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Transitory Bias in Negative Service Encounters

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The Nelson Poynter Memorial Library Proudly Presents:

Philip J. Trocchia — Author & Speaker

Michael Lockett — Co-Author

Transitory Bias in Negative Service Encounters



Wed. Nov. 10th, 2-3pm

Poynter's Corner, Nelson Poynter Library
University of South Florida St. Petersburg

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