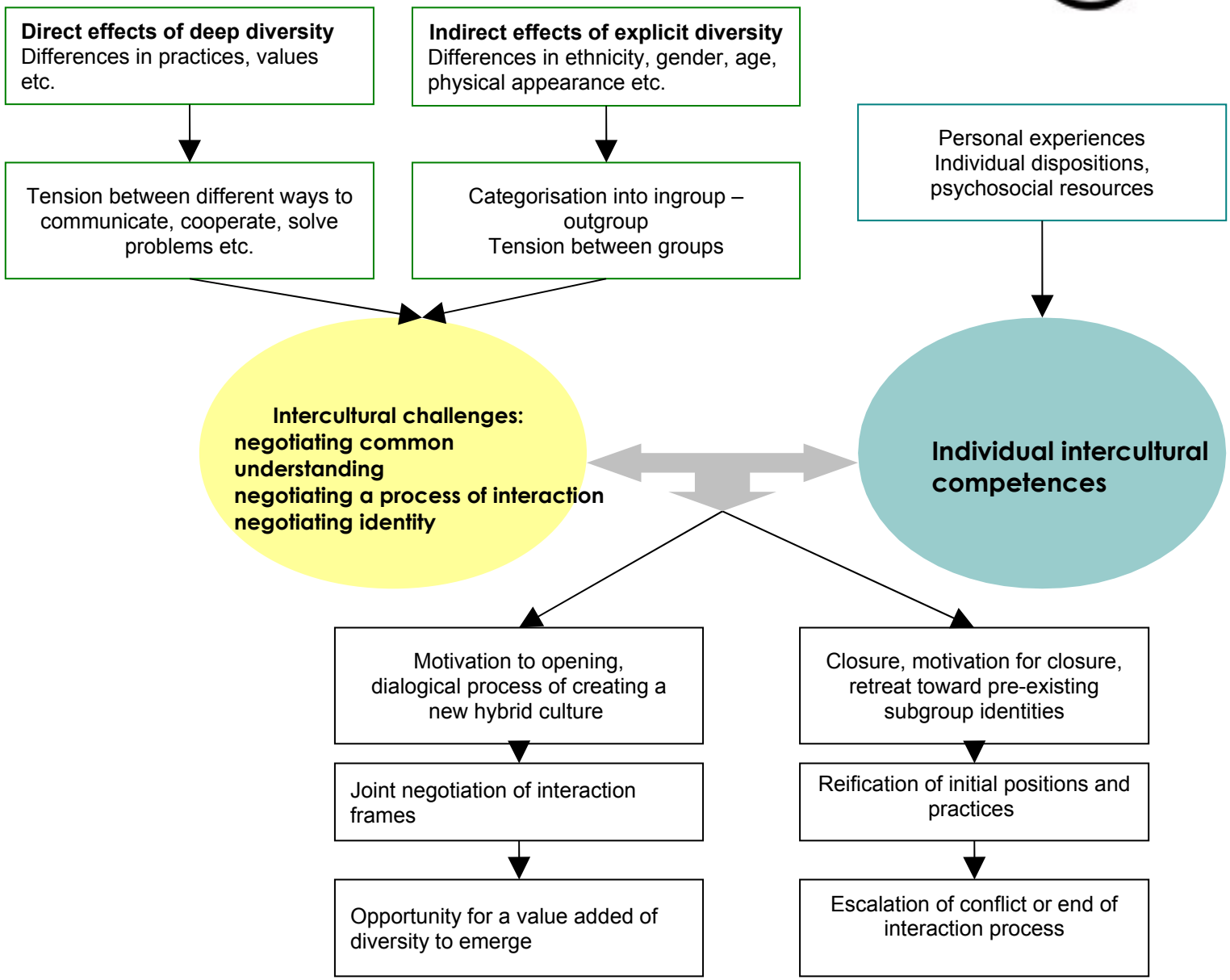Process of intercultural interaction