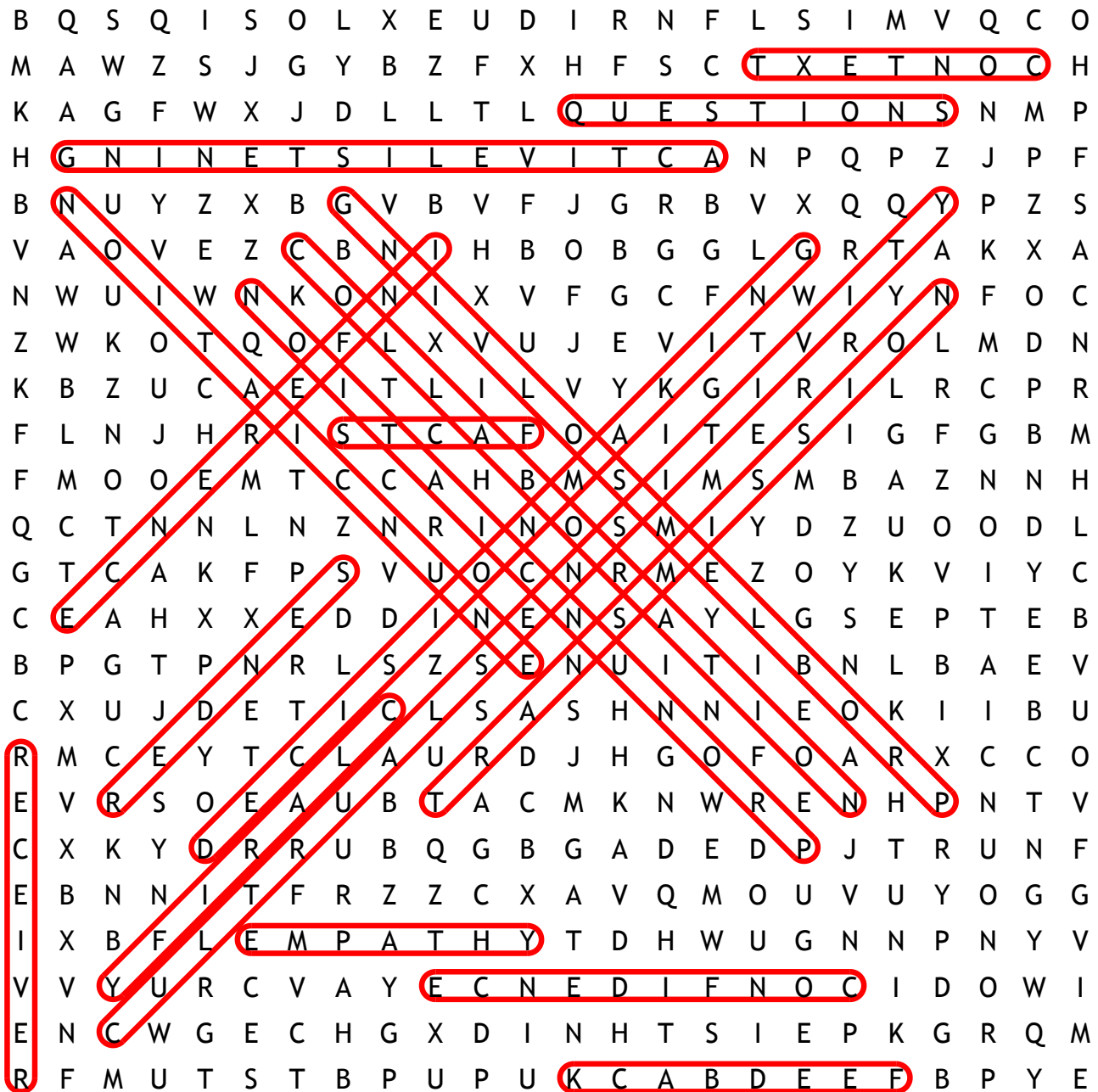


Name: _____

Date: _____

DOH PST WORKBOOK SECTION 4



ACTIVE LISTENING
CONFIDENCE
DECISION MAKING
FACTS
PROBLEM SOLVING
RECEIVER

CLARIFY
CONTEXT
EMPATHY
FEEDBACK
PRONUNCIATION
SENDER

COLLABORATION
CULTURAL SENSITIVITY
ENUNCIATION
INFERENCE
QUESTIONS
TRANSMISSION