**BRAINSTORMING**

* **Set a leader per class hour**
* Document more
* Make sure contact info is up to date for the customer
* Clearly outline expectations
* Have all your peers phone numbers
* Conduct training sessions
* Make sure the work area is clean
* Set expectations
* Stress the importance of good communication
* Hire people that have good social skills
* Hire people that have good listening skills
* Reward for good work
* Set priorities
* Have out of class get-togethers in order to build better comradery
* Punish bad communication