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| **Keep eye contact while talking to people** | **Don’t interrupt people when they talk** |
| **Listen to people’s questions** | **Use simple and clear language** |
| **Repeat your message several times** | **Speak in the same language as the community** |
| **Honest** | **Well prepared** |
| **Knowledgeable** | **Checking understanding by asking people to repeat your message** |
| **Explains things in detail** | **Answer people’s questions** |
| **Mumble** | **Losing your temper** |
| **Shouting** | **Laughing** |
| **Using technical phrases and explanations** | **Confusing** |
| **Humour** | **Lecturing** |
| **Sticking to the script** | **Authoritative** |
| **Talking a lot** | **Humble** |
| **Understanding the level of knowledge in the community** | **Matching posture of beneficiary** |
| **Adaptable** | **Enthusiastic** |
| **Showing respect** | **Calm** |
| **Listen to people’s needs** | **Making promises** |
| **Encouraging** | **Kind** |