

STEP ONE – VISUALISING HOW YOU WANT IT TO BE
(Record your thoughts below)

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STEP TWO – BELIEFS

(Write here the Belief that will support you most in building healthy relationships with your customers)

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STEP THREE – RIGHTS

(Record the Right you want to give yourself most – because if you do it will entitle you to the respect you deserve. Also record the most important right that Customers deserve)

"I have the right to –

"They have the right to –

STEP FOUR – SELF TALK

(Write down any more self talk that you believe will help you generate healthy relations with your Customers)

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STEP FIVE – BEHAVIOURAL TIPS

(From the list of tips provided, choose 2 or 3 that you believe will work for you)

Keep this document somewhere safe and refer to it regularly to remind you of what you need to do to get the result you want when handling others aggression

ADDRESS

90 Sea Avenue
Rustington
West Sussex
BN16 2DL

PHONE

01903 778 977

EMAIL

info@entitledtorespect.co.uk

WEB

entitledtorespect.com