

ASSESSMENT # 20

Total Marks: 30

Answer the following questions:

- Q: 1:** What is the difference between open and closed questions? Explain, giving examples. (7)
- Q: 2:** Outline various tips for becoming a better listener. (8)
- Q: 3:** Outline various networking tips and tricks. (7)
- Q: 4:** Describe the characteristics of effective feedback. (8)