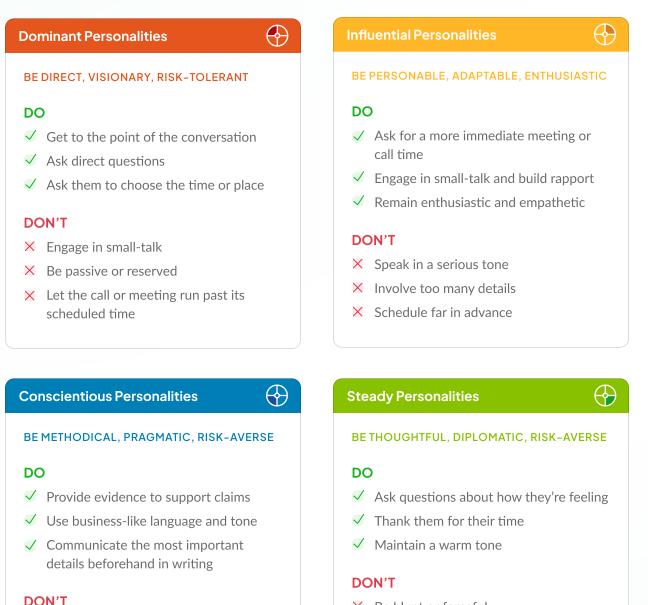
Crystal Cheat Sheet

HOW TO HAVE AN EFFECTIVE CALL OR MEETING

When planning a call or meeting, it's important to consider the following three questions: What do they want? Why do they want it? How do they want to interact?

By thinking in this way, you're setting yourself up for effective, empathetic communication.



- 🔀 Be blunt or forceful
 - × Require an immediate decision
 - Forget to engage in friendly, casual conversation first
- × Interrupt or change the subject× Make claims that you can't support
- × Involve unnecessary small-talk

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