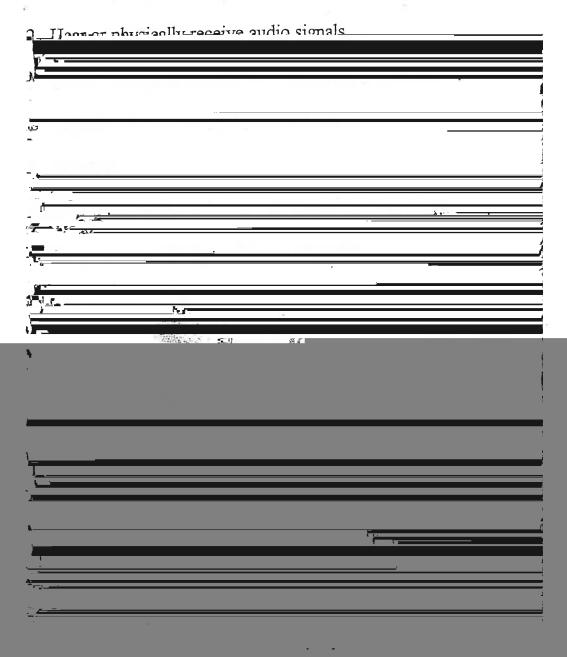
The Listening Process

1. Listening begins with an attitude of mindfulness. . .



Calligraphy by Angie Au.