

**Answer the following questions:**

**Q1:** Short Questions: (20)

- I. What is the difference between passive and active listening? Give at least one example of each.
- II. Outline the techniques that help you to listen actively.
- III. What is the difference between open and closed questions?
- IV. How do open questions help in conversation?
- V. What is the difference between verbal and non-verbal probes? Give examples of each.

**Q2:** Discuss some probing techniques. (10)