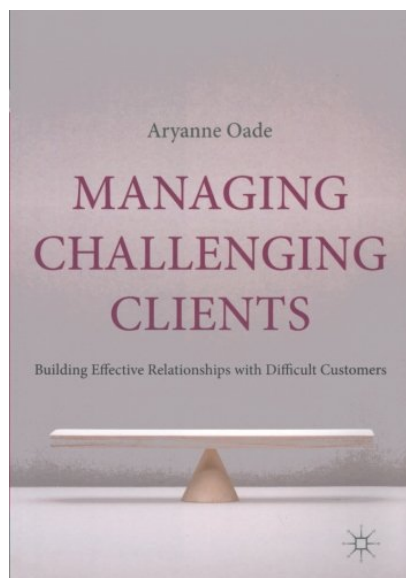


## Managing Challenging Clients: Building Effective Relationships with Difficult Customers PDF

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