



Assignment 2

Total Marks: 20

Answer the following Questions:

1. Define empathy and its need in communication? (4)
2. What helps to remove the barriers in communication? (3)
3. What is the importance of body language and voice for effective communication?(5)
4. What is the difference between open and close questions. Explain using examples.(5)
5. Discuss some basic telephonic Techniques? (3)