

# Clear Communication Awareness

Think of all the different things you need to communicate with your supervisor, co-workers and customers every day. Work your way across and down the matrix writing each of those things in the appropriate box. For example, you need to communicate to your supervisor and/or your customer that a repair cannot be completed on your first visit due to additional needed parts that have to be ordered. What is the best way to communicate that to each of them?

**WHO** .....

**HOW**

	Customer	Your Supervisor	A Co-worker	Your Dealership
Phone				
Text				
Email				
In person				