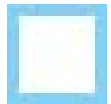
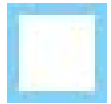


Clearing 2021 Official Reps

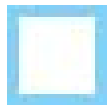
Response Checklist



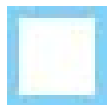
Friendly tone of voice



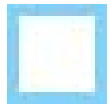
Understand and address the need



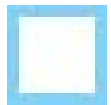
Ask open question(s)



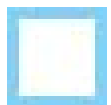
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Read the post back to yourself



Consider the emotional impact



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