

ASSESSMENT # 5

Total Marks: 30

1. Provide short answers for the following questions: (15)
 - I. What's the difference between 'hearing' and 'actively listening'?
 - II. What are demonstration cues?
 - III. Why is non-verbal communication (body language) just as important as spoken communication?

2. Do you believe yourself to be a good listener? Explain your answer and provide suggestions as to how your listening skills could be improved. (8)

3. Really listening means that we are also very conscious of the non-verbal aspects of the conversation' - Explain. (7)