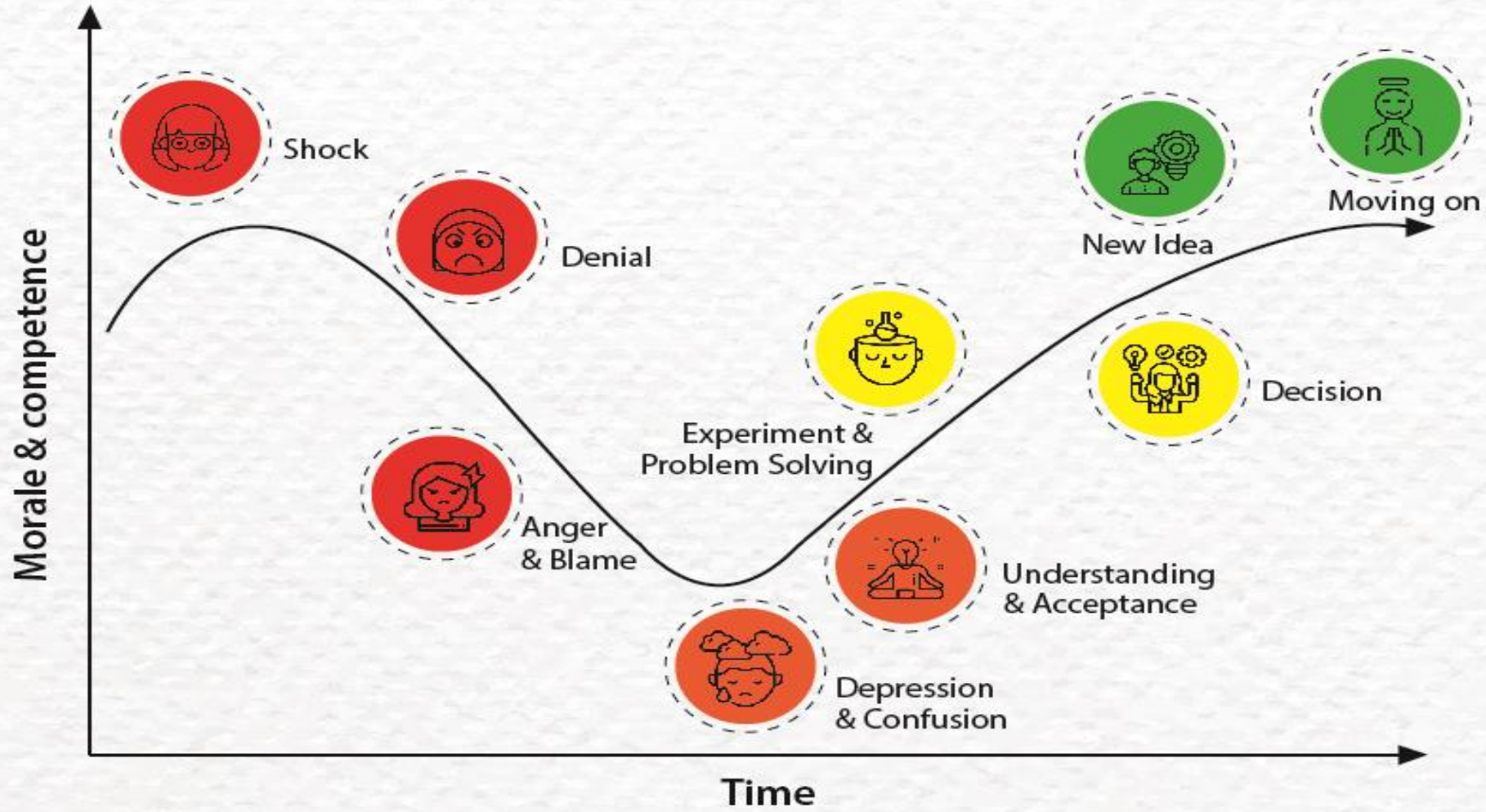


Normal & natural emotions following an unexpected negative event



Kübler-Ross model