

B	I	N	G	O
Understand feelings	Admit mistakes	Compromise	Speak clearly	Listen carefully
Brainstorm ideas	Take turns talking	Make eye contact	Ask questions	Show respect
Suggest alternatives	Use "I" statements	FREE	Avoid blaming others	Focus on the present issue
Follow through on agreements	Stay calm	List pros and cons	Express appreciation	Make a plan
Describe the problem	Be assertive not aggressive	Put the plan into action	Use a pleasant tone	Check for understanding

B	I	N	G	O
Use "I" statements	Ask questions	Speak clearly	Brainstorm ideas	Make eye contact
Compromise	Use a pleasant tone	Listen carefully	Be assertive not aggressive	Show respect
Follow through on agreements	Avoid blaming others	FREE	Focus on the present issue	Admit mistakes
Express appreciation	Put the plan into action	Understand feelings	Check for understanding	Stay calm
List pros and cons	Make a plan	Suggest alternatives	Take turns talking	Describe the problem

B	I	N	G	O
Be assertive not aggressive	Put the plan into action	Ask questions	Make a plan	Avoid blaming others
Understand feelings	Follow through on agreements	List pros and cons	Take turns talking	Listen carefully
Suggest alternatives	Check for understanding	FREE	Stay calm	Express appreciation
Use "I" statements	Show respect	Speak clearly	Use a pleasant tone	Compromise
Focus on the present issue	Admit mistakes	Make eye contact	Brainstorm ideas	Describe the problem