

## Taking the Ice out of Iraqi Customer

### Critical Incident

1. clarify "arbitrarily" promise legally binding or not (Revised)
2. Introduce Cal West earlier and where better? (Suggestion)
3. who is partner in taking on a new partner (Suggestion)
4. Capitalize North, South & West <sup>PLA</sup> (Suggestion)
5. add information about social style to evaluate conflict in TN (Suggestion)

### TN

1. Add discussion question about gender or size ban issue. (Suggestion)
2. Question #2, answer more clearly but add theory to support (Revised)
3. Develop personalities in customer (Suggestion)