**Effective Communication**

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|  | **Notes** | **Samples** |
| **Active listening** |  |  |
| **Building trust and rapport** |  |  |
| **Pausing** |  |  |
| **Paraphrasing** |  |  |
| **Questioning:****Probing and clarifying** |  |  |
| **Assuming positive intent** |  |  |