

5. COMMUNICATION SKILLS

This section

(a) defines Communication;

(b) explains 'active listening' and gives examples of questioning skills;

(c) provides guidelines on the 'interview process' and in dealing with difficult interviews.

The Notes in this Section are copies of handouts provided by the NSSB (now Comhairle) at a training day, organised for Youth Information workers, on the topic Communication Skills / The Information-Giving Process.

Useful Resource

A useful resource for information givers in developing effective interviewing skills is the Comhairle Training Video and Manual ***How Can We Help You.***

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