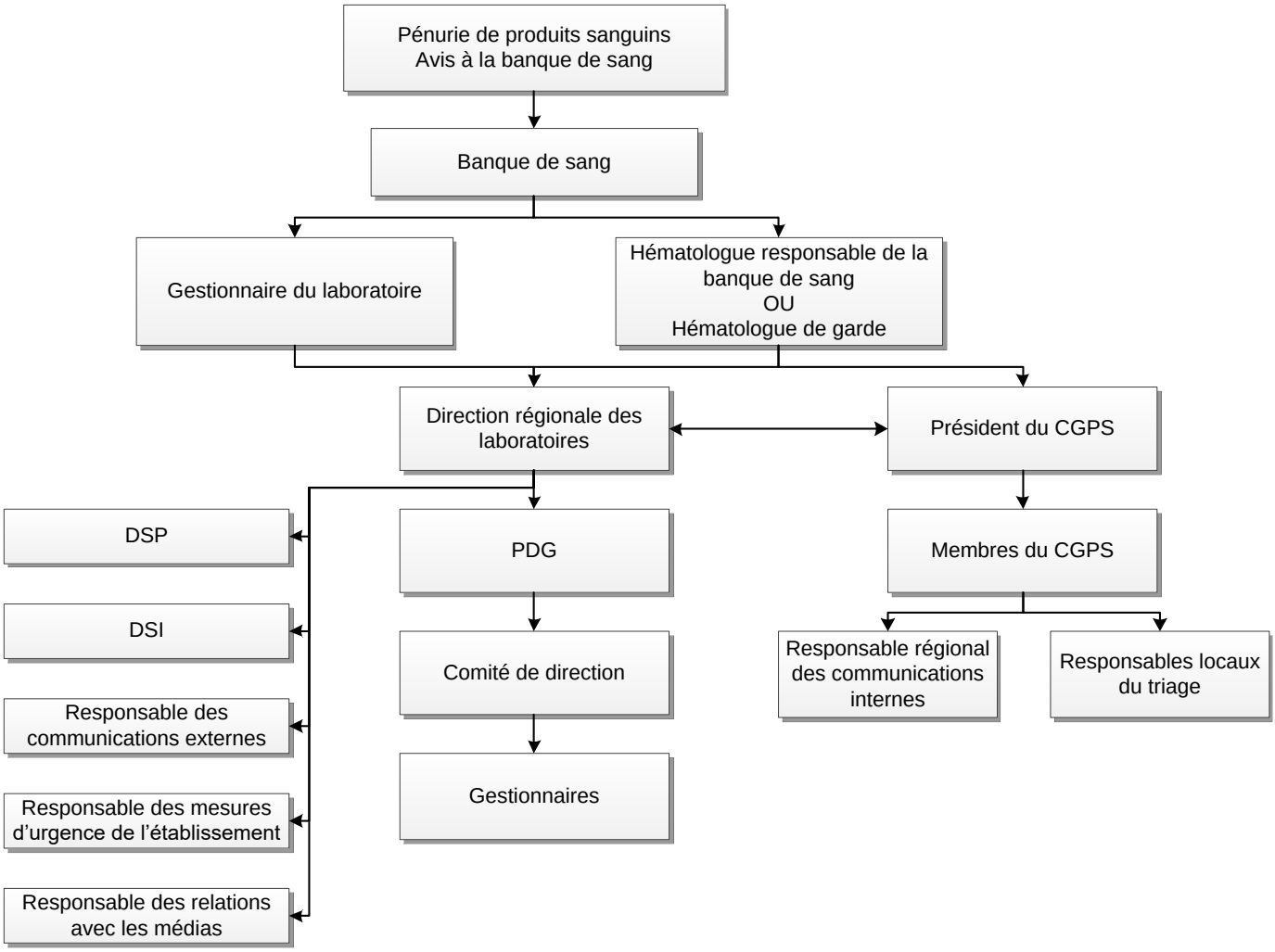PROCESSUS DE COMMUNICATION – CHANGEMENT DE PHASE