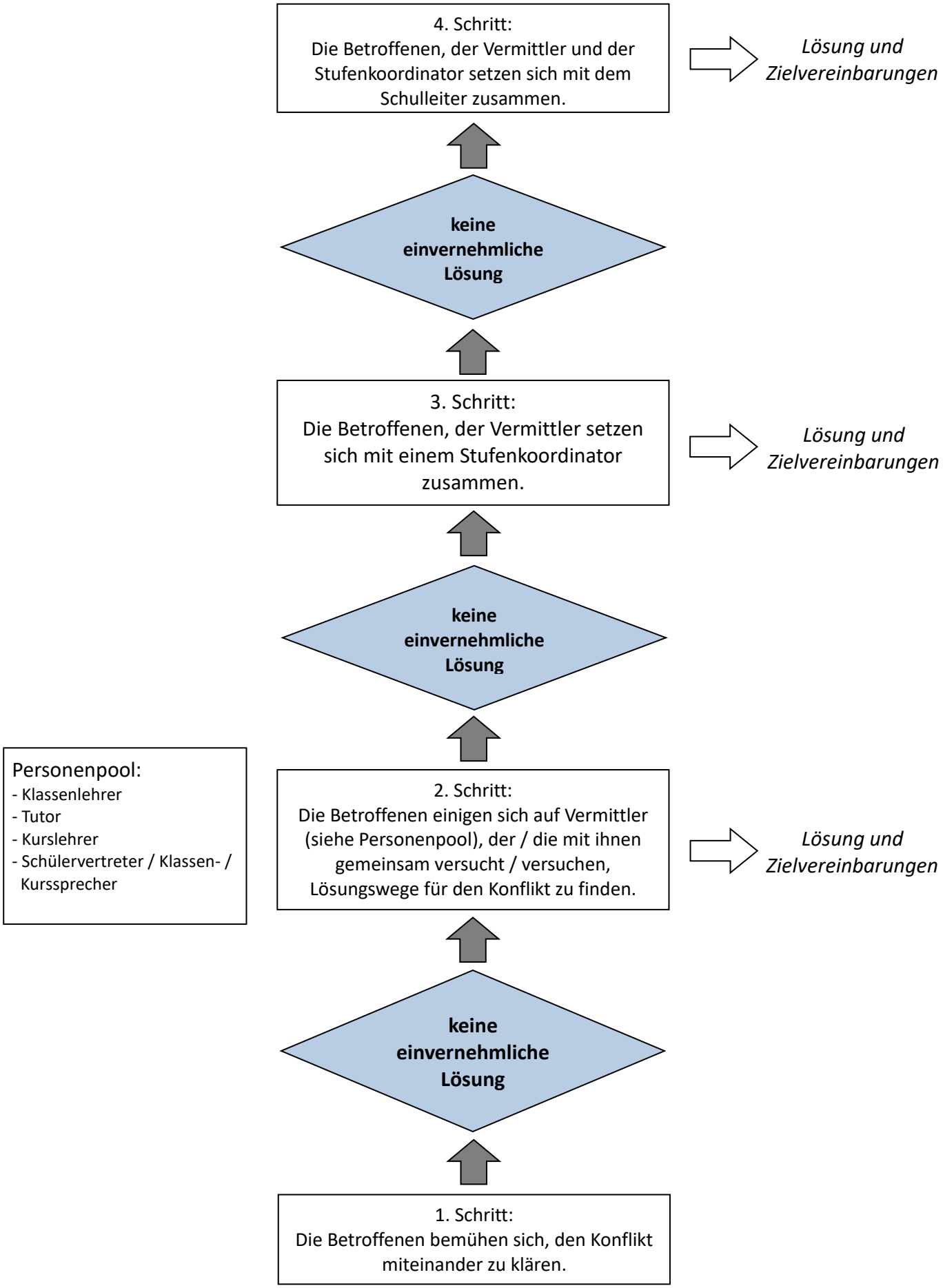Ablaufschema in Konfliktsituationen