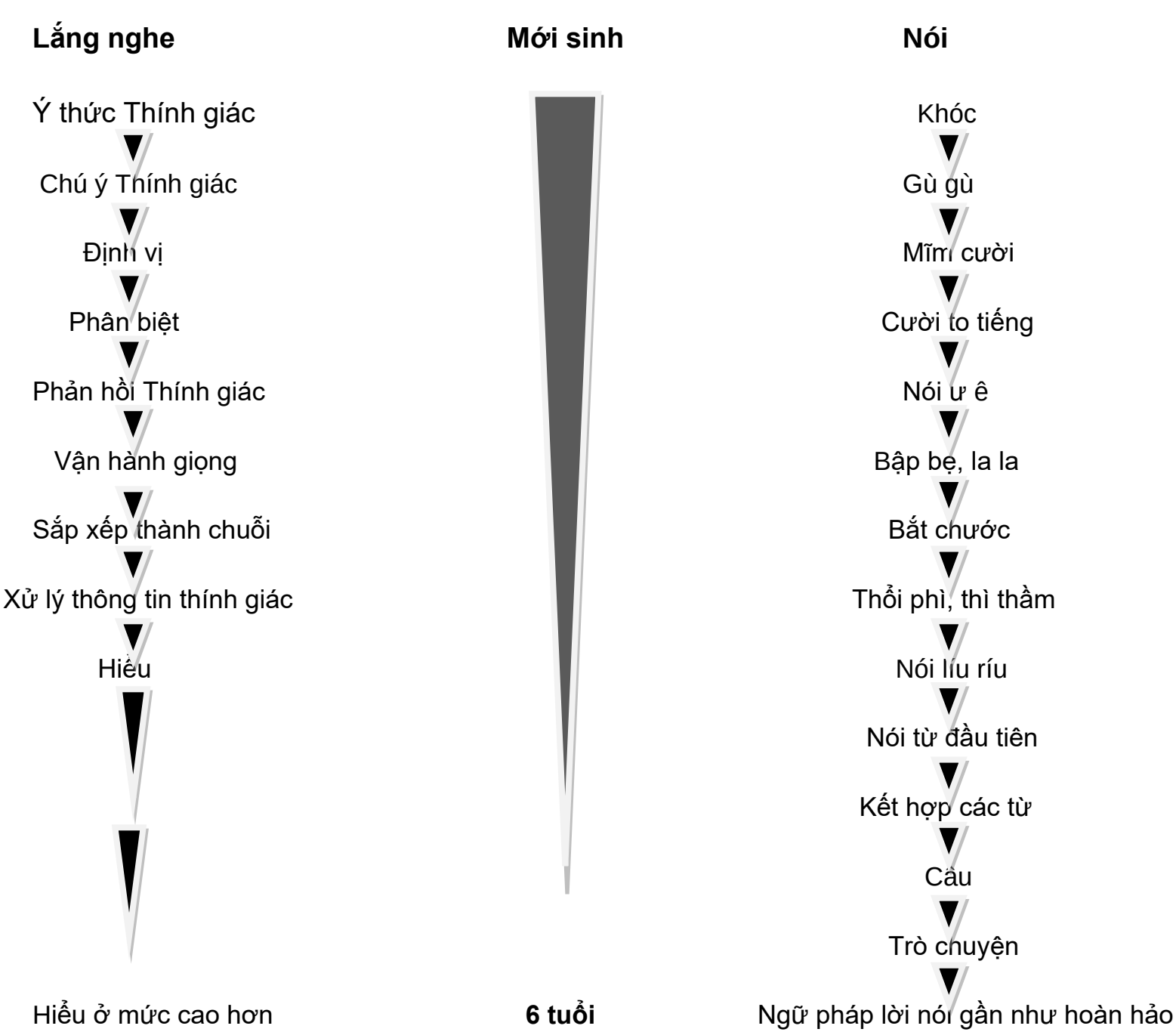
Các giai đoạn Lắng nghe và Nói

Adapted from Pollack et al. 1997 & Estabrooks, 2006