

## ASSESSMENT # 19

Total Marks: 30

Answer the following questions:

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| <b>Q: 1:</b> What is conflict resolution? Describe its Three-step model?   | 10 |
| <b>Q:2:</b> What are the steps to control the negative feelings ?          | 10 |
| <b>Q:3:</b> Explain the importance of following techniques for relaxation? | 10 |
| i. Music   |    |
| ii. Visualization  |    |
| iii. Belly breathing   |    |
| iv. Laughter   |    |