

COMMUNICATION SKILLS

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

COMMUNICATION SKILLS

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

COMMUNICATION SKILLS

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