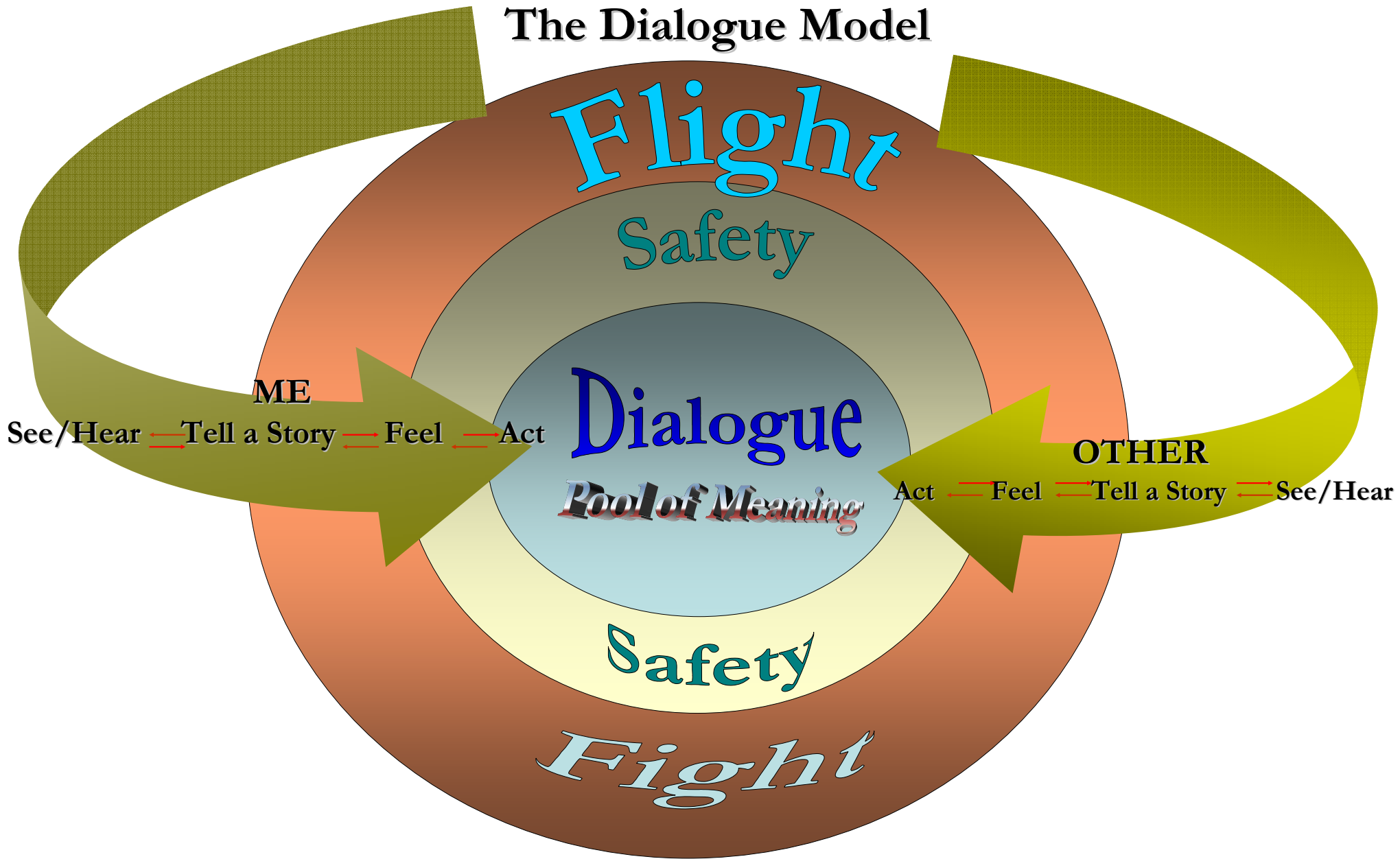


# The Dialogue Model



(Patterson, Grenny, McMillan, Switzler)