

Name: _____

Date: _____

Effective Communication

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

Body language
Assertive
Positive
Listen

Professional
Greeting
Feedback
Smile

Eye contact
Negative
Passive
Speak