

Learning Checklist

CIO Telephone Training

Learning Hub Instructions and Checklist

Find the AV resource in the Learning Hub and match it with the Worksheet listed below. When you have completed the activity email your finished work to Neil Ackary.

AUDIO VISUAL RESOURCE	WORKSHEET	CHECK
Telephone Training 001.mp4	Video Worksheet CIO Form.pdf	
Telephone Training 002.mp4		
Telephone Training 003.mp4		
10 Ways to have a better Conversation Video	Ten Ways to have a Better Conversation Form. pdf	
Clarifying Information.mp3 (audio file)	Clarifying Information Form.pdf	
Signal Misroute.mp3 (audio file)	Using the Phonetic Alphabet Form. pdf	
Basic Rules for Speaking_CIO.pdf (text file)	Text Review Crossword.pdf (printable only)	
Phone Training Skills.mp4	No Worksheet! Just enjoy...	