

**ASSESSMENT # 3****Total Marks: 30**

**Answer the following questions:**

**Q: 1:** Short Questions (15)

- I. Describe Probing Techniques.
- II. What is Paraphrasing?
- III. Define demonstration cues, giving examples.
- IV. What is the difference between listening and hearing?
- V. How might education create communication barriers?

**Q: 2:** What is the difference between open and closed questions? Explain, giving examples. (7)

**Q: 3:** What is active listening? Outline some tips for successful listening. (8)