



Unit 2 - Effective Communication Skills

1

EMPATHY

Decreases patient tension and builds rapport

2

VERBAL / NON-VERBAL CUES

Influence perception and emotional response

3

TEAM COORDINATION

Ensures safe, consistent messaging and action

4

MENTORSHIP

Develops junior staff confidence and competence

5

COMMUNICATION THEORY

Provides structured, research-based techniques for de-escalation



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