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Action Outcome Soution. Here are a few examples: * (action)Since you omitted two pages on last year, (outcome)we didn't get the grant, (solution)so this time, please provide everything we need. * (action)Because you didn't get us the complete financials, (outcome)we missed the deadline last year.

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What's the problem? Can You Hear Me Now?

must be willing and able to hear the truth and to deal with life realistically. I haven't always had the regard for truth that I do now. I once looked for the con - venient answer - the one that would be accepted. I paid an enormous price for doing so. In 1985, my husband Mike became ill. He was a big, burly guy, and neither one

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