



PETITE **2** QUEEN®

When you receive a question seemingly from left field or one that appears pointless, or downright woo-woo, stop and take a moment to consider the PICKLE.

Pause and gather yourself before responding.

It does not matter why they asked this oddball question.

Control your emotions – no eye rolls or frustrated sighs.

Keep in mind that this is a team member.

Let go of any attitude or annoyance, and respond in a professional, courteous, and friendly manner.

Express your answer with honesty and civility, no matter how silly the question.

Utilizing this strategy will move your conversation forward and past the PICKLE.