

COMMUNICATION SKILLS

confidence	Eye Contact	Positive Body Language	clarity	verbal communication
Be aware of non-verbal ques	No slang	Stay calm	appropriate language	transparency
Active listening	No shouting	RPL	voice tone	feedback
Passive Aggressive communication	No jargon	Speak clearly	one to one interaction	empathy
Be patient	No inappropriate Language	body language	group interaction	written communication

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Be patient	No inappropriate Language	body language	group interaction	verbal communication
Assertive Communication	No shouting	Stay calm	clarity	written communication

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