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?
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