

B

Brief

- Avoid triggering defensiveness
- Focus on problem solving information
- Don't give too many words for other person to react to
- Short and sweet

I

Informative

- Shift discussion to objective subject rather than opinion about each other
- Don't provide your opinion
- Don't be defensive
- Provide straight information

F

Friendly

- "Thank you for telling me your opinion"
- "I appreciate your concerns..."
- "Thanks for your email. Let me give you some info you may not have..."
- "I hope you have a nice weekend."

F

Firm

- End the conversation
- Set boundaries
- Set consequence
- End friendly "I really hope that won't be necessary"