

FEEDBACK

Non-verbal communication

	Comments
Eye contact	
Tone of voice	
Speed	
Posture	
Gesture	
Outfit	
Attitude (stressed/relaxed/confident)	
Active listening (note taking, repetition, checking understanding...)	

Tips to improve :

Verbal communication

	Comments
Introduce yourself	
Present your prospect	
Explain why it's a good prospect for DHL	
Was he/she convincing?	

Tips to improve :

English

Grammar	Vocabulary	Phonetics

Overall self-assessment

	What I did well was...	What I can improve....	Quality of self-assessment
Non verbal communication			
Verbal communication			
English			