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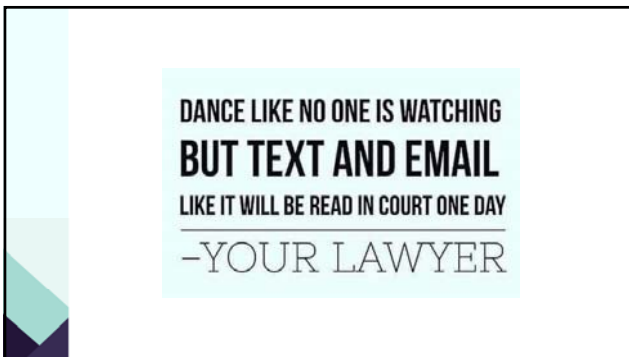
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1. Listen
  2. Acknowledge
  3. Clarify
  4. Support w/data
  5. Outcome/Determination

4

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“No matter what life throws at you, at the end of the day, your mother still loves you.”

5

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*Stop Saying Please*  
Rachal McCarthy  
Rachal@ntiglobal.com

6

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