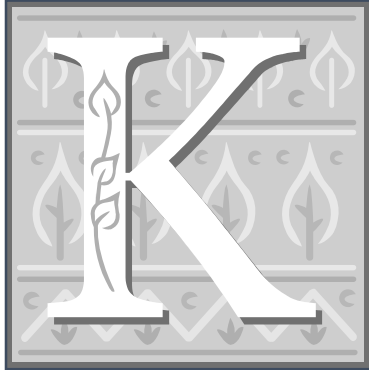


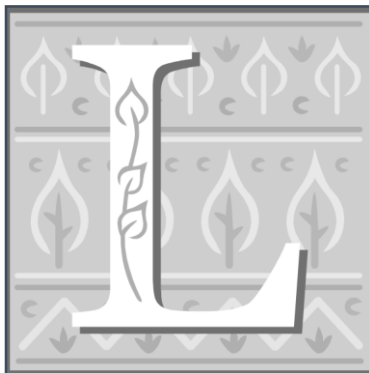
KWL – Communication and Telephone Strategies

Answer the first two questions before the lesson and complete the last question at the end of the lesson.



What do I **KNOW** about communication and telephone strategies?

What do I **WANT** to learn about communication and telephone strategies?



What did I **LEARN** about communication and telephone strategies?