

Communication Effectively on the Telephone

ASSESSMENT

Total Marks: 30

Answer the following Questions:

Q:1: Short Questions: (20)

- I. What is empathy? And why is it important when communicating over the phone?
- II. What is communication? Point out the barriers that may interrupt your communication.
- III. How does body language help us in our communication?
- IV. How does questioning help in communication?
- V. Give some examples of customer focused questions.

Q:2: Discuss some techniques for effective telephone communication? (10)