

**ASSESSMENT # 12****Total Marks: 30****Answer the following questions:****Q: 1:** Short Questions (15)

- I. What is probing?
- II. What are reflective or mirroring questions? Explain, giving examples.
- III. What is the difference between listening and hearing?
- IV. Define demonstration cues, using examples.
- V. What is gesture?

**Q: 2:** What is the difference between open and closed questions? Explain, by giving examples. (7)**Q: 3:** What is active listening? Outline some tips for successful listening. (8)