

**ASSESSMENT # 16****Total Marks: 30**

**Answer the following questions:**

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

- I. What is Active Listening?
- II. What are Physical indicators in active listening?
- III. Describe the various technique to use in Demonstrating Listening.
- IV. Describe the importance of body language according to Albert Mehrabian?
- V. Define the following terms:
  - a. Frame of Reference
  - b. Positive intent
  - c. Reframing the Situation

**Q:2:** How is attitude important in active listening? Define Sympathy and Empathy. (7)

**Q:3:** Outline the Tips for becoming a better listener. (8)