

ASSESSMENT # 4**Total Marks: 30**

Answer the following questions:

Q: 1: Short Questions. (10)

- I. What is Active Listening?
- II. What are Physical indicators in active listening?
- III. Describe the various techniques to use in Demonstrating Listening.
- IV. Describe the communication process.
- V. What are closed questions?

Q: 2: How is attitude important in active listening? Define Sympathy and Empathy. (5)

Q: 3: Outline the Tips for becoming a better listener. (5)

Q: 4: Assess the ladder of inference in detail. (5)

Q: 5: Write a note on 'Building Relationships'. (5)