

Communication

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

continuous improvement
body language
expressions
understand
monotone
barriers
digital
facial

community services
tone of voice
information
supervisor
receiver
empathy
culture
sender

active listening
communication
terminology
colleagues
feedback
message
written
verbal

correspondence
collaborate
paraphrase
question
conflict
context
speech
health