



Rules for Scripting & Delivery Drills

- Leave no injured behind (be kind). Try not to be among the injured (be strong). You can change everything and anything in the scripts you wish to, so long as you are already producing these results...
 - 95-100% conversion
 - PVA of 100+
- How you say it is more important than that it is memorized.
- When critiquing, always begin with the positives, then your feelings for possible upgrades.
- When receiving critiquing, always take notes on what people observed and shared- after receiving, get up and do it again right away.

Set up the room you are in so it is real, in your mind.

Day 1 the screening/exam room

2 seats, CA present, spine, mirror, table, door, monitor to play videos, patient applications totally reviewed...

Day 2 the NPR group report room

Cockpit posters, screen to display videos, spine, sample films or scans, seating, monitor to play videos, testimonial books, pointer, other models...

TLC Resource:

- NPR Room layout and flow