

Name: _____

Date: _____

Communication

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

differences in culture
inadequate space
environmental
cheerfulness
paraverbal
advocate
respect
humour

patronising language
personal space
poor lighting
willingness
Non-verbal
Patience
written
tone

facial expressions
relationships
body language
Aggression
Tiredness
Braille
macaton

Active listening
interpersonal
understanding
specialist
gestures
Empathy
clarity