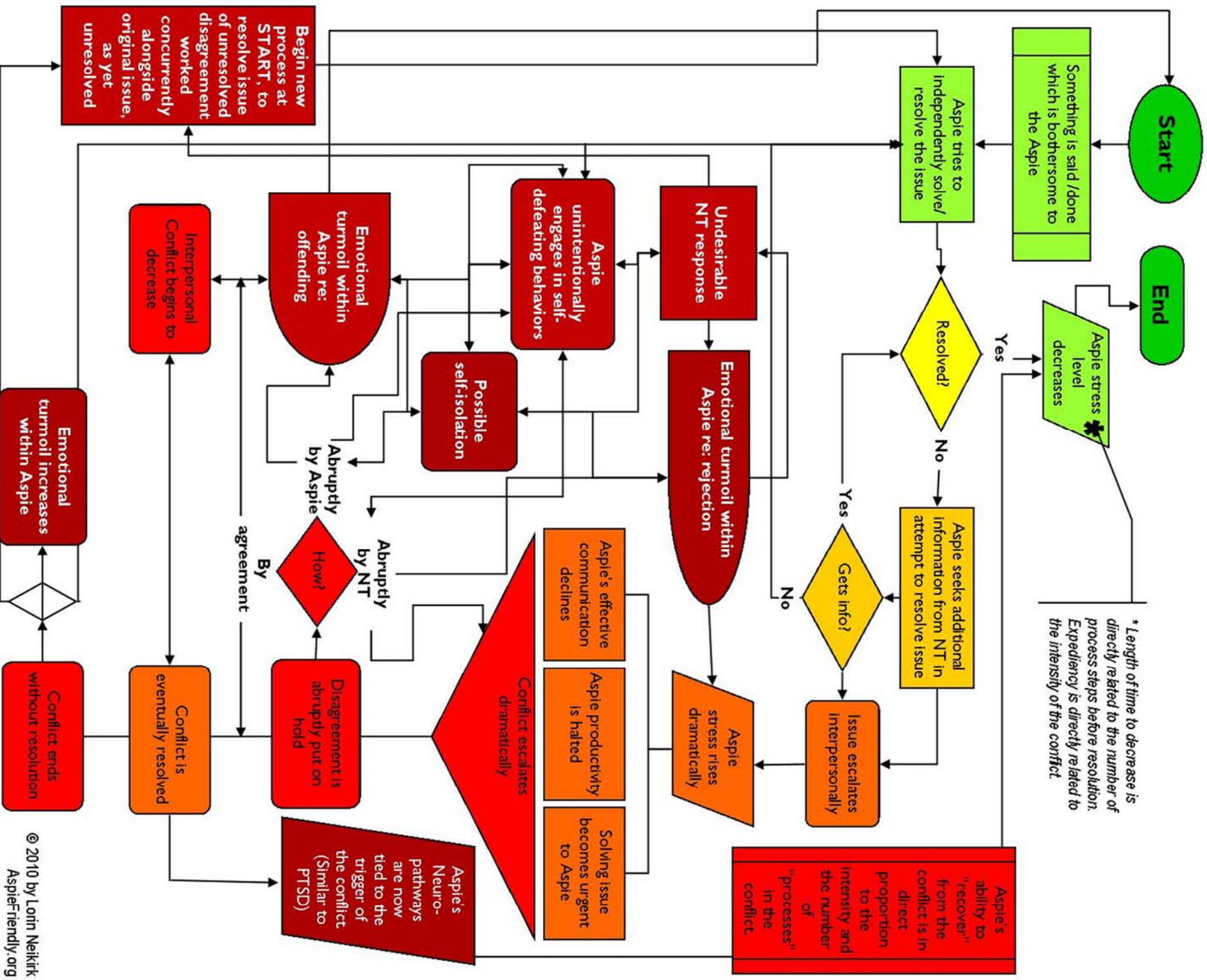


FLOWCHART OF CONFLICT



* Length of time to decrease is directly related to the number of process steps before resolution. Expediency is directly related to the intensity of the conflict.