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Soution. Here are a few examples: *

(action)Since you omitted two pages on last year, (outcome)we

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didn't get the grant,
(solution)so this time,
please provide
everything we need. *
(action)Because you
didn't get us the
complete financials,
(outcome)we missed
the deadline last year.

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Benjamin What's the
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about the work-related

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experiences in which you routinely encounter someone who does (or doesn't do) something that makes your job more difficult. Choose one example that you will use as your focus in this exercise. —

Customer — Supervisor

**What's the problem?
Can You Hear Me
Now?**

must be willing and able to hear the truth

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and to deal with life realistically. I haven't always had the regard for truth that I do now. I once looked for the convenient answer – the one that would be accepted. I paid an enormous price for doing so. In 1985, my husband Mike became ill. He was a big, burly guy, and neither one

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