

ASSESSMENT # 11

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions (15)

- I. What is coaching?
- II. Describe some tips for successful coaching.
- III. What are the fifteen steps for dealing with upset people?
- IV. Outline the six steps for dealing with angry people.
- V. List the five tips for dealing with difficult people.

Q: 2: Discuss the five phases of conflict resolution. (7)

Q: 3: Describe the different techniques for conflict resolution with facilitation. (8)