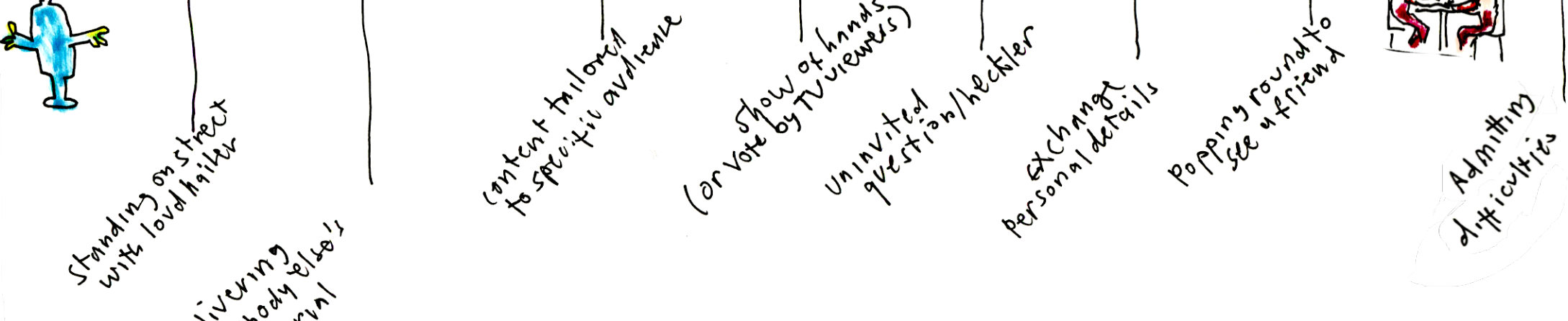


Indifferent Audience

Spectrum of Communication (spoken)

Engaged Audience

Over time, we tend to want to move towards the right



impersonal
control
 Cold

personal
chaos
 Warm

JOHN-PAUL FLINTOFF

