





## WELCOME TO STAFF EMPOWERMENT PROGRAMME

## HOW TO IMPROVE COMMUNICATION SKILLS



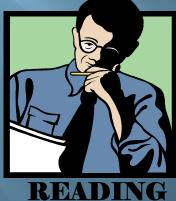
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## Four-Fold Skills of Communication Receptive Productive











WRITING

## **Building Blocks**

