

Unit 205 (CHB9) Advise and Consult with Clients

Activity 1

Communication skills

- 1 Give an example of an open question you would use during a consultation with a client.

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- 2 Give an example of a closed question you would use during a consultation with a client.

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- 3 List the skills necessary to carry out a professional consultation.

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- 4 State how you would adapt your consultation for a client who had:

a) difficulties seeing

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b) hearing difficulties.

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