

DELIVERY CHEAT SHEET™

Focus Areas	Strategies	Resolution Layout
<p>LISTEN</p>	<p>Top 5 Disputes</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 	
<p>ASK</p>	<p>What questions should I ask?</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 	
<p>SOLVE</p>	<p>What am I prepared to do to make them raving fans?</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 	
<p>THANK</p>	<p>How can I thank them?</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 	