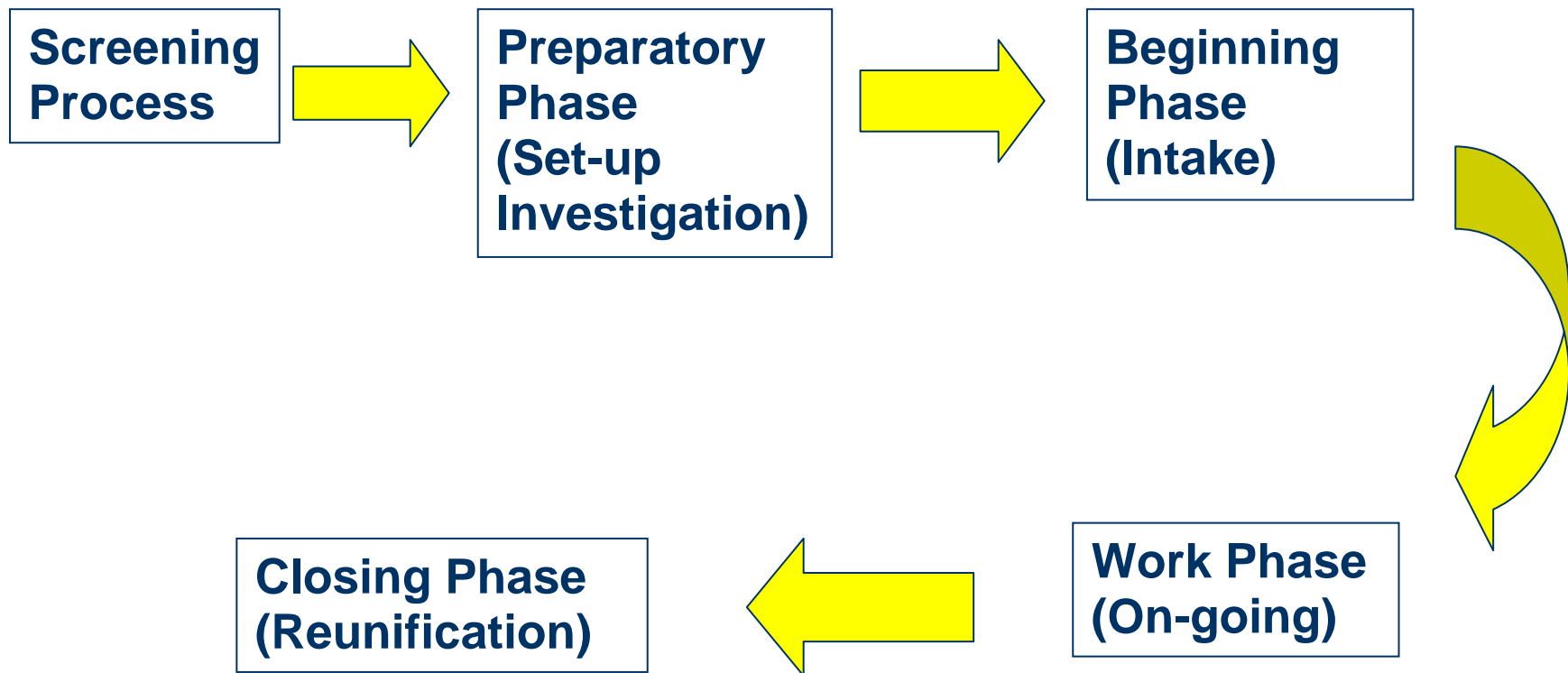


INTERACTIONAL SKILLS THROUGH THE LIFE OF A CASE



Shulman 1999