

Saying It With Words

Which one will get his problem solved?

✓ GOOD



- ✓ Went to a staff member
- ✓ Explained what was wrong
- ✓ Calm voice
- ✓ Said it once

✗ NOT YET



- ✗ Arms folded, turned away
- ✗ Refusing to talk
- ✗ Heading for the door
- ✗ Problem still there

Remember:

Say it with words. Say it once. Say it calmly.