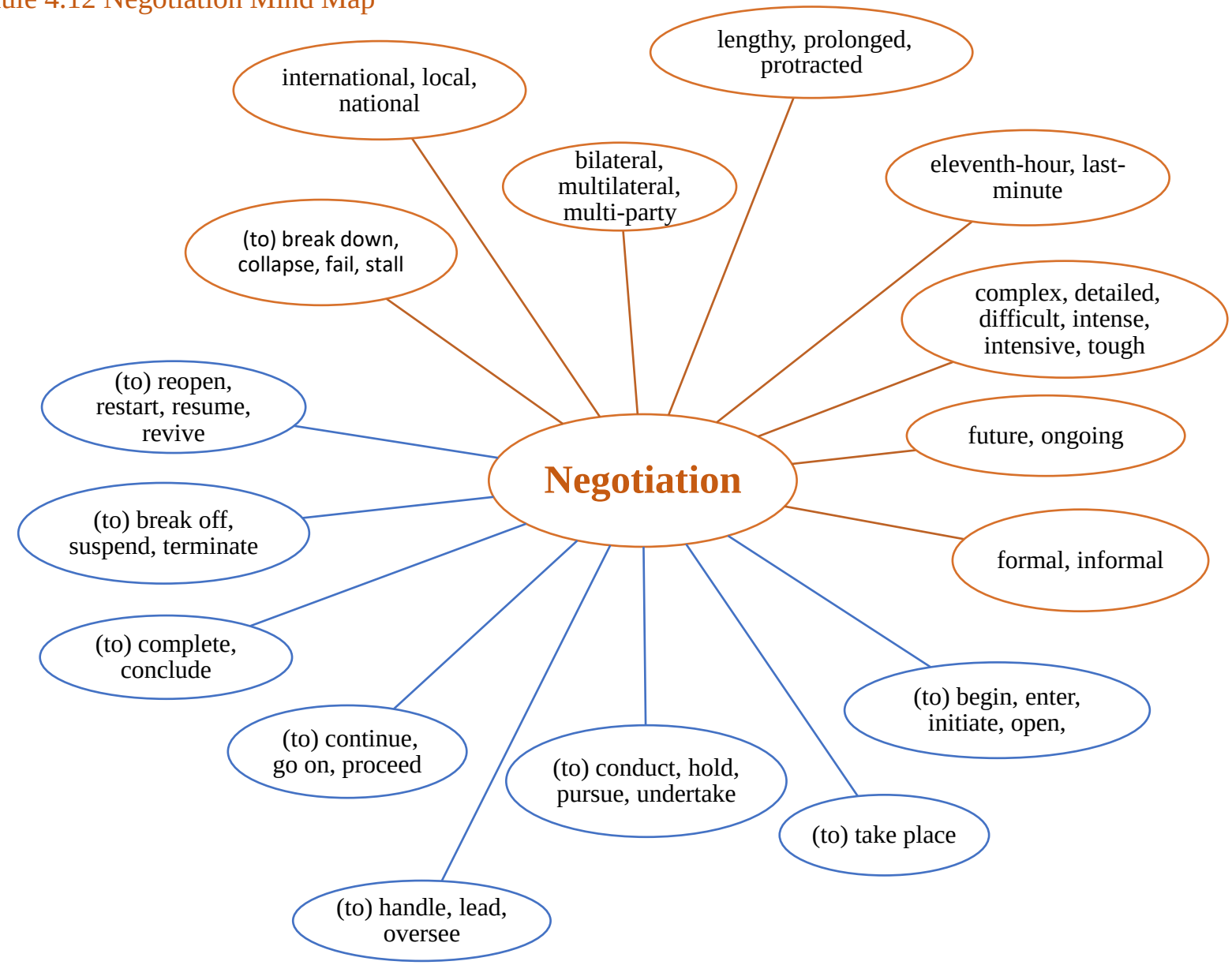Module 4.12 Negotiation Mind Map