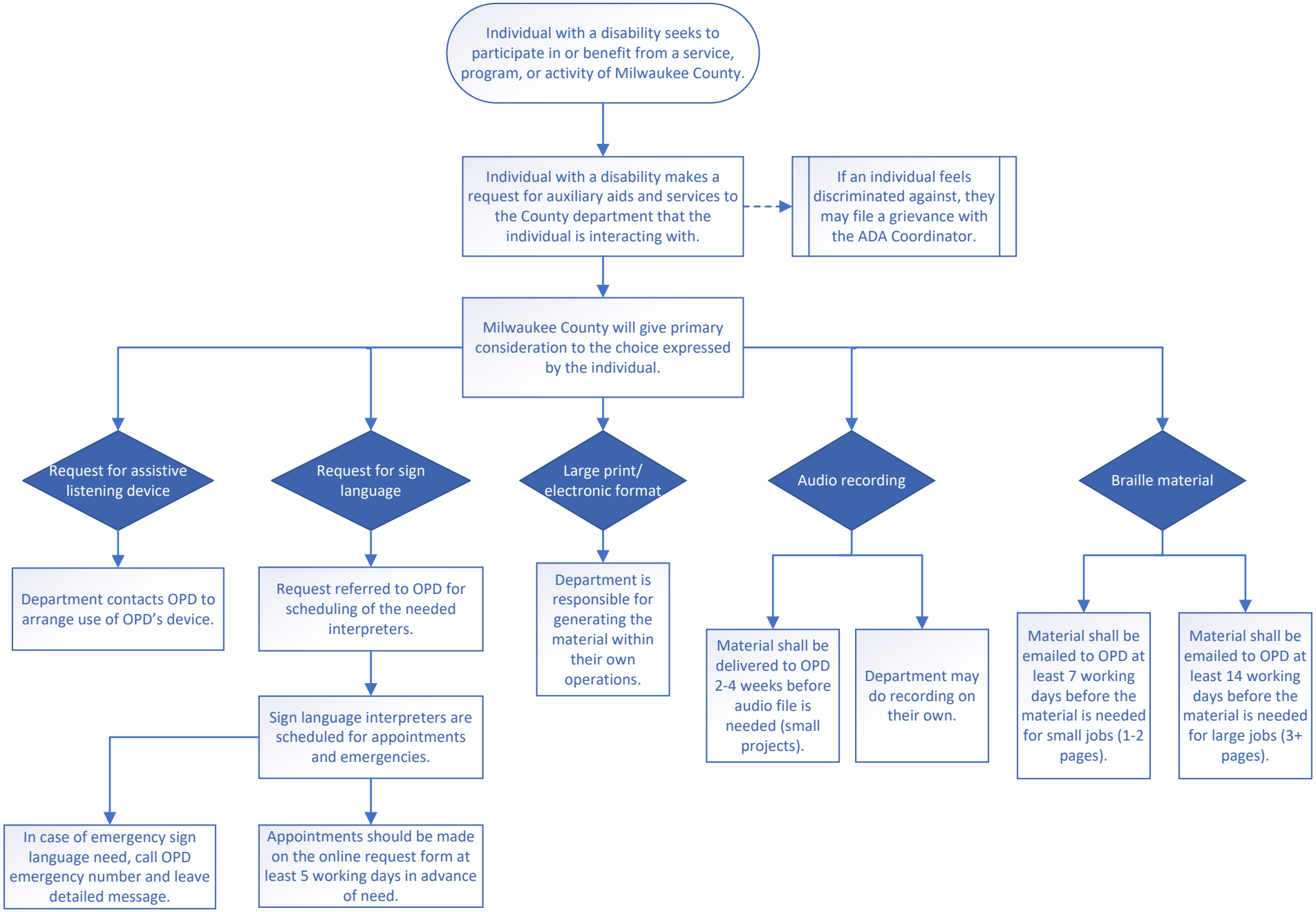09.01 Flowchart - Effective Communication