

Learner name: \_\_\_\_\_

### Effective communication skills

**Complete this activity at the beginning of the lesson to recap verbal and non-verbal methods of communication skills used in the apprentice section.**

1. Complete the table below to test your knowledge and revisit communication methods used when dealing with clients either face to face or over the telephone.
2. Now expand your knowledge to include written forms of communication discussed with your tutor and other learners.

Give three examples of verbal communication.	1 2 3
Give three examples of non-verbal communication.	1 2 3
Give three examples of written forms of communication.	1 2 3
List the difference between open and closed questioning techniques.	
Give one example of each.	<b>Example of open question:</b>  <b>Example of closed question:</b>
Explain how images are used to communicate different messages to us and give examples.	<b>Example 1:</b>  <b>Example 2:</b>