

Answer the following questions:

Q: 1: Short Questions (15)

- I. Outline some common tips for identifying the issue.
- II. List various tips for becoming a better listener.
- III. What is the difference between an open question and a closed question?
- IV. Define probing techniques.
- V. What is paraphrasing?

Q: 2: Discuss the four-step cycle which can be used to build an explanation. (7)

Q: 3: Describe the seven standards that should be in the minds of critical thinkers. (8)