

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

- I. What is Active Listening?
- II. What are Physical indicators in active listening?
- III. Describe the various technique to use in Demonstrating Listening.
- IV. Describe the importance of body language according to Albert Mehrabian?
- V. Define the following terms:
 - a. Frame of Reference
 - b. Positive intent
 - c. Reframing the Situation

Q: 2: Assess the ladder of inference in detail (7)**Q: 3:** Write a note on 'Building Relationships'. (8)