

Answer the following questions:

Q: 1: Short Questions (15)

- I. What is necessary to become a good team player? How does Seth Godin encourage team players?
- II. Outline some tips for becoming a better listener.
- III. What is communication?
- IV. Define the TORI principles of team building developed by Jack and Lorraine Gibb.
- V. What are demonstration cues in active listening?

Q: 2: Discuss the different stages of team development. (7)

Q: 3: How are listening skills important for team building? (8)