

**ASSESSMENT # 13****Total Marks: 30**

**Answer the following questions:**

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

- I. How should one dress appropriately for each business occasion?
- II. Describe the pacing techniques.
- III. Write a brief note on “Neuro Linguistic Programming (NLP)”.
- IV. Define ‘rapport’.
- V. Why is body language an important element of communication skills?

**Q: 2:** Discuss the factors that determine the message communicated by a professional handshake. (7)

**Q: 3:** Make a comparison between good and poor posture. Also describe the various ways of improving the posture. (8)