|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Member Conversation

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| P | M | T | Q | T | S | O | G | D | V | S | **N** | **S** | H | I | Z | M | Z | I | A | O | D | J | V |
| O | J | G | W | Z | I | P | P | Y | P | **O** | **N** | **N** | Z | D | H | K | G | G | Y | T | L | V | F |
| **N** | S | A | T | E | E | D | T | T | **I** | F | **E** | **O** | N | E | J | P | G | D | A | U | W | **T** | W |
| U | **O** | C | F | R | Z | A | I | **T** | E | **M** | **T** | **I** | K | L | F | P | T | M | Q | M | **P** | **O** | W |
| L | N | **I** | Y | S | W | **S** | **A** | D | **O** | D | **S** | **T** | X | H | Z | C | O | I | H | **E** | U | **U** | J |
| O | C | F | **T** | I | F | **I** | **E** | **L** | Q | A | **I** | **U** | I | P | I | F | N | W | **R** | S | P | **C** | W |
| D | R | I | **R** | **A** | **C** | I | U | **E** | L | Y | **L** | **L** | L | T | O | K | Q | **M** | F | L | Y | **H** | **E** |
| Z | **E** | F | X | **E** | **D** | S | N | D | **K** | E | Q | **O** | C | W | M | J | **I** | J | Q | **V** | J | **P** | **Z** |
| A | B | **X** | **R** | C | **S** | **N** | Z | G | **S** | T | **C** | **S** | C | X | P | **S** | L | **S** | **T** | **E** | J | **O** | **I** |
| X | V | **P** | **P** | N | J | **O** | **E** | U | N | **A** | O | **L** | R | M | **S** | W | F | **N** | **R** | **R** | J | **I** | **R** |
| D | **P** | G | D | **E** | Y | V | **L** | **M** | Q | K | **V** | N | **A** | **I** | T | R | T | **O** | **O** | **B** | Y | **N** | **A** |
| **A** | **L** | P | M | O | **C** | S | A | **V** | **M** | L | E | **I** | **O** | **I** | Y | A | F | **I** | **P** | **A** | Q | **T** | **M** |
| E | **E** | D | J | F | U | **T** | M | Q | **E** | **O** | L | **N** | **N** | F | **R** | D | X | **T** | **P** | **L** | L | **S** | **M** |
| L | **A** | F | D | X | P | J | **A** | E | G | **C** | **C** | B | F | **G** | W | **F** | T | **C** | **A** | **S** | I | U | **U** |
| I | **R** | B | W | V | O | I | Q | **T** | C | L | **O** | **E** | K | B | **S** | U | **Y** | **E** | **R** | **T** | **D** | L | **S** |
| G | **N** | A | **C** | M | C | K | Z | **M** | **I** | **E** | I | **N** | **R** | G | J | F | A | **J** | **D** | **A** | **E** | **L** | Z |
| C | B | **L** | L | **O** | S | J | **R** | L | **S** | **O** | B | X | **C** | X | H | B | Q | **B** | **L** | **T** | **S** | **A** | N |
| W | Z | **I** | **N** | J | **N** | **I** | X | **O** | D | L | **N** | E | Y | **E** | A | A | U | **O** | **I** | **E** | **O** | **B** | Q |
| N | N | **A** | **E** | S | **F** | **N** | **P** | C | U | I | L | **S** | D | N | **R** | Z | Z | B | **U** | **M** | **L** | **R** | U |
| P | E | **M** | **P** | **N** | O | **R** | **E** | U | M | P | S | O | B | J | I | **N** | U | N | **B** | **E** | **C** | **E** | C |
| F | G | **E** | **O** | X | **U** | K | M | **C** | C | I | C | S | K | Q | H | M | **S** | V | H | **N** | Z | **V** | H |
| T | T | **C** | F | **P** | U | T | G | Y | **T** | **T** | **H** | **A** | **N** | **K** | **S** | K | E | Q | E | **T** | U | **N** | P |
| **G** | **N** | **I** | **D** | **R** | **A** | **W** | **E** | **R** | **S** | **I** | **P** | **I** | **H** | **S** | **R** | **E** | **B** | **M** | **E** | **M** | I | **O** | A |
| Z | U | U | M | D | Q | **T** | **N** | **E** | **M** | **T** | **I** | **M** | **M** | **O** | **C** | T | D | C | A | U | L | **N** | T |

   Thanks       Purpose       Savings       LOM       Appreciation       Expectations       Clairfy       Recommendation       Commitment       Seek       Closed       Open       Permission       Touch Points       Objections       Learn       Solutions       Resolve Concerns       EMail       Confirm       Build Rapport       Summarize       Listen       Verbal Statement       Non Verbal       Connect       Membership is Rewarding