

## Handout 5-1

### QUESTIONS – KNOWLEDGE CHECK

Participants should write down the type of question that is being asked. There are ten minutes to complete the sheet.

How do you feel that went?

Can you do that?

I bet you wish you could do that again, don't you?

Did you feel pleased about that, or would you do it differently next time?

Would that have been easier if you had been dealing with a man?"

What did you do?

Where does that take us?

What is your name?

How can I help you?

Are you feeling angry?

Am I right in thinking you were happy with your performance?

Can I help or would you rather carry on with that yourself?

## Handout 5-2

### **Different ways to communicate**

Speech  
Writing  
Body Language  
Signals  
Colours  
Pictures  
Telephone  
Gestures  
Radio  
E-Mail  
Internet

### **Barriers to communication**

Noise  
Proximity  
Distractions  
Body Language  
Rank or Status  
Uniforms