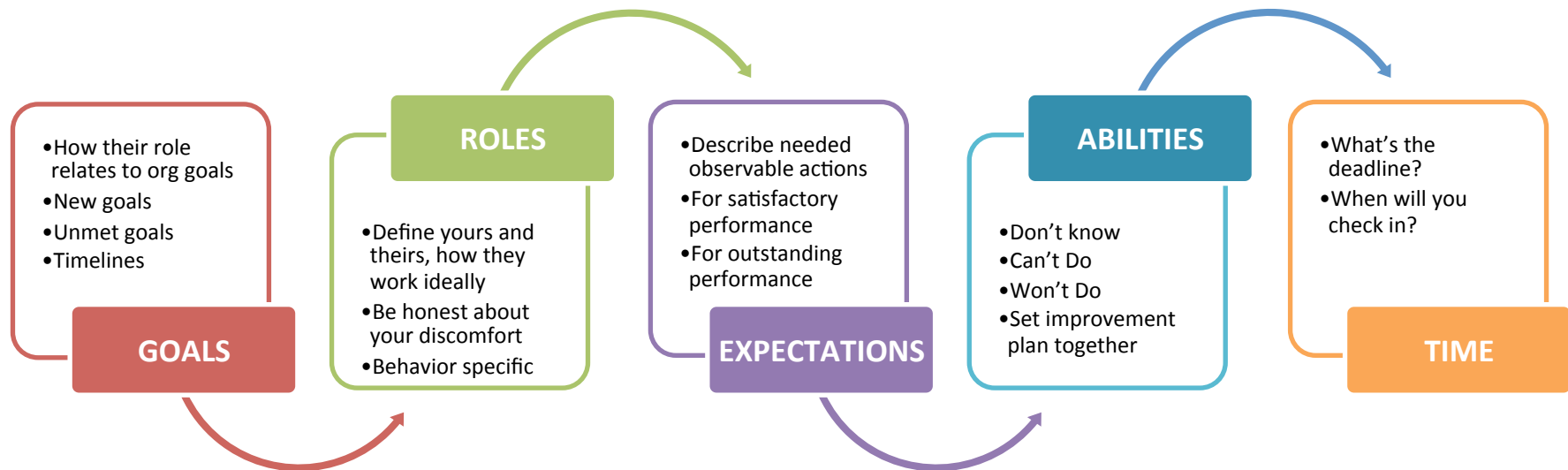


Volunteer Conversation Scripts

Below is a framework and examples for handling problem behaviors. Tailor them to best suit your situation.

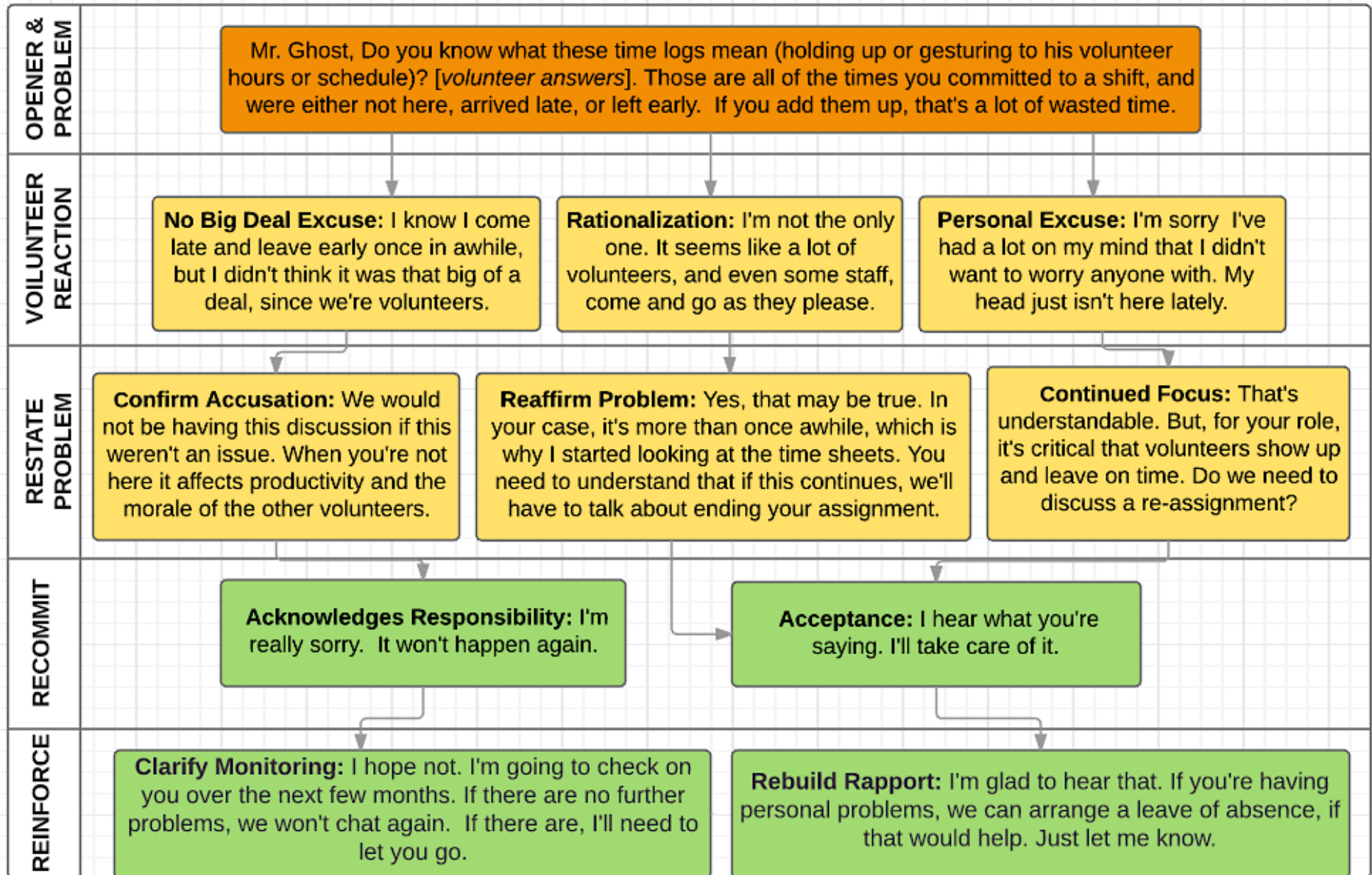
G-R-E-A-T Communication Model



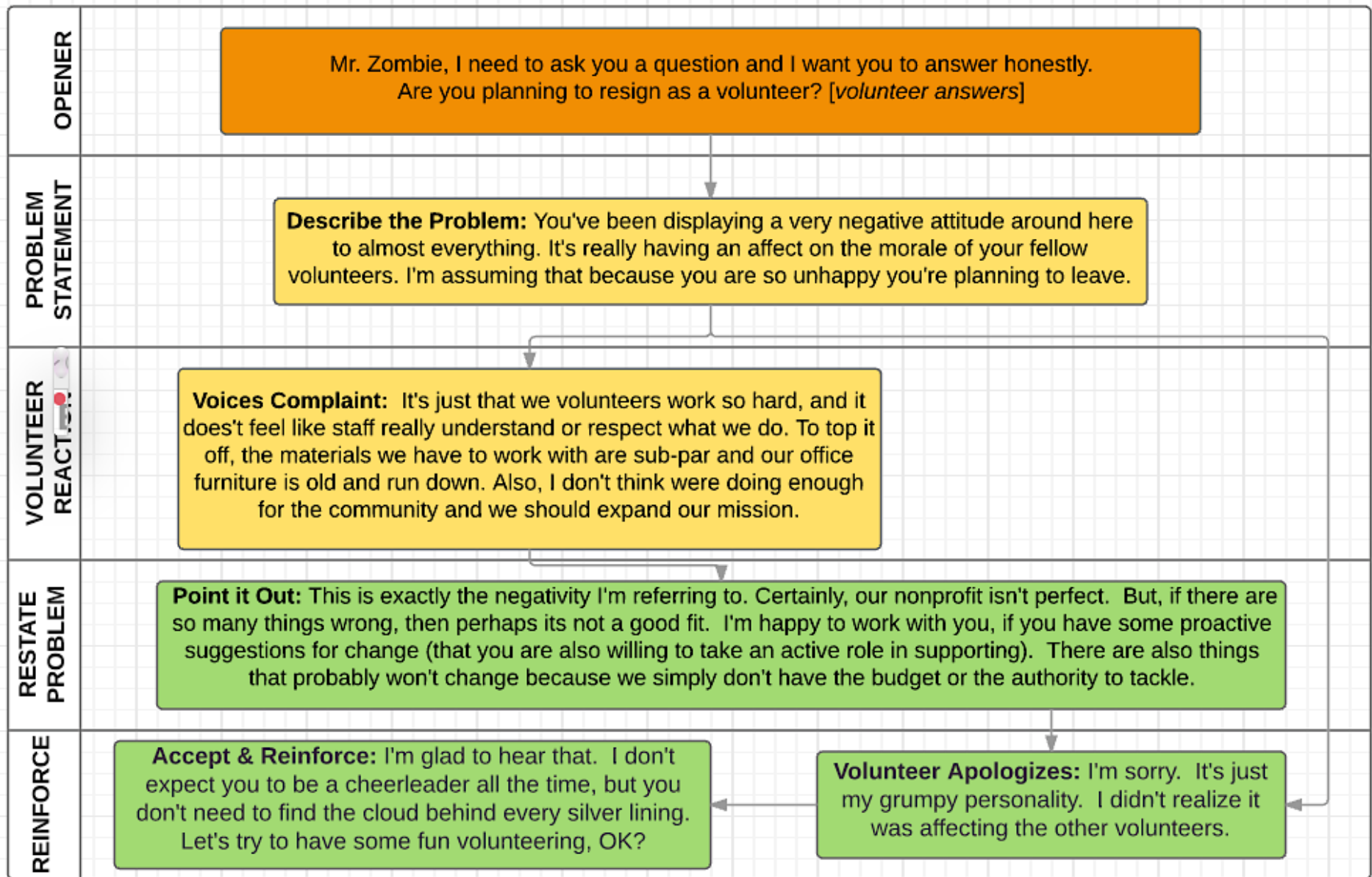
REQUESTING MORE ACCOUNTABILITY



REQUESTING BETTER RELIABILITY



ENCOURAGING A MORE POSITIVE ATTITUDE



GIVING A NEGATIVE PERFORMANCE REVIEW



PUTTING AN END TO GOSSIP

