COMMUNICATION SKILLS
– VIDEO SUMMARY –

DCVMN – Hyderabad, India

Victor G. Maqueda, Argentina – April 2017
COMMUNICATION SKILLS

1. Watch the video.

2. Briefly discuss within the group and summarize the main aspects shown to consider during an audit.

3. You may add personal experiences or thoughts to highlight the point.
1. Assertiveness

2. Authenticity

3. Open mindedness

4. Empathy

5. Clarity

6. Listening