

**ASSESSMENT # 16**

**Total Marks: 30**

**Answer the following questions:**

**Q: 1.** Short Questions (15)

- I. Name two basic elements of good communication.
- II. What are closed questions? Explain using examples. How do closed questions act as barriers to good communication?
- III. Give at least two examples for open ended questions. How do these help towards good communication?
- IV. What is the formula for assertive communication? Turn the statement below into constructive "I" message.  
**You are late again. You're always late and making me look bad!**
- V. What is the difference between hearing and listening?

**Q:2.** What are demonstration cues ? and how these can be used to show to the speaker that you are paying attention? (7)

**Q:3.** Discuss some relaxation techniques that can be used to reduce stress. (8)