

### ASSESSMENT # 2

Total Marks: 30

Answer the following questions:

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

- I. Describe the importance of communication skills.
- II. Outline some general guidelines for asking questions appropriately during communication.
- III. Describe the formula for assertive communication.
- IV. Outline the three keys that might be used to frame a conversation in the best possible way.
- V. Describe the force field analysis.

**Q: 2:** Discuss the three-phase problem-solving model. (7)

**Q: 3:** Describe various relaxation techniques that can help to lower stress levels quickly. (8)