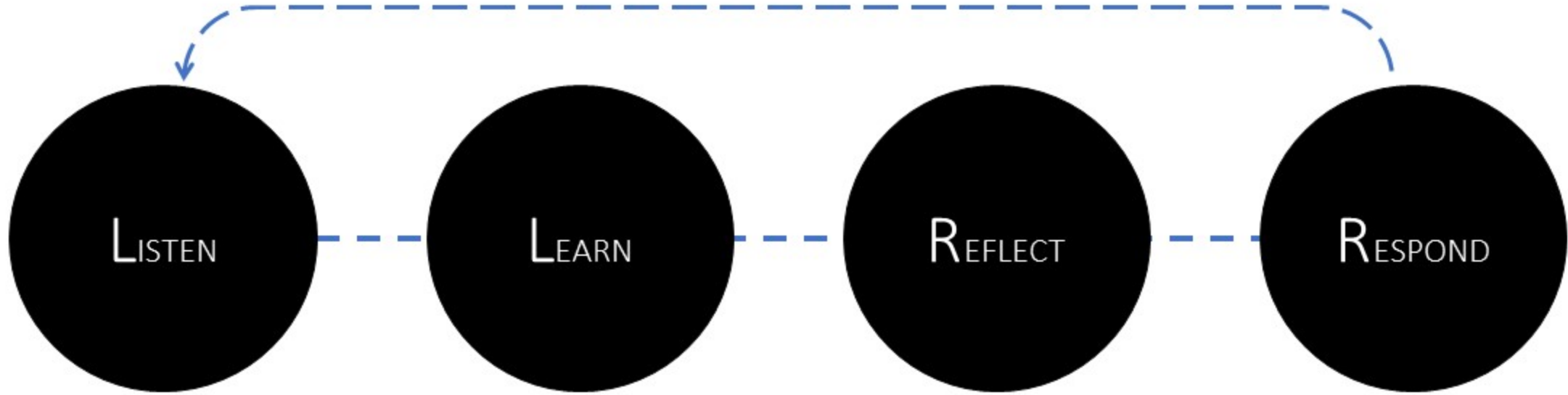


L²R²



Notice what's happening.

What don't I know?

What policies apply?

Who's the expert?

Are resources or best practices available?

What's at risk?

What are my options?

What outcome do I want?

What will I say, do?

Who will be involved?