

## ANSWERS



YES

NO

Speak clearly and be straightforward

Think about what you are about to say before speaking.

Yell at people who don't agree with you.

Listen to the other person.

Shrug your shoulders. Make faces to express your feelings.

Refuse to speak to someone who has upset you.

Be firm but tactful.

Ask questions if you have them.

Tell the other person what you think they want to hear.

Interrupt the other person if you think of something to say.

Hash everything out in the heat of the moment.

Set aside distractions and focus on communication.