

**ASSESSMENT # 12**

**Total Marks: 30**

**Answer the following questions:**

**Q: 1:** Short Questions. (10)

- I. What is Active Listening?
- II. What are Physical indicators in active listening?
- III. Describe the various techniques to use in Demonstrating Listening.
- IV. Describe the communication process.
- V. What are closed questions?

**Q: 2:** How is attitude important in active listening? Define Sympathy and Empathy. (5)

**Q: 3:** Outline the Tips for becoming a better listener. (5)

**Q: 4:** Assess the ladder of inference in detail. (5)

**Q: 5:** Write a note on 'Building Relationships'. (5)