

- Make an open-exchange environment
- Consider motivation
- Tell and explain
- Discussion

*Special Issues*

- Offer creative criticism
- Get at the truth
- Handle anger—yours and his/hers

*Closure*

- Recap and clarify
- List next steps
- Follow-up; Who, How, and When
- End on a high note!

Now, let's turn to Presentations: Understanding Audiences and giving them what they need; positioning your presentation; techniques for writing and delivering them.