

**ASSESSMENT # 10****Total Marks: 30**

**Answer the following questions:**

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

- I. How would you differentiate assertive behaviour from aggressive behaviour?
- II. What is an assertive formula? Give example.
- III. What are the 3 F's that can help you to get heart of the problems?
- IV. Discuss the six steps that help you solve problems.
- V. What are the key tools for reducing conflicts?

**Q: 2:** Develop some suggestions for dealing with each of these challenges. (15)

- I. You don't know the answer to the customer's question.
- II. You have to say 'no' to the customer's request.
- III. Your computer is moving slowly and the customer is getting impatient.
- IV. The customer has unreasonable expectations.