|  |  |  |
| --- | --- | --- |
| **Communication skill** | **Verbal or non-verbal or both?** | **Examples and why is it important** |
| Volume |  |  |
| Demonstration |  |  |
| Eye contact |  |  |
| Whistle |  |  |
| Tone of voice |  |  |
| Asking questions |  |  |
| Positioning |  |  |
| Signs, signals and gestures |  |  |
| Instructions |  |  |
| Language |  |  |
| Voice projection |  |  |
| Pronunciation |  |  |
| Active learning |  |  |
| Pitch |  |  |
| Clarity |  |  |
| Body language |  |  |