

ASSESSMENT # 4

Total Marks: 30

Answer the following questions:

Q: 1. Short Questions (15)

- I. Name two basic elements of good communication.
- II. What are closed questions? Explain using examples. How do closed questions act as barriers to good communication?
- III. Give at least two examples for open ended questions. How do these help towards good communication?
- IV. What is the formula for assertive communication? Turn the statement below into constructive "I" message.
You are late again. You're always late and making me look bad!
- V. What is the difference between hearing and listening?

Q:2. What are demonstration cues ? and how these can be used to show to the speaker that you are paying attention? (7)

Q:3. Discuss some relaxation techniques that can be used to reduce stress. (8)