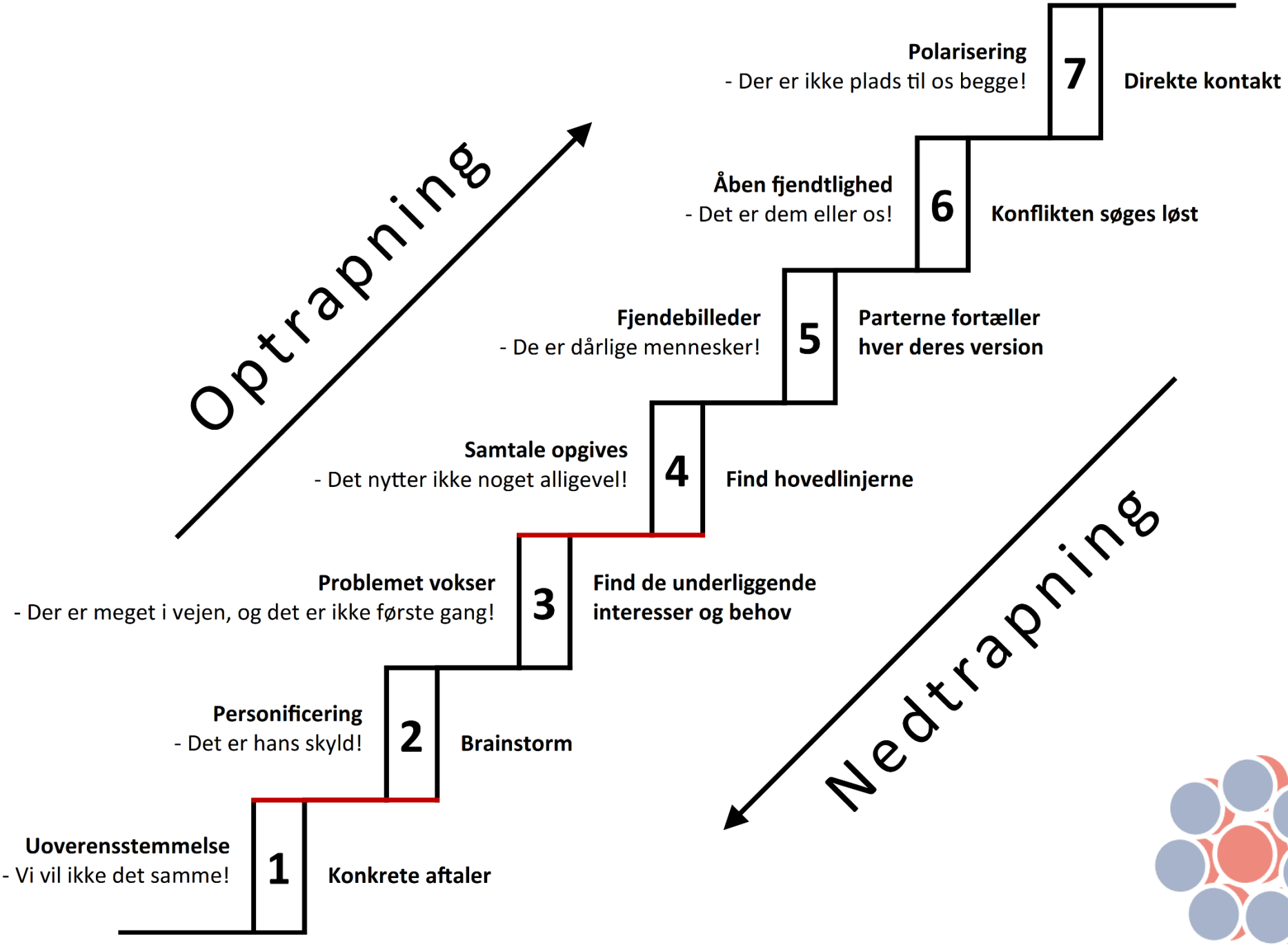2.2.1 Teoretiske perspektiver på konflikthåndtering. Konflikttrappen.