

ASSESSMENT # 4

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions (15)

- I. Define 'active listening'.
- II. What are reading cues? Explain, giving examples.
- III. What is the difference between open and closed questions? Explain, using examples.
- IV. Describe probing techniques.
- V. Define the following terms:
 - a. Orders
 - b. Requests
 - c. Suggestions

Q: 2: Discuss the six characteristics of effective feedback. (7)

Q: 3: Outline some tips for becoming a better listener. (8)