

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# communication

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

close ended questions

open ended questions

aggressiveness

repression

regression

etiquette

passive

defence

control

focus

humor

HCA