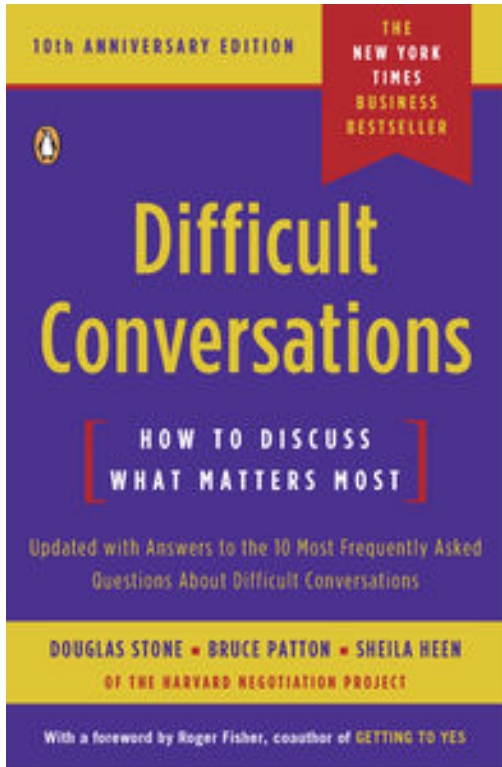


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- Start a conversation without defensiveness
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