

**ASSESSMENT # 2**

**Total Marks: 30**

**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)