

**Answer the following questions:**

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

- I. Define active listening.
- II. Describe various types of open-ended questions.
- III. What are demonstration cues?
- IV. What is the difference between conventional training and facilitative training?
- V. Outline different training and development methods.

**Q: 2:** Outline various tips for becoming a better listener. (7)

**Q: 3:** What is the difference between open and closed questions? Explain, using examples. (8)