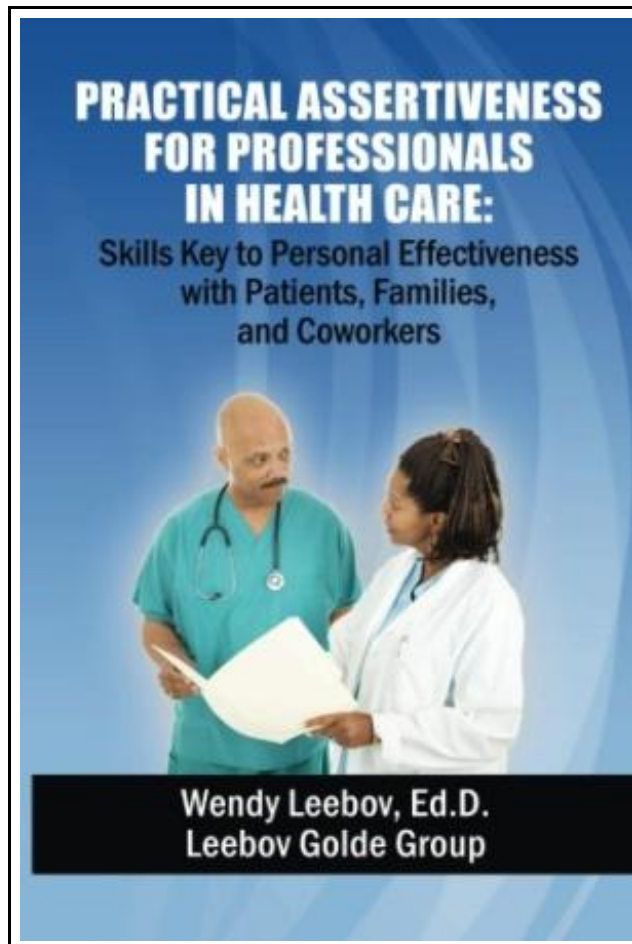


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(Rosendo Douglas DVM)

PRACTICAL ASSERTIVENESS FOR PROFESSIONALS IN HEALTH CARE: SKILLS KEY TO PERSONAL EFFECTIVENESS WITH PATIENTS, FAMILIES, AND COWORKERS



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