

Course Outline for NAARSO Operations Course

Date: 2017

Course Title: Communication

1. Communication
 - a. Tone and Pace
 - b. Word Choice
 - c. Empathic Listening
 - d. Setting Limits
2. Environment
 - a. Location
 - b. Setting
3. Communication Barriers
 - a. Physiological
 - b. Physical
 - c. Body language
4. Social Media Considerations
5. Training
 - a. Best practice