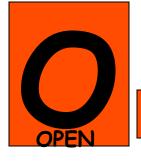
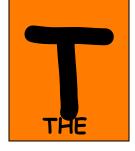
VISIBLE COMMUNICATION





OBSERVE

I observed that... I noticed that...



I thought... THOUGHTS It makes me think...



I feel... FEELINGS I'm feeling...



DESIRES

I would like... What I would like to see happen is...

4-PART APOLOGY





ACKNOWLEDGE Yes, I...

You're right, I...

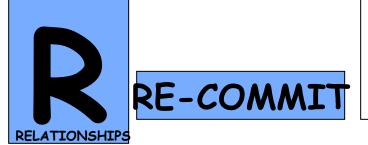


I apologize for... APOLOGIZE I'm sorry for...



MAKE IT RIGHT

What can I do to make it right?



I promise to... Next time I will...