Positive Communication = Positive Relationships

OTFD
- Observation
- Thoughts
- Feelings
- Desire

AAMR / 4-Part Apology
- Acknowledge
- Apologize
- Make it Right
- Recommit

DON’T BE A COMMUNICATION KILLER
- Don’t deny
- Don’t resolve
- Don’t me-too
- Just listen!

“If we were supposed to talk more than we listen, we would have two tongues and one ear!”
—Mark Twain