

ASSESSMENT # 9**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)