

Eight Communication Techniques

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Active Listening and "I" Messages

1. What would you do? (exercise)

Team Communication Exercise

1. Complete communication puzzle

Body Language

1. Good body language

- _____
- _____
- 5. _____
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- 6. _____
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- 7. _____
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- 8. _____
- _____
- _____
- _____

Hazardous Materials

1. Material Safety Data Sheets

- _____
- _____
- _____
- _____
- _____
- _____