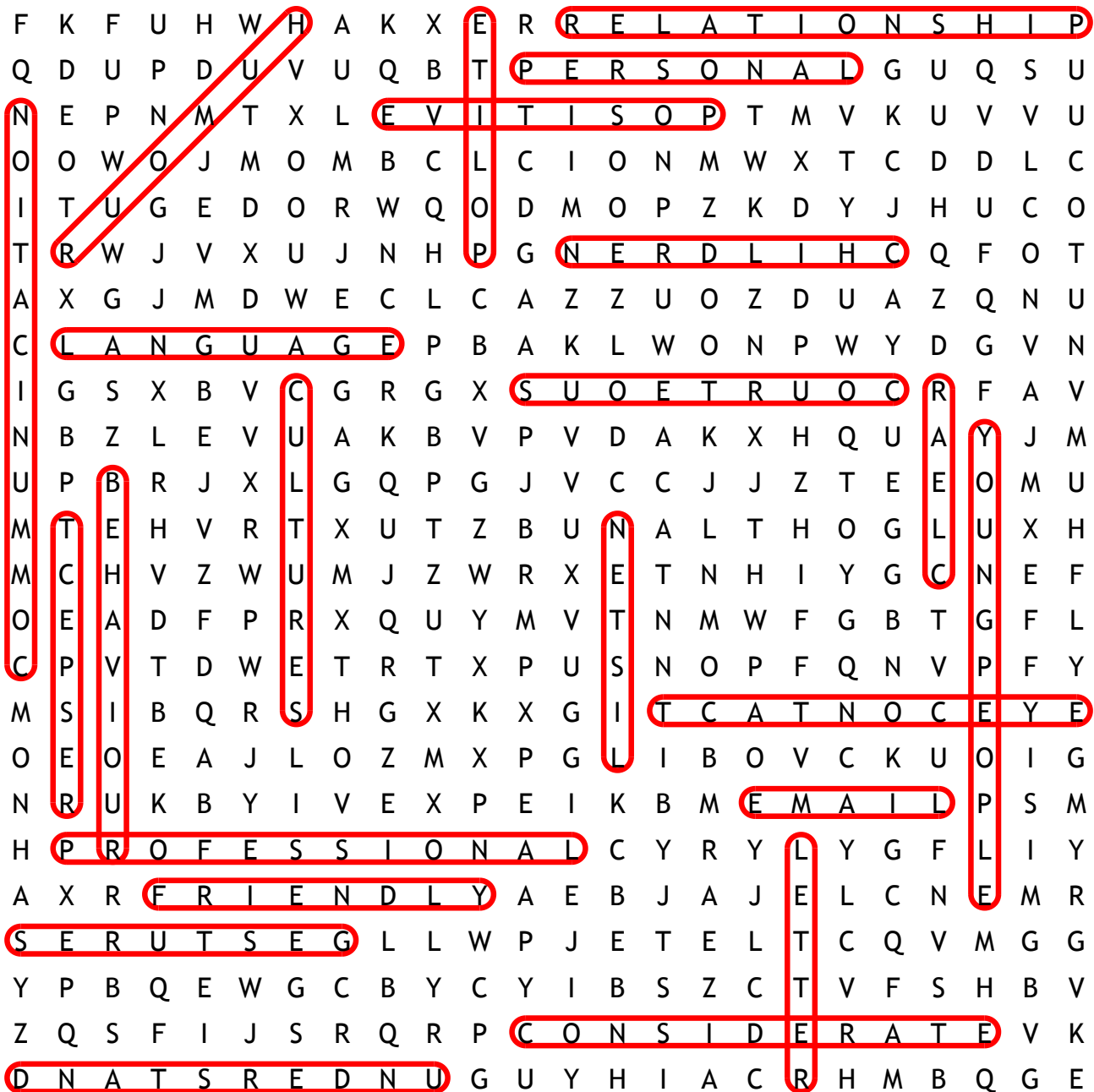


communication and professional relationships with children, young people and adults



communication
eye contact
courteous
cultures
respect
humour

young people
considerate
friendly
language
polite
email

professional
understand
positive
personal
letter
clear

relationship
behaviour
gestures
children
listen