**SAMPLE SCRIPT FOR INTRODUCTORY SECTION OF 2nd BRIEF "TOUCH BASE" CONVERSATION**

*Hi, this is _____.*

*Is this still a good time to speak?*

*Okay, great.*

*I've had a chance to take a look at your 'snapshot'; I wanted to ask you a few more questions about some of your responses.*

- Ask questions that you've noted during your review of the information they gave you. Of course, address new questions that you think of during the course of the conversation.
- Formulate "next step" recommendations before the call.
- During the conversation, formulate additional 'next step' recommendations.