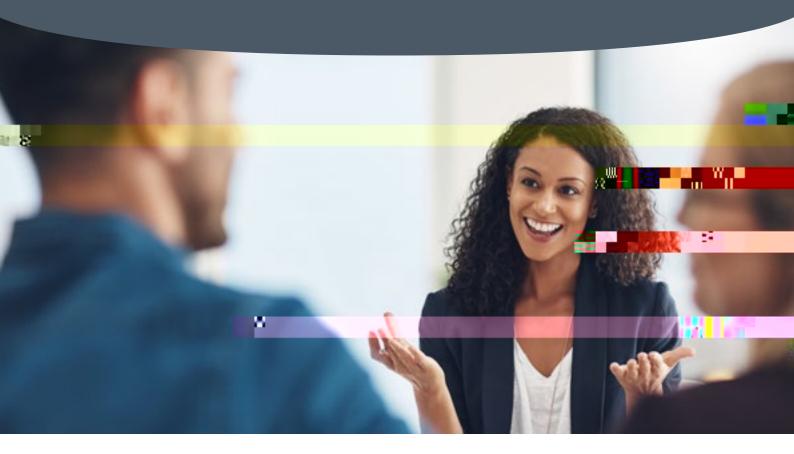


Introduction to the mediation process



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What is mediation?

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