

ASSESSMENT # 2

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions (15)

- I. What is Active Listening?
- II. List some important points that should be considered when evaluating your business voice.
- III. What are probing techniques? Explain, giving examples.
- IV. How does emphasis change the meaning of our words? Explain, giving examples.
- V. Describe reflective or mirroring questions.

Q: 2: What is the difference between open and closed questions? Explain, giving examples. (7)

Q: 3: Outline various tips for becoming a better listener. (8)