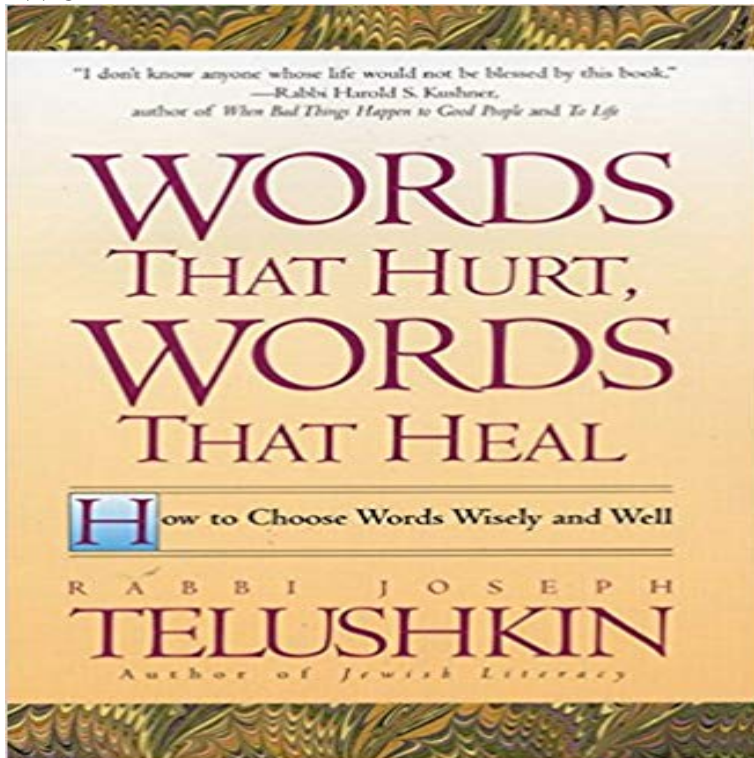


Words That Hurt, Words That Heal: How to Choose Words Wisely and Well



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