

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