

### ASSESSMENT # 2

Total Marks: 30

Answer the following questions:

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

- I. What is Active Listening?
- II. Define 'civilized disagreement'.
- III. Describe the elements required for a resolution where everyone is totally satisfied.
- IV. Outline the items included in basic principles of good communication.
- V. What is the difference between listening and hearing?

**Q: 2:** Discuss Glenn Parker's twelve characteristics of effective teams. (7)

**Q: 3:** Outline some tips for improving listening skills. (8)