

# Application of Conflict Management

## Oral Questions - Revision Sheet

**Question 1** – Can you identify two verbal and two non-verbal communication techniques?

Verbal:

1 -

2 -

Non-verbal:

1 -

2 -

**Question 2** – Can you identify two communication barriers from the practical observation, and explain how each of these were overcome?

**Question 3** – Can you identify two different behaviour types from the practical observation, demonstrated by yourself or others?

1 -

2 -