

ASSESSMENT # 2

Total Marks: 30

Answer the following questions:

- 1.** Short Questions 12
 - i. What is the difference between open and closed questions?
 - ii. How can we use body language to influence others?
- 2.** What are the key elements of clean questions? and when they are most useful? 10
- 3.** Outline some techniques of moving others towards a desired outcome. 8