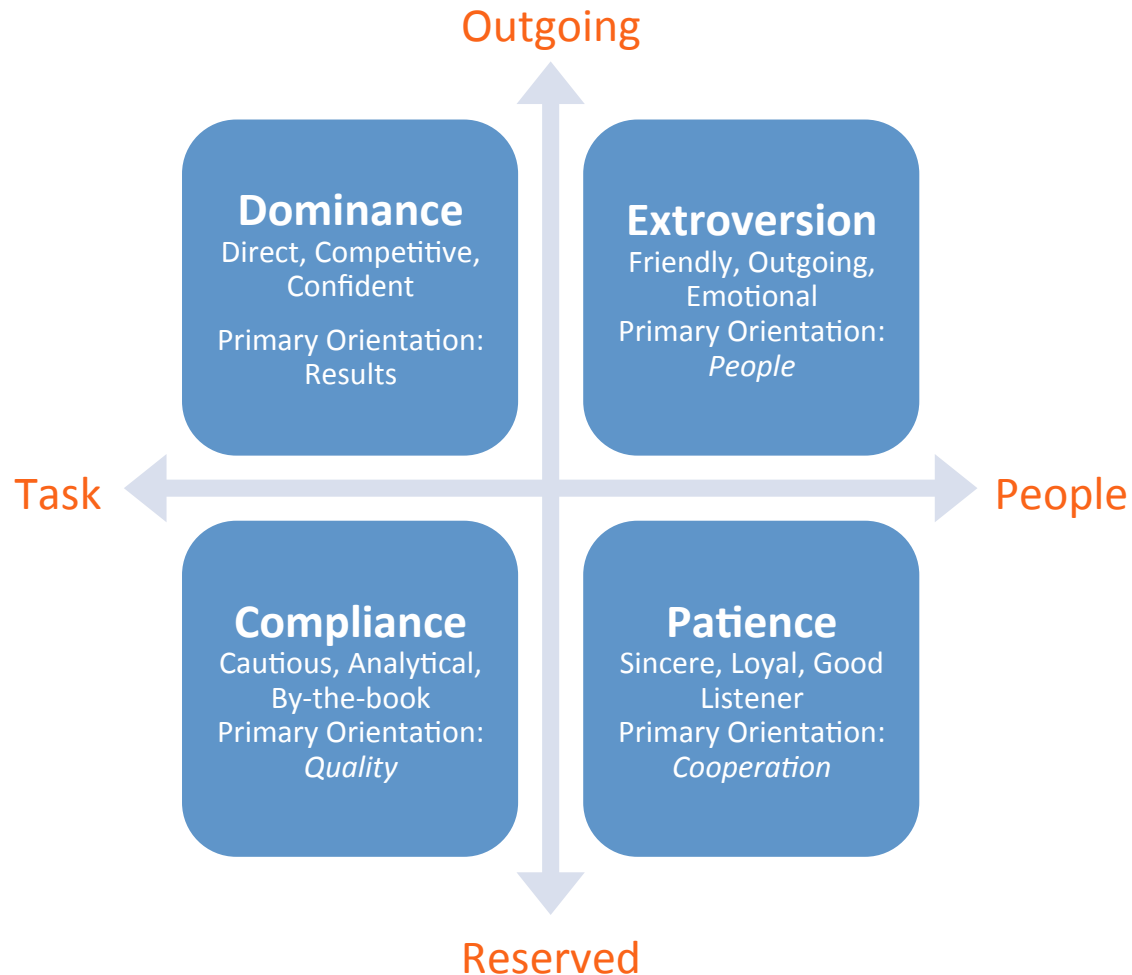
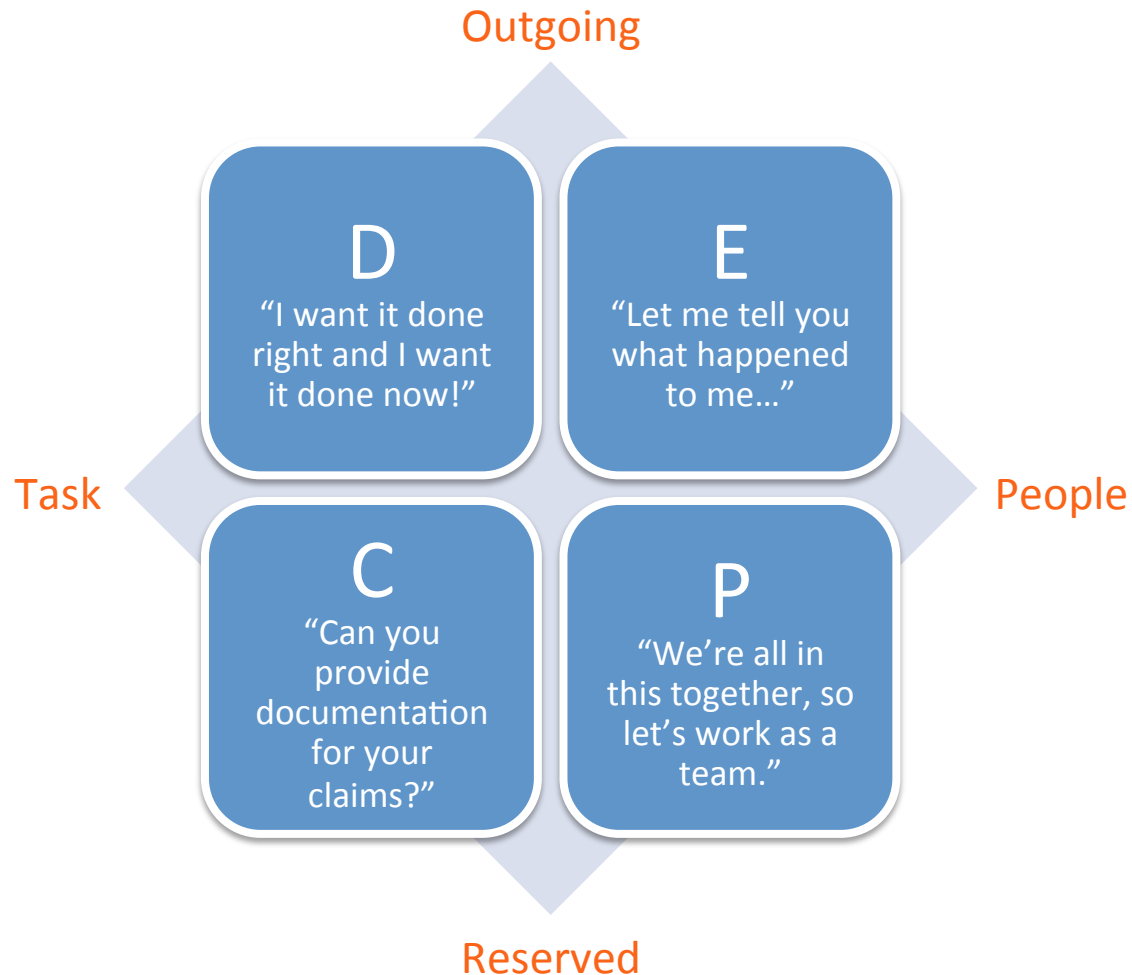


CONVERSATION STYLES SUMMARY



DETERMINING CONVERSATION STYLE



CONVERSATION STYLES APPROACH

