

**ASSESSMENT # 12****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)