

Communication Skills

E O X S C A R H Q B L G D E P J R R O E C M C F
P Y P P Q S V F L G C L A R I T Y F G B F H L A
Q M C G K Q J Y F J X O T V L I H T N O P E O Y
P S P N W K B X F O E Q L R T J G Q I E M G J J
N I O I N Z O N J O U T A V O M A H L T U N M U
A Y S D X Q G J G S B C N L B P T L I B K I X G
W V I N I C L K N A U A O X A I P V M H Q N I Z
A U T A G E S F I S V T I W H Z R A S U D E S D
G S I T N N L A N G B N S L Y G V A R N F T N A
Z N V S I F V F O M U O S I I X W D F C D S O A
S O E R D C M Z I B G C E E W J D P B E T I I F
A I B E D A K H T O G E F X Y I P J E N O L T D
P T E D O L H R S N J Y O Q J G S U T B N E S P
A S H N N M Z K E A E E R J W M M W G Q E V E S
R E A U R K C R U G V D P A V Q B P R G O I U X
A U V G M Y C Y Q H V U I M D J A E I B F T Q I
P Q I O Z K G L D Z O P H F P V F K E Q V C D A
H N O U O K F Y O I U J H S N L I M R D O A E M
R E U I T B S U B S G X Y Q E O P H C S I P S Q
A P R G R E R P G G W O L C Y A C H E T C T O Y
S O S Y U F O N F I D O T I T X Y Q P J E R L F
I S M E S R G M L Z F A P H E N O L W B O Q C F
N O K Y T U Y W F O G I Y H J X E S T T N N D I
G A P Y O H T S N O I T S E U Q G N I B O R P Q

positive behaviours

Active Listening

tone of voice

Eye Contact

clarity

reflect

trust

probing questions

Open questions

professional

Questioning

rapport

Nodding

calm

closed questions

understanding

Paraphrasing

confident

empathy

Smiling