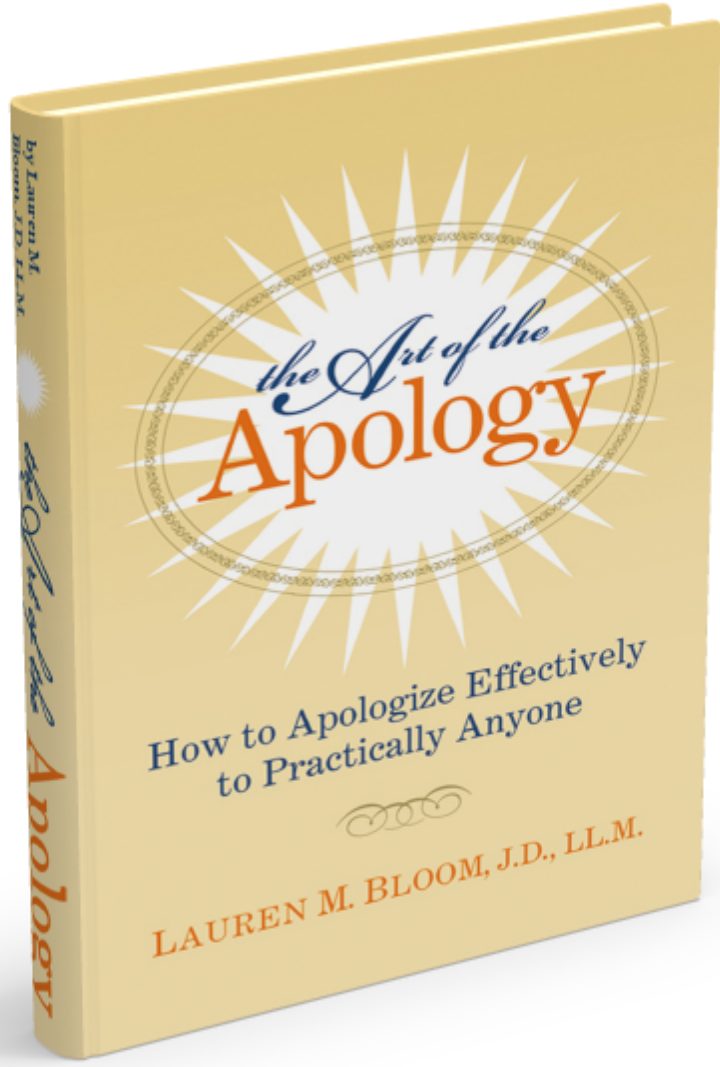




How to Apologize Effectively
to Practically Anyone



LAUREN M. BLOOM, J.D., LL.M.



By Lauren M.
Bloom, J.D., LL.M.

The Art of the
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