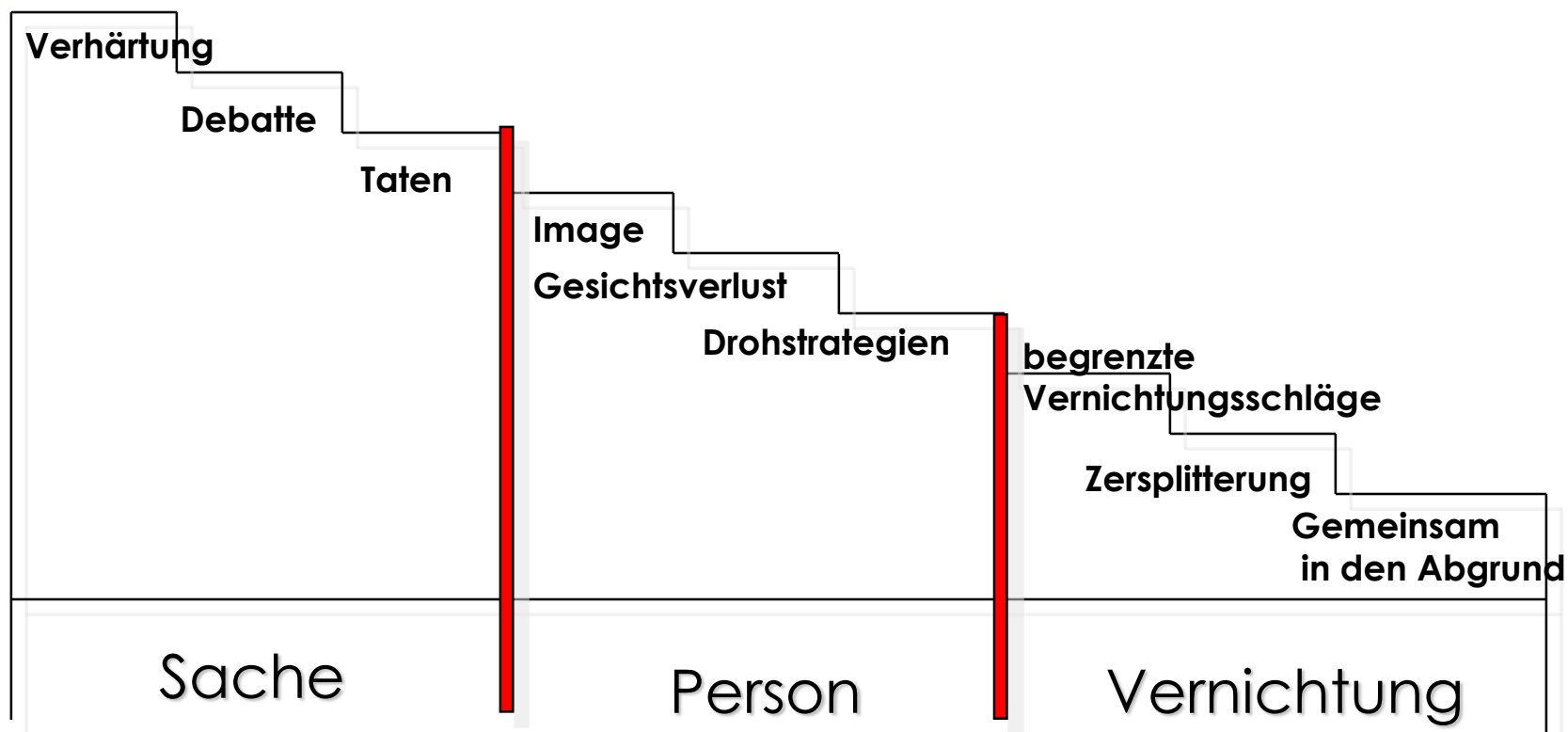




Phasen der Eskalation



Modell nach Prof. Glasl