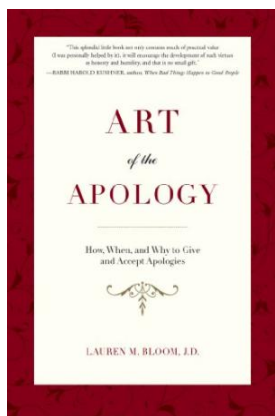


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## ART OF THE APOLOGY: HOW, WHEN, AND WHY TO GIVE AND ACCEPT APOLOGIES



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