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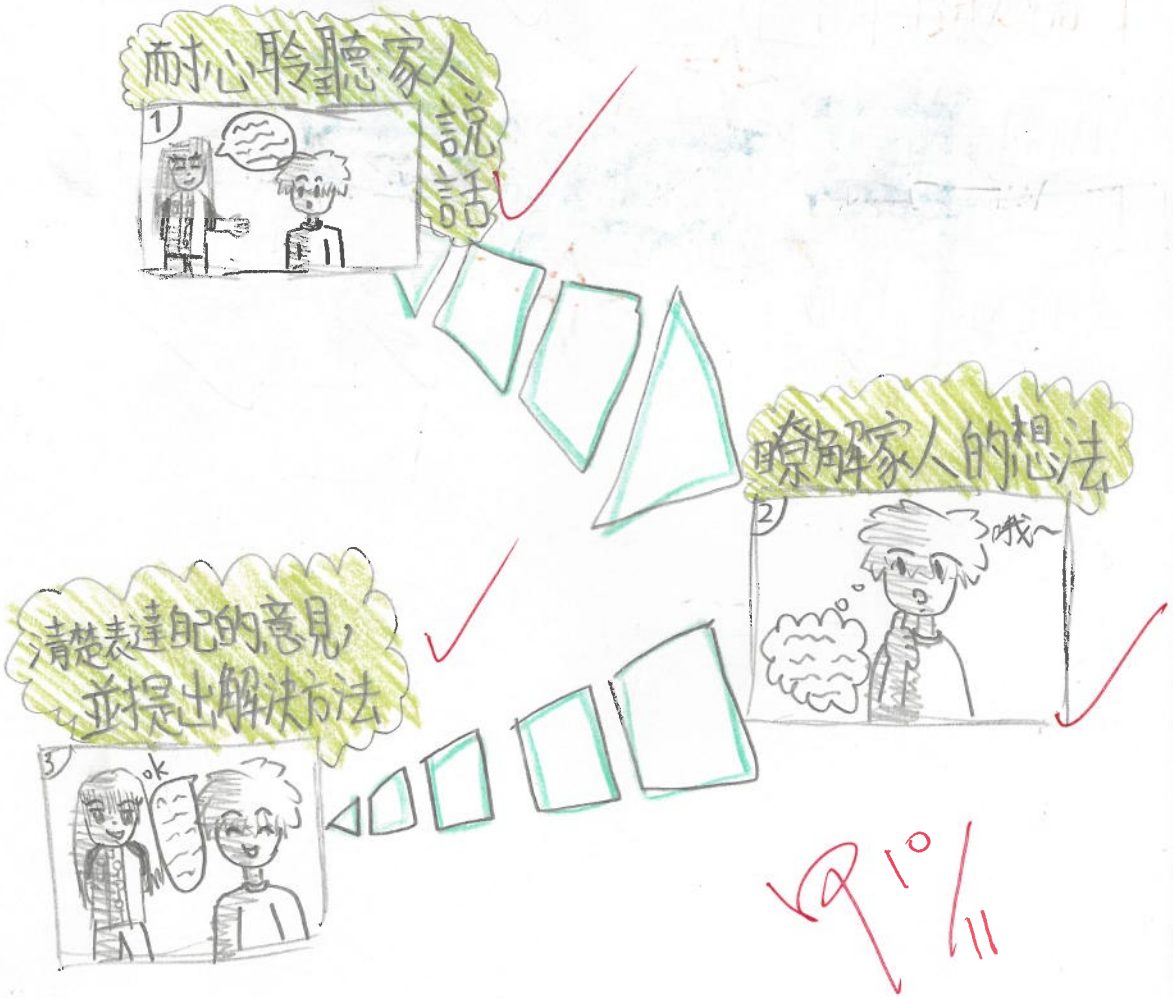
溝通三部曲

(流程圖)(1冊p.32)



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