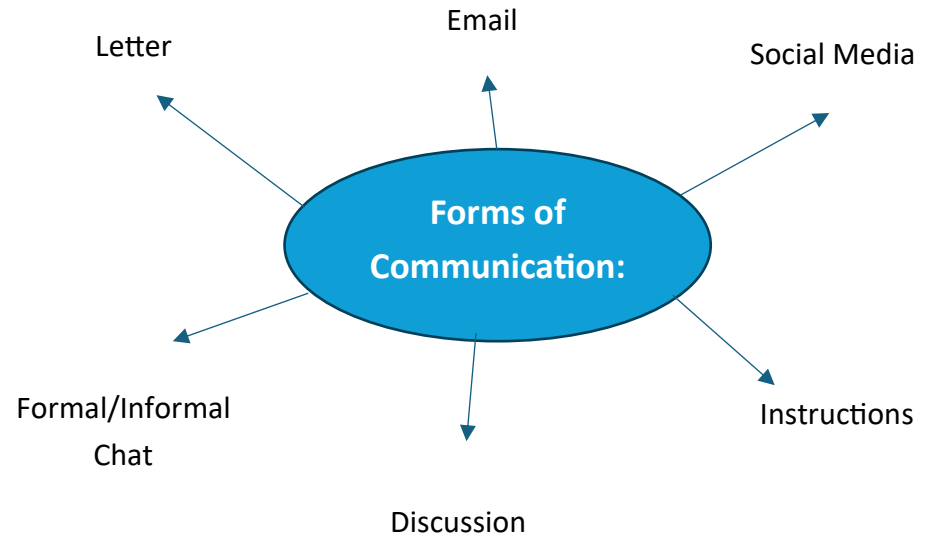


Year 7 - Entry Level 2 - Unit 204 - Effective Communication

Key Vocabulary:

- Communication – the exchange of information or news, sharing of ideas or feelings, social contact, letter or message containing news.
- Appropriate – suitable or proper in the circumstances
- Inappropriate – not suitable or proper in the circumstances
- Colleagues – a person with whom one works in a profession or business
- Customers – a person who buys goods or services from a shop or business



Appropriate verbal & non-verbal Communication:

- No swearing
- Tone
- Polite
- Respectful
- Smile
- Eye Contact



Inappropriate verbal & non-verbal Communication:

- Swearing
- Shouting
- Racist/Sexist/Ageist Comments
- Rude hand gestures
- No eye contact
- Sighing

