

ASSESSMENT # 4**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)