

Answer the following questions:

Q: 1: Short Questions. (15)

- I. Describe the communication process.
- II. What are closed questions?
- III. What is Paraphrasing?
- IV. Define probing techniques.
- V. Define the following terms:
 - a. open question
 - b. summary question
 - c. echoing techniques

Q:2: Assess the ladder of inference in detail (7)

Q:3: Write a note on 'Building Relationships'. (8)