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Everyday Diplomacy

Roos, Carla

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**Everyday Diplomacy:
Dealing with controversy online and face-to-face**

Carla Anne Roos

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university of
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Everyday diplomacy

Dealing with controversy online and face-to-face

PhD thesis

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by

Carla Anne Roos

born on 15 July 1991
 in Harlingen

Supervisor

Prof. T.T. Postmes

Co-supervisor

Dr. N. Koudenburg

Assessment Committee

Prof. Y. Kashima

Prof. E.J. Kraemer

Prof. R. Spears

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