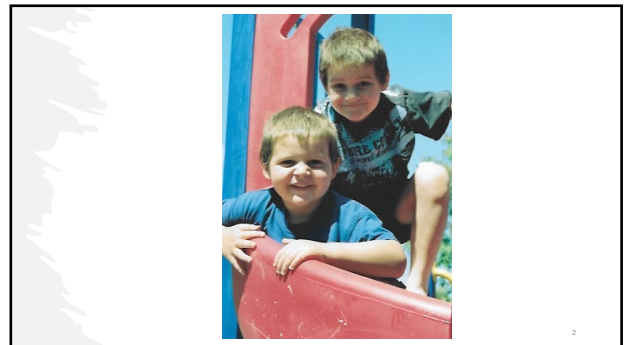
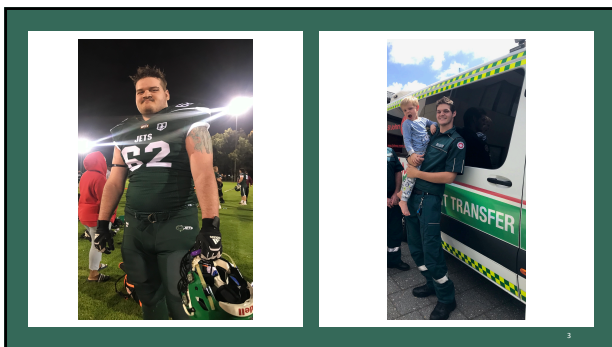




1



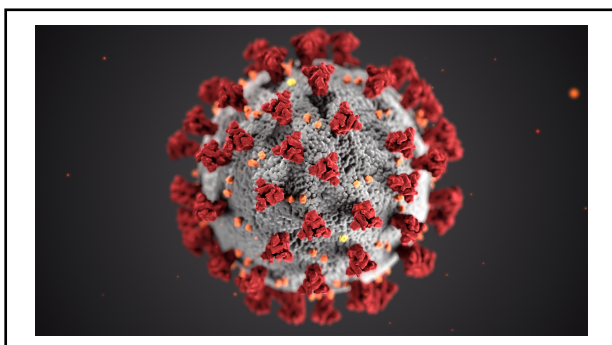
2



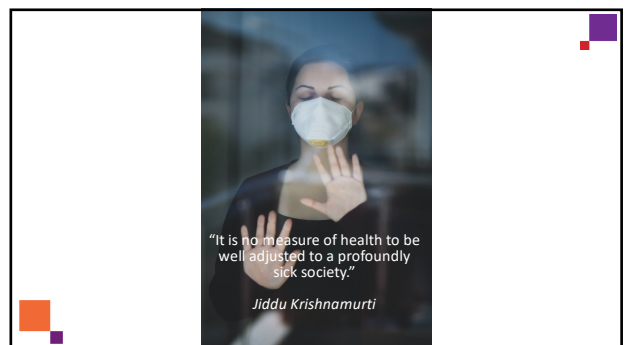
3



4



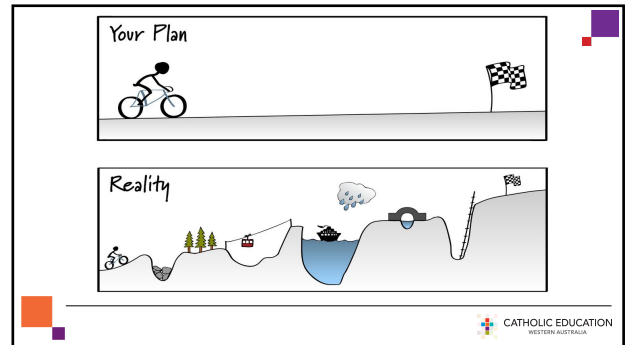
5



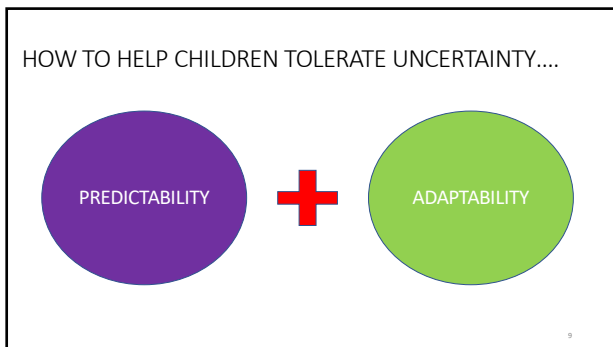
6



7



8



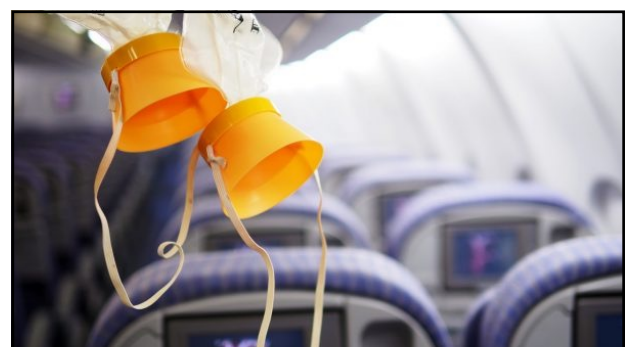
9



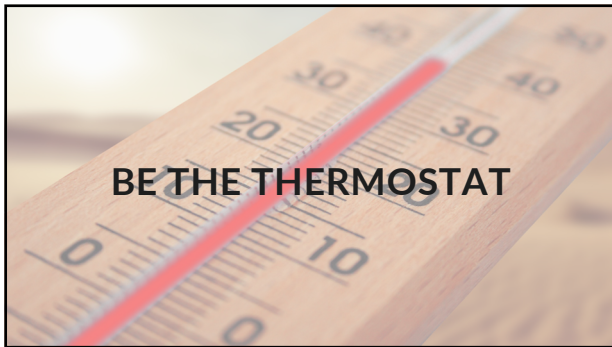
10



11



12



13



14



15



16

ACTIVE CONSTRUCTIVE RESPONDING		
	DESTRUCTIVE	CONSTRUCTIVE
ACTIVE	Deflates good news / Raises Alarm	Genuine interest / Amplifies the experience
PASSIVE	Ignores the event / Steals the conversation	Understated support / Conversation stalls

17



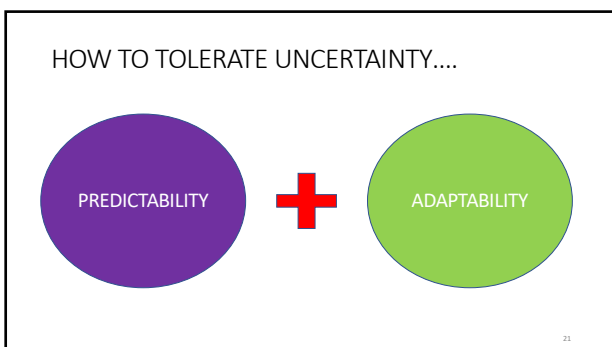
18



19



20



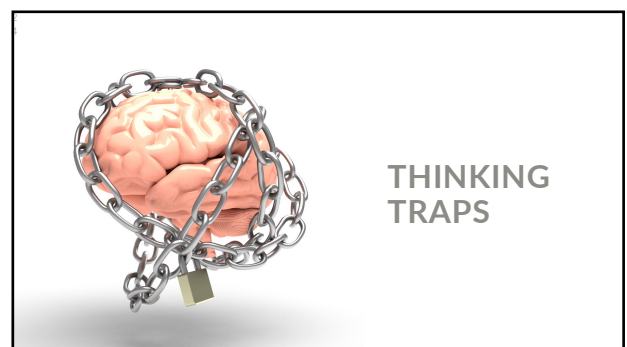
21



22



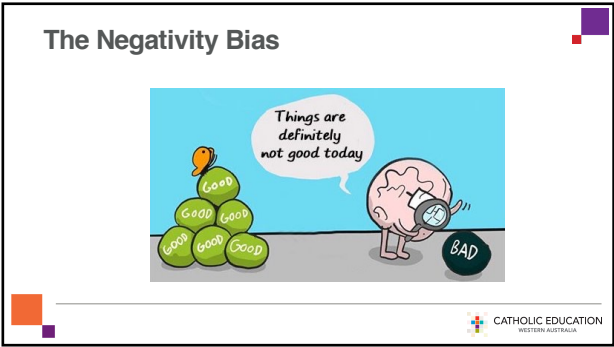
23



24



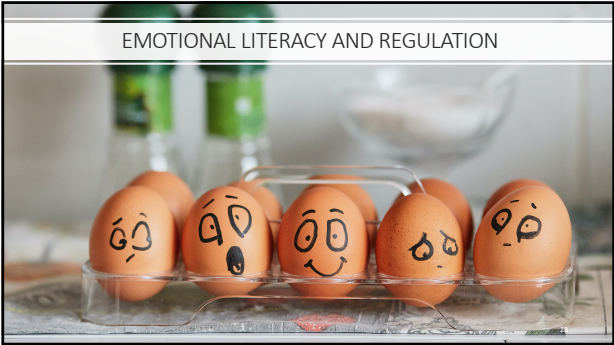
25



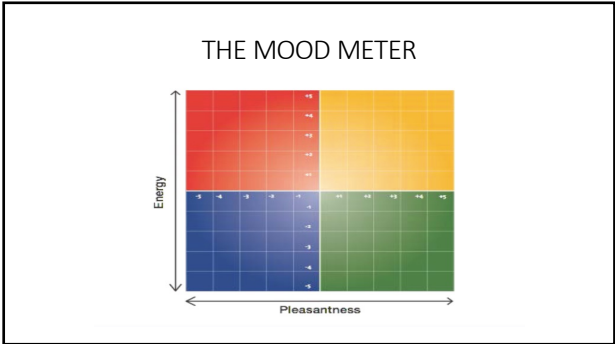
26



27



28



29



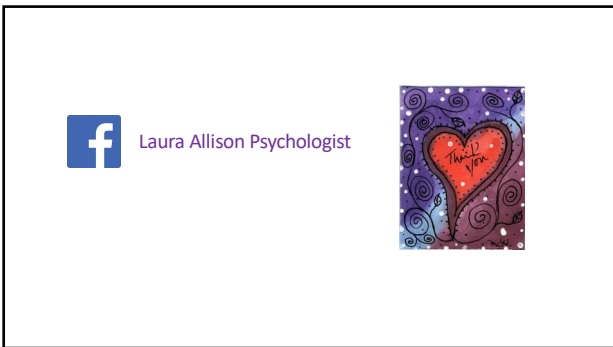
30



31



32



33