

Communication Skills

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

Communication

Bodylanguage

Thomas Cook

Customers

Listening

Questions

Attitude

Dialogue

Negative

Postive

Rapport

Written