

ASSESSMENT # 1**Total Marks: 30****Answer the following questions:****Q: 1:** Short Questions (15)

- I. What is a Trainer?
- II. Outline some tips for the professional look.
- III. What is assertiveness?
- IV. Describe the characteristics of Manipulative or Passive-Aggressive Behaviour.
- V. Outline the four points that a trainer should keep in mind to motivate his trainees and accelerate learning.

Q: 2: What is the difference between passive behaviour and aggressive behaviour? (7)**Q: 3:** Define Assertive Behaviour. Describe the characteristics and major consequences of assertive behaviour. (8)