

Asking the Right Questions

Total Marks: 30

Q: 1: Short Questions

(16)

- I. What is the difference between open and closed questions?
- II. How do open questions help in the communication?
- III. What is the difference between verbal and non verbal probes? Give examples for each.
- IV. Outline some probing techniques.

Q:2:

(14)

- a) Discuss some ways of delivering bad news or saying 'no'.
- b) How would you communicate with your customer in the following situations:
 - You have to tell a client that the price has changed due to a sharp increase in manufacturing costs.
 - You have to tell a customer that, due to the company's commitment to reduce their carbon footprint, you can no longer ship materials to him/ her.