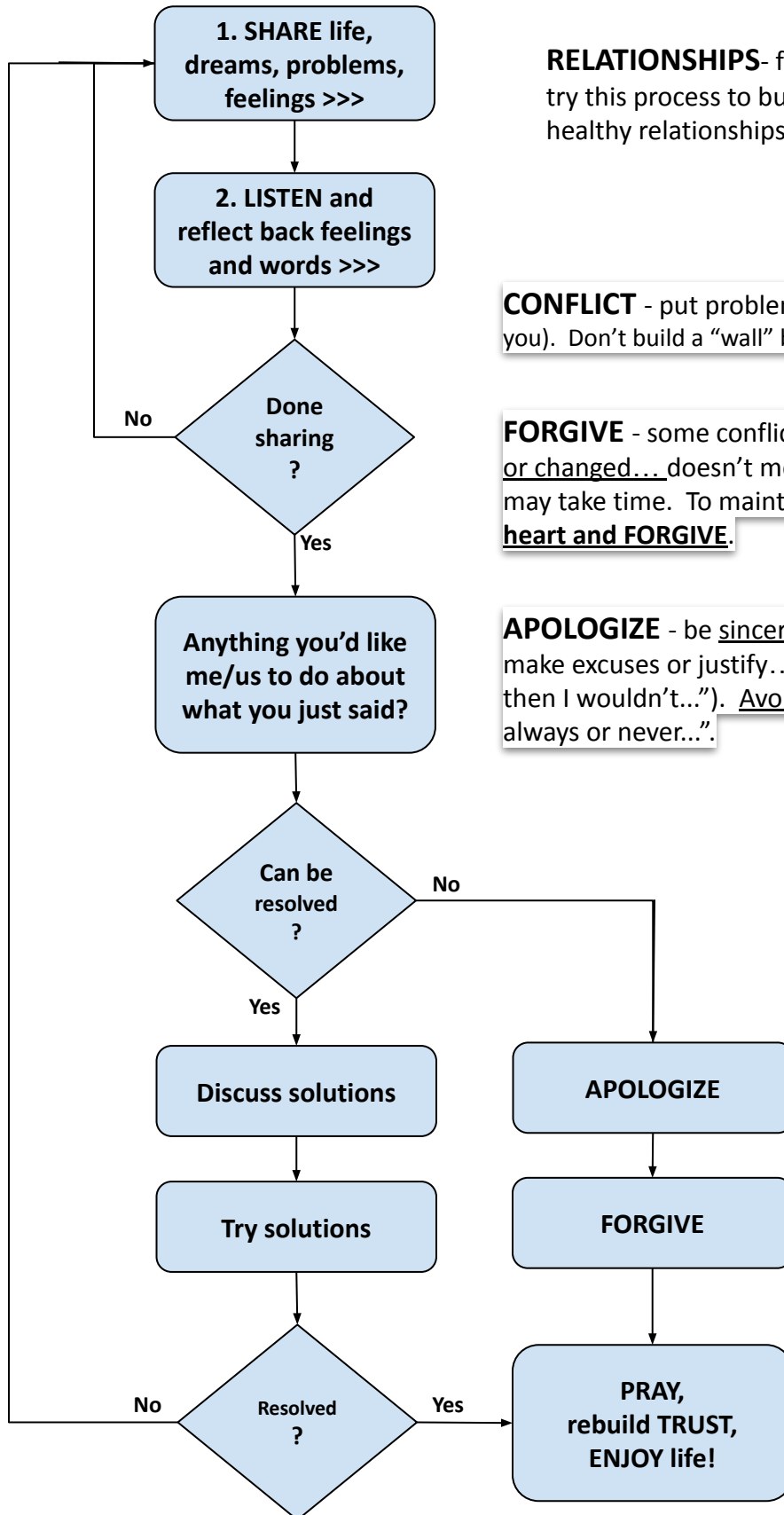


Communications Process



RELATIONSHIPS- for personal or business, try this process to build and maintain strong, healthy relationships.

CONFLICT - put problem in front of you (not between you). Don't build a "wall" between you.

FORGIVE - some conflict and past hurt can't be fixed or changed... doesn't mean it was right and trust may take time. To maintain relationships, keep a soft heart and FORGIVE.

APOLOGIZE - be sincere and don't be defensive or make excuses or justify... ("if you wouldn't have..., then I wouldn't..."). Avoid absolutes or lies - "you always or never..."

Suggestions for improvement? Please [contact us](#).