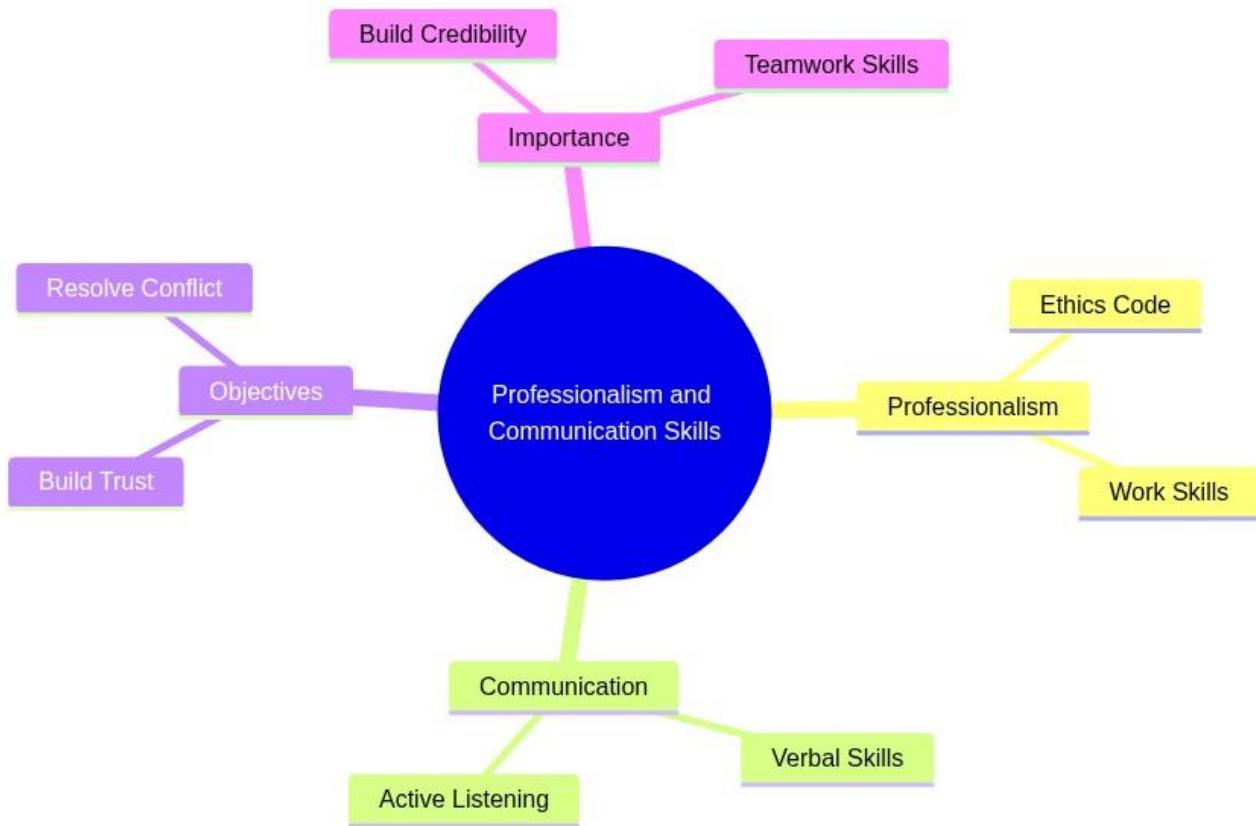


Professional Certificate in Mortuary Science

Professionalism and Communication Skills



```

mindmap
  root((Professionalism and Communication Skills))
    Professionalism
      Ethics Code
      Work Skills
    Communication
      Verbal Skills
      Active Listening
    Objectives
      Build Trust
      Resolve Conflict
    Importance
      Build Credibility
      Teamwork Skills
  
```