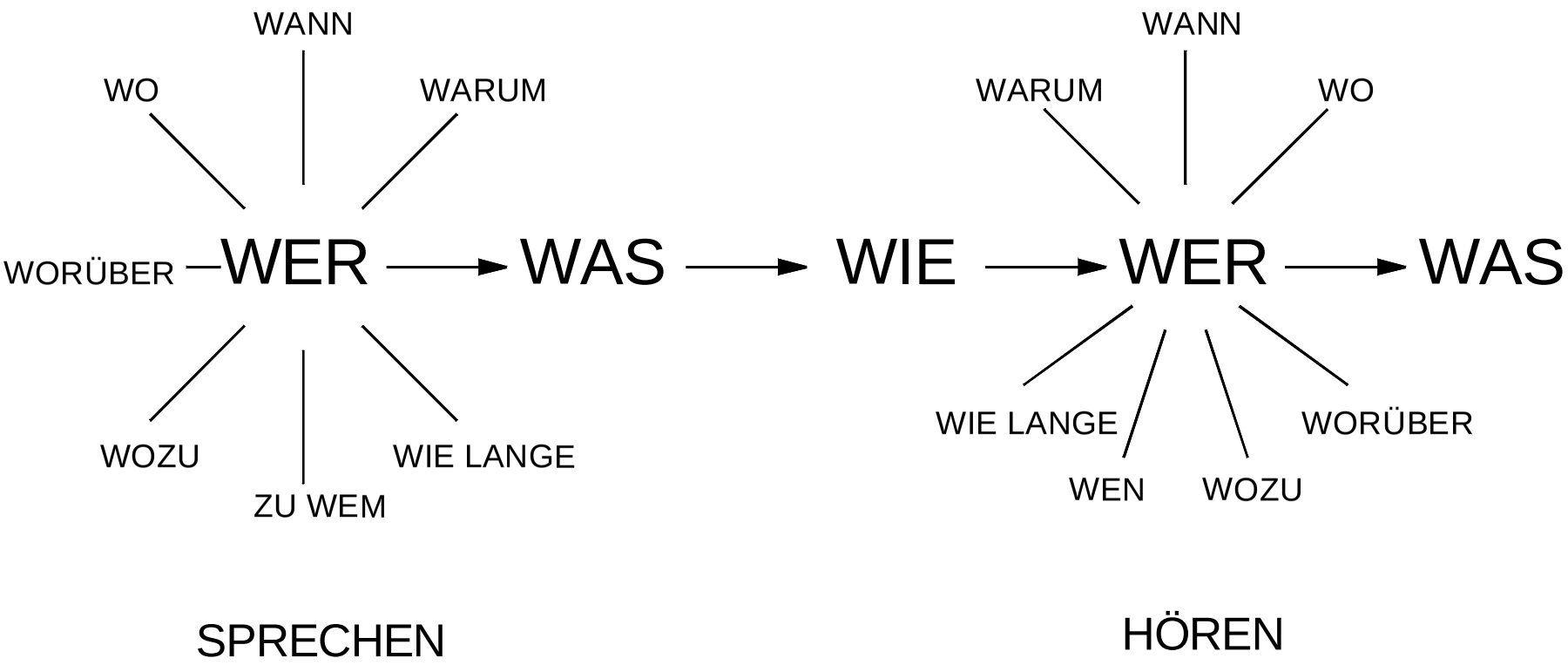
Situatives Gesprächsmodell nach Geißner

Die Gesprächssituation