

Unit 201 (CH11) Style and Finish Hair Activity 11

Communication

The chart below lists two main types of communication: verbal and non-verbal.

- In the second column of the chart, state *how* the different communications skills assist in your day-to-day interactions with clients.
- In the third column of the chart, rate the importance of each communication method in the hairdressing industry on the following scale:
 - 1 Essential
 - 2 Important
 - 3 Adds emphasis
 - 4 Sometimes used

Communication skill	How it assists day-to-day interactions with clients	Priority? (1–4)
<i>Verbal communication:</i>		
Clear pronunciation		
Clear language		
Tone		
Succinct (to the point)		
<i>Non-verbal communication:</i>		
Eye contact		
Posture		
Facial expressions		
Gestures		
Written and illustrated communication		