

### ASSESSMENT # 12

Total Marks: 30

Answer the following questions:

1. What can you do to create the positive quality, feeling or experience that does not require the angry pay-offs?
2. Explain the steps involved in the anger process.
3. What are assertive and passive behaviour types? Describe the major consequences these behaviours may lead to.
4. What are demonstration cues ? and how these can be used to show to the speaker that you are paying attention?
5. Discuss some relaxation techniques that can be used to reduce stress.