

OSSA ( OSAEGBOLA

ELITE SUPPORT  
INTEGRATED SERVICES



D. To ignore nonverbal clues

6. The following are the types of communication at the workplace, except

☒ A. Employer - employee

B. Colleagues

C. Stakeholders

☒ D. Customer - friend

7. Which of the following is not the way to communicate better with your colleagues at work?

A. Listen actively

☒ B. Speak with distraction

C. Construct criticism

D. Build and earn trust

8. Which one is the method for formal communication with stakeholders(Your Boss)?

A. Party

B. Sport events

☒ C. Meetings

D. Lunch meeting

9. Why is resolving customer service complaints important?

A. Most complaints are not valid

☒ B. Cause customer to never return and bad mouth the company

C. It is not important to solve customer service complaints

D. Resolving the customer service complaints are expensive

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I held morning briefing with Ethan on hand washing and later proceeded to talk to him about communication at the workplace and its techniques. Ethan did well with grasping the topic of the day with no challenges.

... pathway to attaining the personal genius in you