

B	I	N	G	O
Understand the situation	Acknowledgment	Don't make things worse!	Take time to calm down	Made environment safe
Don't gang up with others	Try to think of a solution together	Perhaps share progress with someone else	Ask for someone else to help	Stay calm
Treat people fairly	Work Together	FREE	Be honest	Good body language
Good eye contact	Talking can lead to a solution	Listened to the other person	Don't raise voice	Non-threatening behaviour
Don't pretend to know if you don't	Don't blame anyone	See the other persons point of view	Work out what each of you will do	Don't interrupt

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Work Together	Ask for someone else to help	Take time to calm down	Don't gang up with others	Perhaps share progress with someone else
Don't make things worse!	Work out what each of you will do	Made environment safe	Don't blame anyone	Stay calm
Good eye contact	Be honest	FREE	Good body language	Acknowledgment
Don't raise voice	See the other persons point of view	Understand the situation	Don't interrupt	Talking can lead to a solution
Listened to the other person	Non-threatening behaviour	Treat people fairly	Try to think of a solution together	Don't pretend to know if you don't

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Don't blame anyone	See the other persons point of view	Ask for someone else to help	Non-threatening behaviour	Be honest
Understand the situation	Good eye contact	Listened to the other person	Try to think of a solution together	Made environment safe
Treat people fairly	Don't interrupt	FREE	Talking can lead to a solution	Don't raise voice
Work Together	Stay calm	Take time to calm down	Work out what each of you will do	Don't make things worse!
Good body language	Acknowledgment	Perhaps share progress with someone else	Don't gang up with others	Don't pretend to know if you don't