

ASSESSMENT # 4

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions (15)

- I. What is communication?
- II. Define active listening.
- III. What is orientation? Why is it important for new employees?
- IV. Outline the different tips for becoming a better listener.
- V. What is the difference between open and closed questions? Explain, using examples.

Q: 2: Discuss some of the most common communication barriers. (7)

Q: 3: Describe the characteristics necessary for developing training skills. (8)