

# THE EFFECTIVE PLAN OUTCOME™

Communication Plan	Relative to the Issue	My Wording
You must want to hear what the person has to say.		
You must genuinely want to be helpful.		
You must be genuinely able to accept feelings.		
You must have trust in the other person's ability to solve their own problem.		
You must appreciate that feelings are transitory and not permanent... feelings change!		
You must be able to see the other person as separate to you... we are all different.		