

Personal Strategy Mapping

Module 7: Start thinking with TACT

Step 1

Pick one of these tough moments to approach with TACT.

- Appraisal came in low
- File was declined by lender
- Client didn't disclose key info
- Commitment conditions
- Delays in closing timeline
- Payment higher than expected
- Home price too high to qualify
- Co-signer pulls out

Step 2

Now it's time to develop your response. Use the framework to set the tone, acknowledge how they're feeling, clarify the issue until they understand it fully, then turn to offering your solutions and next steps.
