

- 1. Give short answers to the following questions:**
 - i. Why are communication skills important for the PA or secretary?**
 - ii. What is non-verbal communication and why does it matter?**
 - iii. What is the purpose and value of giving feedback?**

- 2. Pen a short passage of constructive feedback for an individual who you are generally happy with, but needs to improve their time-management and punctuality. Use the guidelines in the study materials.**

- 3. Create a sample question for each of the six categories of interview questions. Explain why each question needs to be asked.**