

Assignment 3

Total Marks: 20

- Q.1.** Short Questions: (8)
- i. What is meant by assertive behaviour?
 - ii. Enlist different types of difficult customers?
 - iii. What are the key points to remember when dealing with difficult customers?
 - iv. Describe the 3 f's problem solving theory.
- Q.2.** What tools are used to overcome the conflicts? (4)
- Q.3.** Explain different steps involved problem solving process? (4)
- Q.4.** Discuss some techniques for dealing with stress. (4)