

## **ACCAspace F1 Note 12**

Name \_\_\_\_\_ Date \_\_\_\_\_

12.1 Goals need to be SMART. What's the meaning of SMART principle?

12.2 Distinguish coaching, mentoring and counselling.

12.3 Preview communication patterns theory and distinguish circle pattern, chain pattern, "Y" pattern, wheel pattern.

12.4 List the specific qualities of good information.

12.5 List the qualities of effective communication.

12.6 Explain the 'grapevine'.