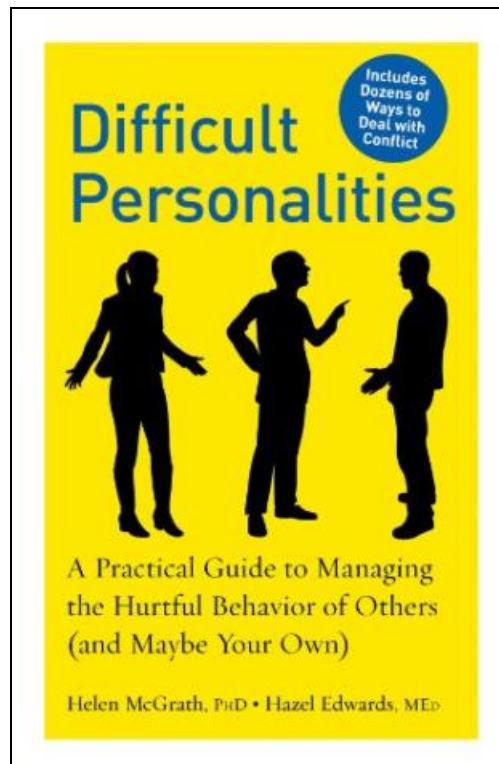


## Difficult Personalities: A Practical Guide to Managing the Hurtful Behavior of Others (and Maybe Your Own)



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