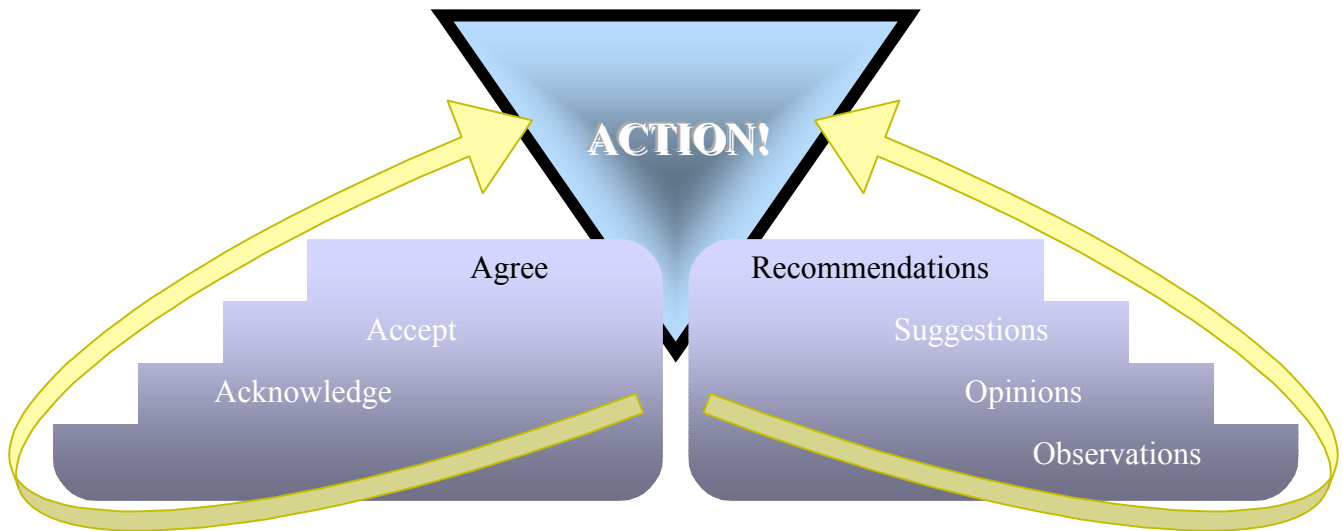


# Tactful Communication

Wanting someone to act on something takes more than spontaneous conversation.  
Use of this communication concept brings about *action*.



**Most effective words – Accept, Agree, and Recommendations**

**Least effective words – Acknowledge, Observations, and Opinions**

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