

4 What do you have to ensure when introducing a meeting?

(1)

(2)

(3)

5 What are justifiable reasons for interruptions during a meeting?

(1)

(2)

(3)

6 There are certain phrases you can use for this strategy. Please write down one or two phrases for every step of the SHAPE strategy.

7 Please draw a mind map to summarise the SHAPE strategy.