

CIT Training Curriculum Outline

Communication Skills

Content

1. Discuss Active Listening skills
 - a. Review the skills and how to use them
2. What is empathy
3. What is rapport
4. Discuss using these skills during

Materials – PowerPoint Presentation

Activities

1. Restatement and Reflection exercise
2. Sharing in pairs an important person or event that had a positive experience on your life. One person shares the other person uses Active Listening

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