

ASSESSMENT # 2

Total Marks: 30

Answer the following questions:

- | | |
|--|----|
| 1. Short Questions | 12 |
| i. What is the difference between open and closed questions? | |
| ii. How can we use body language to influence others? | |
| 2. What are the key elements of clean questions? and when they are most useful? | 10 |
| 3. Outline some techniques of moving others towards a desired outcome. | 8 |