

B	I	N	G	O
Steady tone of voice	"Broken Record" Technique	Clearly state needs/wants	PRACTICE	Helps Achieve Goals
Be Direct	Stand straight	Improves Self-esteem	Active listening	Respectful
Understanding Perspectives	Agree to Disagree	FREE	Eye Contact	Focus
Reduces Anxiety	Focus Attention	Own your feelings	Concentrate	Identifying Feelings
Appropriate Speaking volume	Planning	Be a Learner	Use "I" Statements	Calm

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Understanding Perspectives	Use "I" Statements	Active listening	Focus Attention	Be Direct
PRACTICE	Focus	Clearly state needs/wants	Identifying Feelings	Agree to Disagree
Eye Contact	"Broken Record" Technique	FREE	Concentrate	Own your feelings
Calm	Steady tone of voice	Be a Learner	Reduces Anxiety	Appropriate Speaking volume
Helps Achieve Goals	Empathy	Respectful	Improves Self-esteem	Stand straight

B	I	N	G	O
Reduces Anxiety	Concentrate	Understanding Perspectives	Calm	PRACTICE
Planning	Respectful	Use "I" Statements	Focus Attention	Agree to Disagree
Own your feelings	Active listening	FREE	Eye Contact	Clearly state needs/wants
Empathy	Helps Achieve Goals	Appropriate Speaking volume	"Broken Record" Technique	Steady tone of voice
Stand straight	Improves Self-esteem	Focus	Identifying Feelings	Be a Learner