

ASSESSMENT # 12

Total Marks: 30

Answer the following questions:

- Q: 1:** Describe the skills required to become a successful Administrative Assistant. (5)
- Q: 2:** Outline the different ways of making someone feel distorted. (5)
- Q: 3:** Outline the steps necessary for improving Assertiveness Skills. (5)
- Q: 4:** Write detailed notes on Passive behaviour. (5)
- Q: 5:** Discuss the Four Cs for improving Writing Skills. (5)
- Q: 6:** What are the key tools for reducing conflicts in the workplace? (5)