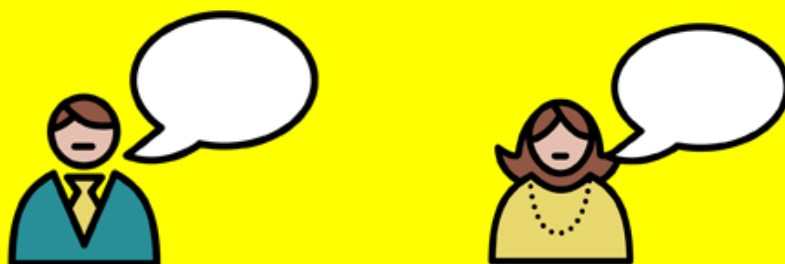
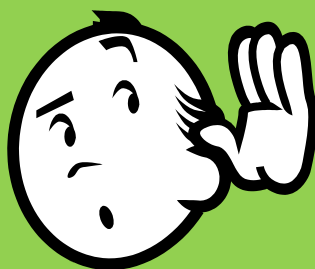


Which of These Caused Your Listening or Understanding Problem?



The person talking (SPEAKER)



The person listening (LISTENER) - You



The environment (PLACE)