

**ASSESSMENT # 11****Total Marks: 30**

Q: 1: Short Questions: (20)

- I. What is the difference between passive and active listening? Give at least one example for 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 the conversation?
- V. What is the difference between verbal and non-verbal probes? Give example for each.

Q: 2: Discuss some probing techniques. (10)