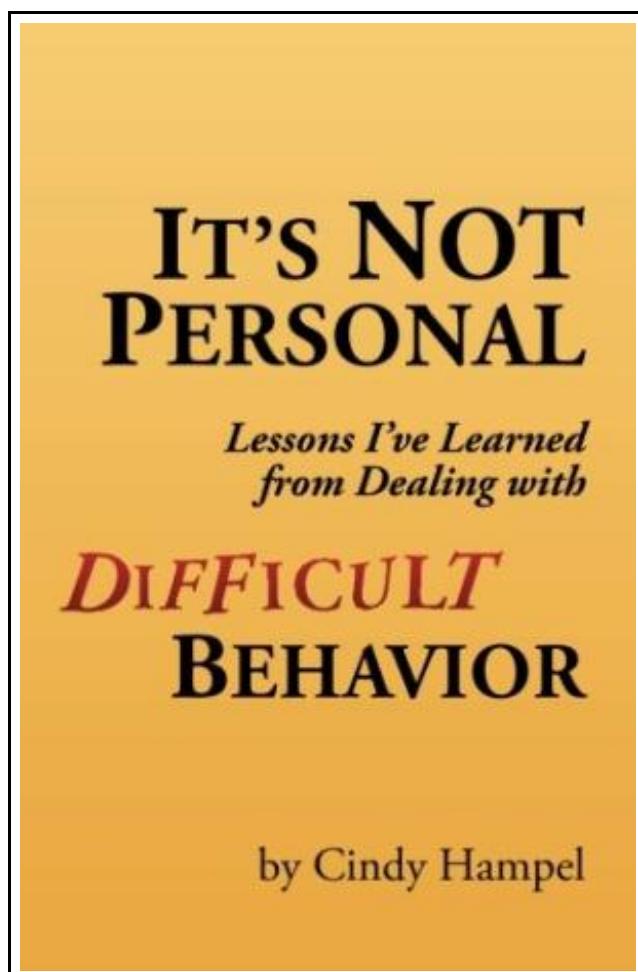


## It's Not Personal: Lessons I've Learned from Dealing with Difficult Behavior



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