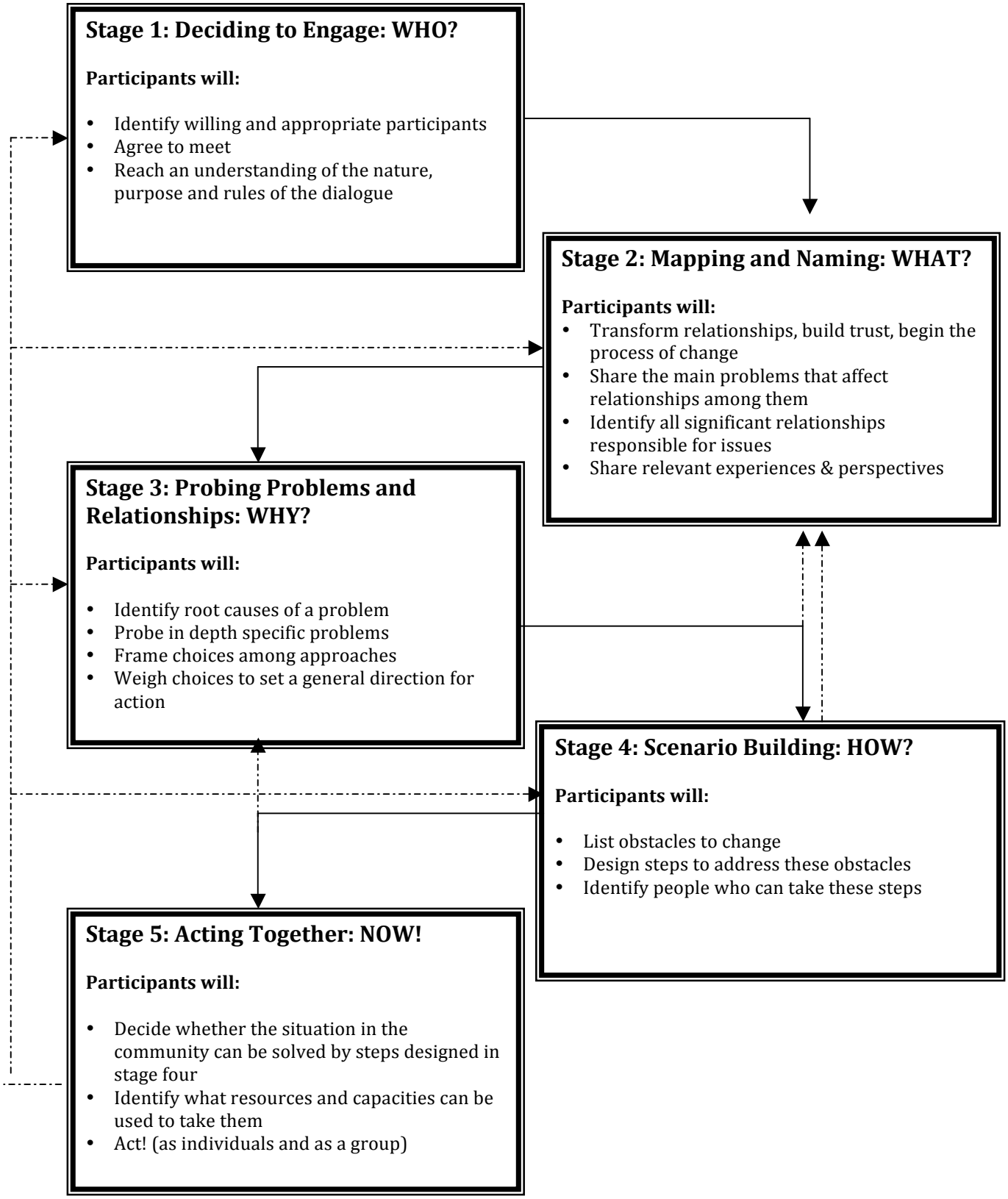Sustained Dialogue's 5-Stage Process