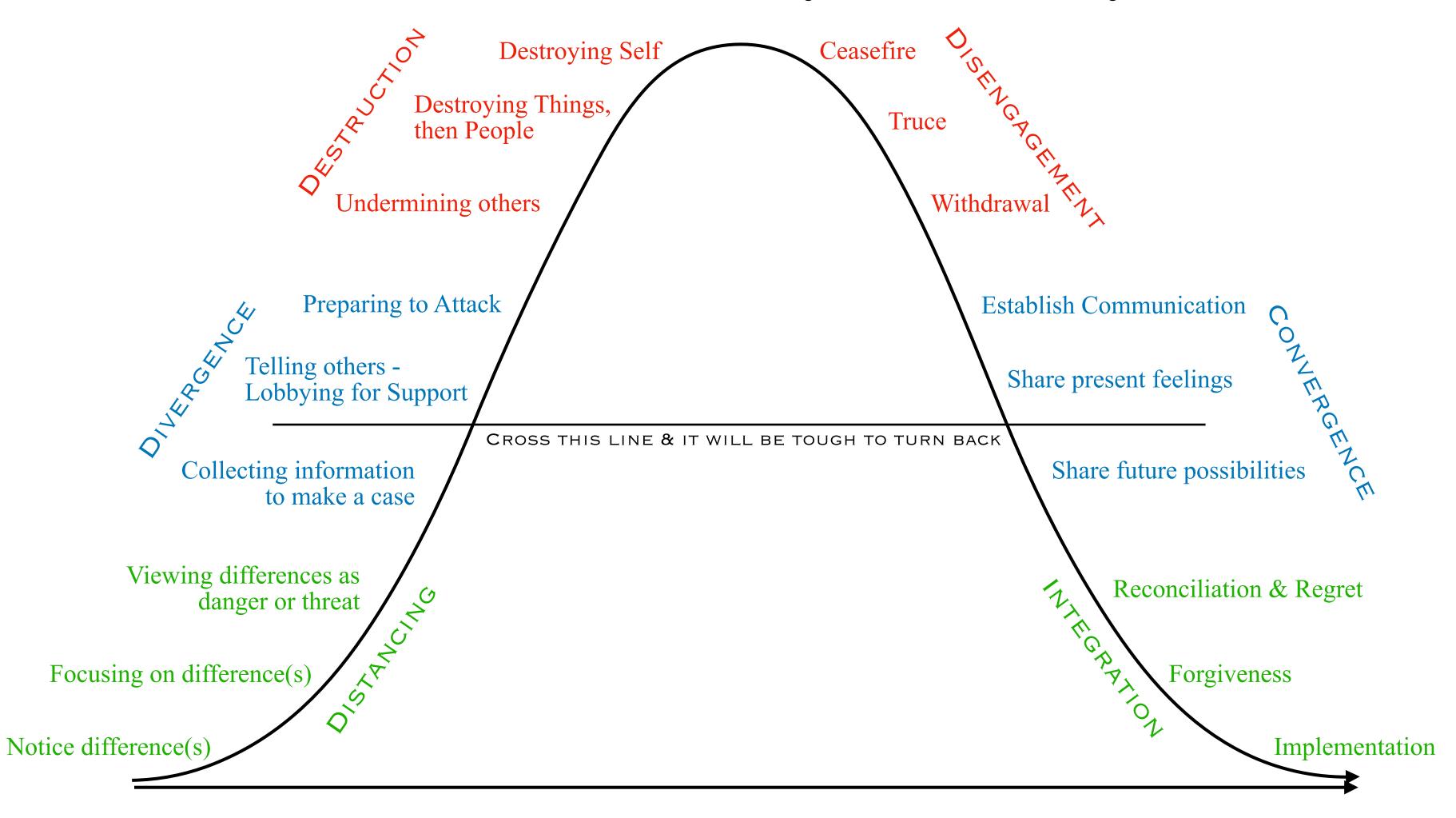
CONFLICT ESCALATION & DE-ESCALATION CURVE



- Recognition of 'The Problem'
- Recognition that Cost of Conflict is higher than Cost of Reconciliation