

B	I	N	G	O
Understanding	Accepting	Focus	Reflection	Non-verbal Skills
Calm	Stuck Record	Positive Enquiry	Aggressive	Show Compassion
Verbal Skills	Appropriate	Identifying Feelings	Listening	Self Talk
Negative Enquiry	Practice	Fogging	Passive	Assertive
Respect	Conflict	Verbalise	Empathy	Goal-directed

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Verbal Skills	Appropriate	Show Compassion	Aggressive	Assertive
Empathy	Self Talk	Identifying Feelings	Non-verbal Skills	Practice
Calm	Focus	Positive Enquiry	Passive	Understanding
Negative Enquiry	Conflict	Stuck Record	Fogging	Reflection
Respect	Verbalise	Goal-directed	Accepting	Listening

B	I	N	G	O
Self Talk	Passive	Conflict	Empathy	Fogging
Assertive	Goal-directed	Calm	Identifying Feelings	Understanding
Negative Enquiry	Respect	Positive Enquiry	Appropriate	Stuck Record
Verbal Skills	Practice	Verbalise	Aggressive	Accepting
Listening	Show Compassion	Reflection	Focus	Non-verbal Skills