

Positive communication

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

even tempered
 explaining
 gesture
 nodding
 verbal
 hear

instruction
 telephone
 talking
 smiling
 polite
 calm

eye contact
 attentive
 written
 discuss
 email

non verbal
 dialogue
 letters
 listen
 notes