

ASSESSMENT # 12**Total Marks: 30****Answer the following questions:****Q: 1:** Short Questions (15)

- I. Describe Persistent Response.
- II. What is Resilience?
- III. Describe the importance of meditation for reducing stress.
- IV. What is Redirecting?
- V. What is the role of music in minimising stress?

Q: 2: What are the different ways of expressing 'NO' effectively? (7)**Q: 3:** What are the key tools for reducing conflicts in the workplace? (8)