

B	I	N	G	O
stay calm	(I'm) Sorry?	check what you heard	say "okay"	look for the real meaning
accepting "no" for an answer	speak clearly	repeat back	Excellent!	slow down
use a pleasant voice	I beg your pardon?	FREE	keep personal space	listen carefully
show interest	look at the person	respect others	following instructions	put your message first
Will you do me a favor?	shake hands	avoid negative questions	watch the humors	be honest

B	I	N	G	O
use a pleasant voice	watch the humors	Excellent!	look at the person	accepting "no" for an answer
say "okay"	listen carefully	check what you heard	put your message first	I beg your pardon?
keep personal space	(I'm) Sorry?	FREE	following instructions	respect others
be honest	stay calm	avoid negative questions	show interest	Will you do me a favor?
look for the real meaning	introduce yourself	slow down	repeat back	speak clearly

B	I	N	G	O
show interest	following instructions	use a pleasant voice	be honest	say "okay"
shake hands	slow down	watch the humors	look at the person	I beg your pardon?
respect others	Excellent!	FREE	keep personal space	check what you heard
introduce yourself	look for the real meaning	Will you do me a favor?	(I'm) Sorry?	stay calm
speak clearly	repeat back	listen carefully	put your message first	avoid negative questions