BEING ABLE TO COMMUNICATE EFFECTIVELY REDUCES POTENTIAL RISKS

**SPEAKING:**
- Always use a calm, friendly and respectful tone
- Statements and directives should be short and to the point
- When dealing with hostile individuals, do not argue. Acknowledge the viewpoint by making “I understand” statements and take deep breaths to remain calm

**LISTENING:**
- Be attentive and do not interrupt
- Do not make judgments about the person who is speaking or jump to conclusions
- Take notes and ask questions for follow up and clarification

**NONVERBALS:**
- Eye contact - look at the person with whom you are communicating
- Posture - maintain a relaxed but good posture; do not slouch, keep hands visible and do not cross arms
- Facial expression - try to convey as little emotion in your facial expressions as possible
- Gestures - do not make hand gestures that can be construed as threatening; keep hands open and shoulders relaxed