

**ASSESSMENT # 11****Total Marks: 30**

**Answer the following questions:**

**Q: 1:** Short Questions (15)

- I. What is the Groan Zone?
- II. Define Active Listening.
- III. What is the difference between open and closed questions? Explain, using examples.
- IV. Describe demonstration cues.
- V. Outline various tips for becoming a better listener.

**Q: 2:** Discuss the differences between divergent thinking and convergent thinking. Explain, giving examples. (7)

**Q: 3:** Describe the different ways of handling controversial issues. (8)