**Suggested video links**

Active listening <https://www.youtube.com/watch?v=rzsVh8YwZEQ> 1:27

Effective Communication <https://www.youtube.com/watch?v=fsazEArBy2g> 1:04

Ineffective Communication <https://www.youtube.com/watch?v=CtdNQ-sfKg8> 1:03