

## **Learning Objectives**

- Identify the four communication styles available to CPAs.
- Recognize the characteristics of the small talk and shop talk communication style.
- Recognize the characteristics of the control talk communication style.
- Recognize the characteristics of the aware talk communication style.
- Recognize the characteristics of the search talk communication style.

## **Topics Covered**

- Communication Definition
- Communication Styles
- Behavior and Attitude
- Caring vs Non-Caring Attitude
- Content and Style
- Communication Style Guide
- Small Talk or Shop Talk
- Small Talk
- Shop Talk
- Control Talk
- Fight Talk
- Spite Talk
- Search Talk
- Aware Talk
- Communication Exercise