

B	I	N	G	O
Understand the situation	Are you being fair?	Don't make things worse!	Talking can lead to a solution	Remember who can help you at work
Don't gang up with others	Try to think of a solution together	See the other persons point of view	Ask for someone else to help	Take time to calm down
Try seeing the good in people	Work Together	FREE	Be honest	No keeping secrets that effect resident care
No screaming yelling cursing	Treat people fairly	Perhaps share progress with someone else	No insults	Say how you feel
Listen to the other person	Don't blame anyone	Stick to the agreement	Work out what each of you will do	Don't interrupt

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