



# Clarifying Information

## CIO Telephone Training

### SPAD 1

Name:

What did you notice about the communication between the signal controller and the driver?

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### SPAD 2

What did the Panel controller do to control the conversation?

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How would you describe the controller's attitude during this communication?

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What skills did you notice the controller using?

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How did the driver's behaviour change because of the way the controller behaved?

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After listening to this audio file, what skills do you think you could practice to improve your own professional practice?

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