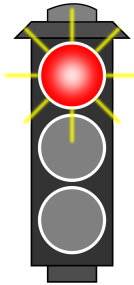


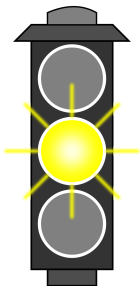
TRAFFIC LIGHT TECHNIQUE

STOP INTERRUPT & SAY YOU HAVE A PROBLEM



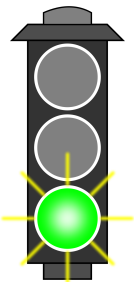
- *Sorry? / Could you repeat that, please?*
- *Excuse me. Could you speak more slowly, please?*
- *I'm sorry, I don't understand.*

CHECK ASK FOR MEANING



- *What does (word) mean?*
- *What do you mean (by word)?*
- *I don't understand (word)*

GO CONFIRM MEANING



- *You mean ...(?)*
- *You're saying ... (?)*
- *Can I confirm that?*