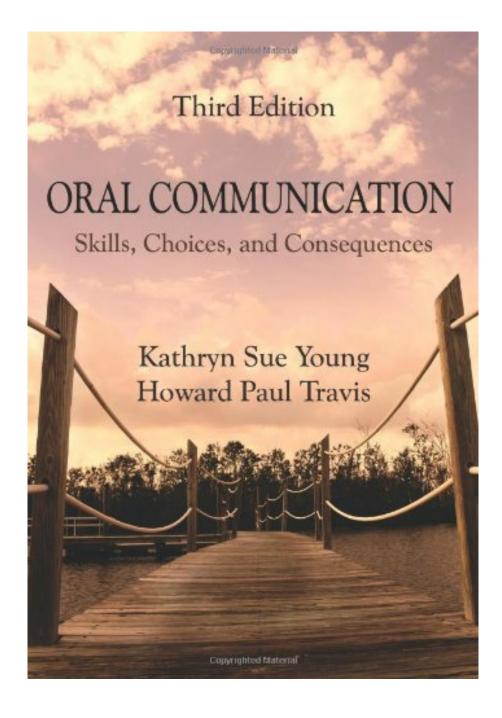


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"I am enjoying using this text in my Oral Communication class. It has clear explanations of terms and good examples and questions to foster class discussion." --Diane Hetson, ETI Technical College

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