**communication**

**4c´s of communication**

Correctness

* Accurate information
* Grammar – Punctuations, tenses
* Spelling
* Accuracy

Clarity

* Structuring
* Tone
* Information
* Pacing
* Empathy
* Emphasis
* Choice of words

Complete

* Active reading
* Active listening
* Probing Techniques

Climate

* Culture
* Impression management
* Professionalism
* Building relationship
* Assertiveness
* Inter personal skills
* Positive self talk
* Energy level