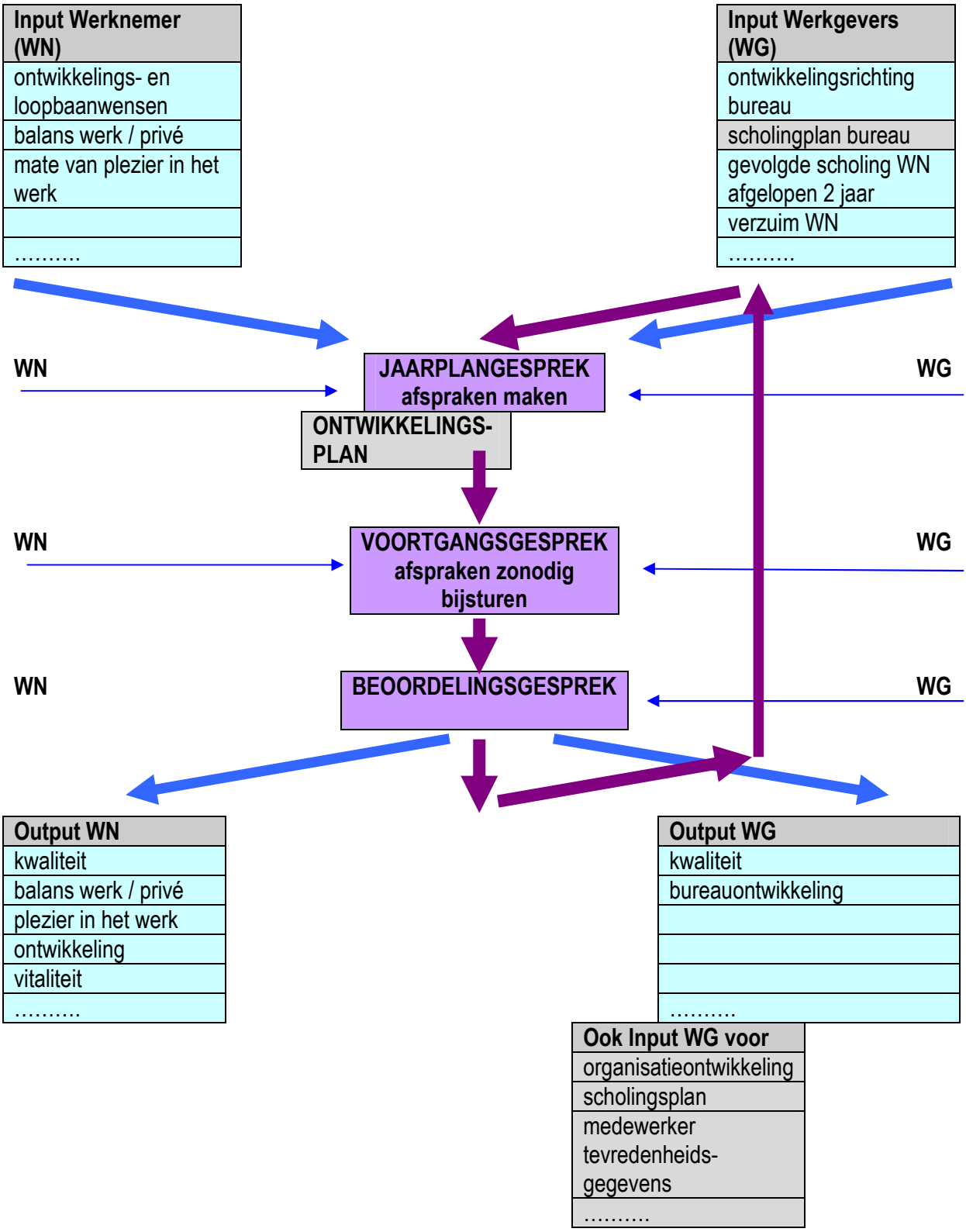GESPREKSCYCLUS - SCHEMATISCH