



Some ideas building relationships with coconuts

Be formal

- *Hello Ms Brown; Hello Paul; Hello Sir or Madam*
- *Closing: Thank you for speaking to me. Thank you for taking the time to speak to me.*

Get straight to the point

- *I am calling to enquire about*

Structure your ideas clearly

- *Consider using sequencing language "Firstly.....secondly.....then.....finally....."*

Offer evidence and details to support your opinions (but not too much)

Use visual language

- *I can **see** what you mean.*
- *This is **clear** to me now.*
- *Your suggestions will help us **focus** on our joint goals.*
- *Your ideas **look** good.*

Offer practical solutions and suggestions

- *I suggest we reduce the diameter of the part by 0.5 mm.*

~~*Not: Maybe the part is a little large. What do you think we should do.*~~