

ASSESSMENT # 4

Total Marks: 30

Answer the following questions:

Q:1: Short Questions: (10)

- I. Explain the term 'frame work of reference'. How does it influence the communication process?
- II. Can our appearance influence our communication? If so how?
- III. What are some general rules to consider when saying 'NO'?
- IV. How can we deliver messages effectively? Discuss
- V. What is assertiveness? Discuss the assertive formula.

Q:2: Complete the following self-Assessment. (10)
Read the following questions and check yes or no for each question.

	Yes	No
Have you tried to wear your hair in a different way? Some ideas: part it on the other side, straighten it, curl it, color it, or have it buzzed short.		
Do your glasses allow for good eye contact to take place?		
Do people notice your jewelry?		
Are people distracted by your clothing or jewelry?		
Do you organize the clothes in your closet so that they are coordinated for easy dressing in the morning?		
Are you always neatly groomed? (Includes a daily shower, nails neat and trimmed, clothes clean and pressed, and shoes polished.)		

Part Two: A Plan for Change

a. List three habits about your dress and appearance that you want to enhance, strengthen, or eliminate.

- 1.
- 2.
- 3.

b. Write out your plan to achieve these changes.

Q: 3: Activity (10)

You are in a team meeting and you suggest a great solution to the problem. Your supervisor says that she cannot go in that direction, and asks the team for other suggestions.

Using positive intent, think of a reason your supervisor would have answered that way.