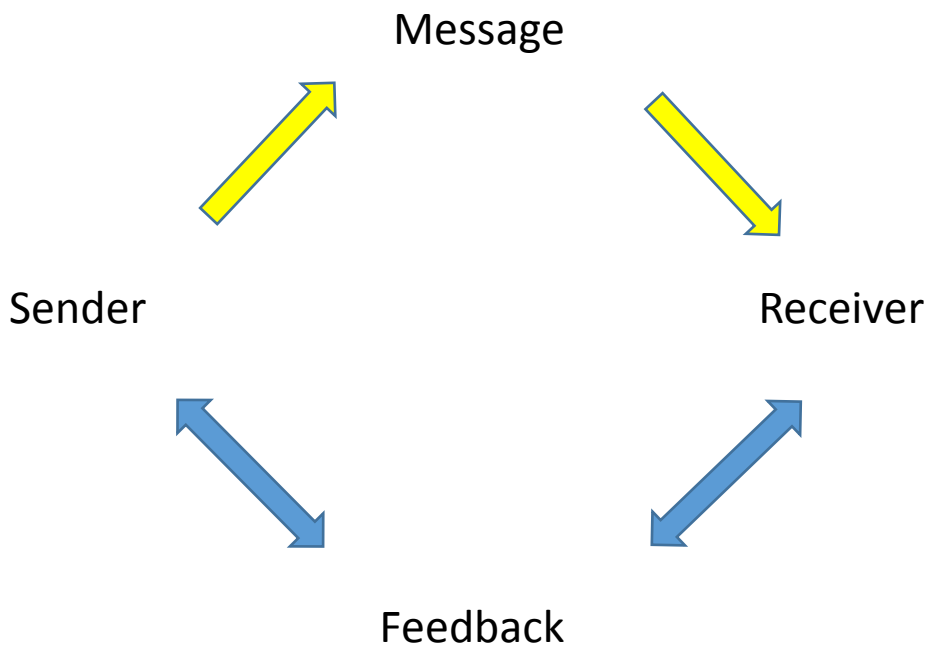




Communication Model



Levels of Effectiveness

