



Frankfurt, Nov. 3-4, 2008