

B	I	N	G	O
think about who you're talking to their perspective	Be assertive and speak clearly	don't be nervous	prepare well	have facts ready
be wise calm and collected	sum up at the end to be sure of outcome	pay attention to what they say	act with humility and gentle honesty	practice in front of the mirror
seek advice from wise people around you	what have we learnt from this conversation?	FREE	anticipate some reactions and envisage how to act	express feelings with words
express yourself honestly and kindly	review how it is going	focus upon what needs doing and solutions	envisage the perfect outcome	have you got a backup plan?
don't make assumptions	be aware of and control your emotions	plan time and place carefully	what outcome are you hoping for?	don't allow doubt to get in the way

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