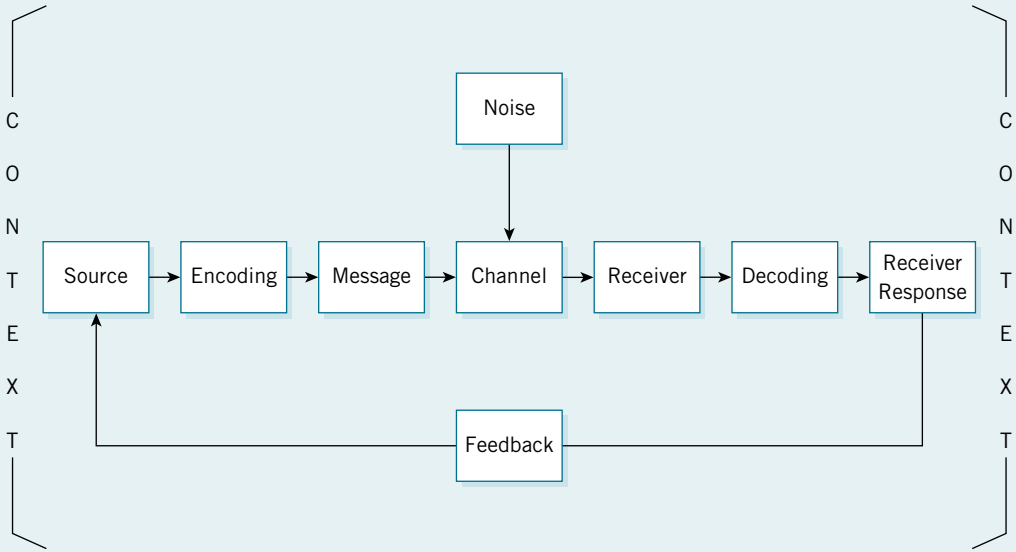Figure 1.2 Ten Components of Communication