

Name: _____

Date: _____

DOH PST WORKBOOK SECTION 4

B Q S Q I S O L X E U D I R N F L S I M V Q C O
M A W Z S J G Y B Z F X H F S C T X E T N O C H
K A G F W X J D L L T L Q U E S T I O N S N M P
H G N I N E T S I L E V I T C A N P Q P Z J P F
B N U Y Z X B G V B V F J G R B V X Q Q Y P Z S
V A O V E Z C B N I H B O B G G L G R T A K X A
N W U I W N K O N I X V F G C F N W I Y N F O C
Z W K O T Q O F L X V U J E V I T V R O L M D N
K B Z U C A E I T L I L V Y K G I R I L R C P R
F L N J H R I S T C A F O A I T E S I G F G B M
F M O O E M T C C A H B M S I M S M B A Z N N H
Q C T N N L N Z N R I N O S M I Y D Z U O O D L
G T C A K F P S V U O C N R M E Z O Y K V I Y C
C E A H X X E D D I N E N S A Y L G S E P T E B
B P G T P N R L S Z S E N U I T I B N L B A E V
C X U J D E T I C L S A S H N N I E O K I I B U
R M C E Y T C L A U R D J H G O F O A R X C C O
E V R S O E A U B T A C M K N W R E N H P N T V
C X K Y D R R U B Q G B G A D E D P J T R U N F
E B N N I T F R Z Z C X A V Q M O U V U Y O G G
I X B F L E M P A T H Y T D H W U G N N P N Y V
V V Y U R C V A Y E C N E D I F N O C I D O W I
E N C W G E C H G X D I N H T S I E P K G R Q M
R F M U T S T B P U P U K C A B D E E F B P Y E

ACTIVE LISTENING
CONFIDENCE
DECISION MAKING
FACTS
PROBLEM SOLVING
RECEIVER

CLARIFY
CONTEXT
EMPATHY
FEEDBACK
PRONUNCIATION
SENDER

COLLABORATION
CULTURAL SENSITIVITY
ENUNCIATION
INFERENCE
QUESTIONS
TRANSMISSION