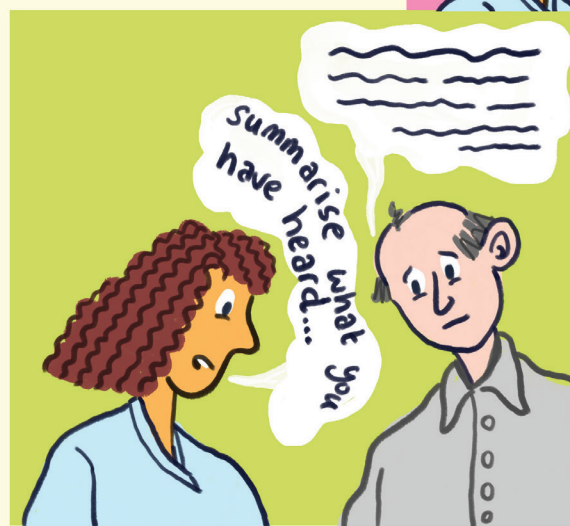


Communication skills

for **Gathering Information**



PARAPHRASE



SUMMARISE



CLARIFY



VERBAL ENCOURAGERS



SCREENING



OPEN and CLOSED QUESTIONS

Making conversations easier