

TOPIC – COMMUNICATION

1. How many ways can you think of that people communicate? With technology? With language? With non-verbal communication?
2. What makes a good communicator? Choose the three most important things.

- *speaking fluently
- *a large vocabulary
- *being a good listener
- *the way people look
- *a sense of humour
- *correct grammar
- *not being afraid to make mistakes
- * understanding body language

3. Which of the following do you think most helps people communicate at work?

trust	flexi-time
open-plan offices	small teams
voice mail	strong corporate identity
e-mail	lots of meetings
mobile phones	staff parties

4. Can you think of anything else that helps communication?
5. Have you ever had a “communication breakdown”?