

Name: _____

Date: _____

Understand the Dynamics of Communication

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

informed consent

distractions

relationship

paralanguage

spoken words

eye contact

assertive

telephone

facebook

leaflets

emotions

feedback

website

passive

empathy

listen

adapt

noise

GDPR

cpd