**Note: The boxes will expand as you type in your response.**

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| **Q1 Describe what is meant by active listening**. |
| **Response:** |

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| **Q2 Who may have difficulty in communicating? Outline some different ways of communicating with advocacy partners.** |
| *How could you overcome any barriers to communication to improve the communication process?* |
| **Response:** |

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| **Q3** **Explain the benefits of accurate record keeping.** |
| **Response:** |