**Cited web sites for “Effective Communication Strategies”**

Format:

reference name in text
link
access date

cpi customer service
<https://www.crisisprevention.com/Blog/September-2012/Customer-Service-and-Violence-Prevention>
17-Jan-18

cpi training concepts
<https://www.crisisprevention.com/Blog/February-2011/Applying-Prepare-Training-Concepts-and-Skills-When>
17-Jan-18

ucdpreceptors
<http://ucdpreceptors.hseland.ie/module3/modes3.asp>
17-Jan-18

ucdpreceptors 2
<http://ucdpreceptors.hseland.ie/module3/modes5.asp>
17-Jan-18

ucdpreceptors 3
<http://ucdpreceptors.hseland.ie/module3/modes7.asp>
17-Jan-18

ucdpreceptors 4
<http://ucdpreceptors.hseland.ie/module3/active.asp>
17-Jan-18

ucdpreceptors 5
<http://ucdpreceptors.hseland.ie/module3/modes1.asp>
17-Jan-18

ucdpreceptors 6
<http://ucdpreceptors.hseland.ie/module3/modes2.asp>
17-Jan-18