

**ASSESSMENT # 6****Total Marks: 30****Answer the following questions:**

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

- I. What is communication?
- II. Define active listening.
- III. What is orientation? Why is it important for new employees?
- IV. Outline the different tips for becoming a better listener.
- V. What is the difference between open and closed questions? Explain, using examples.

**Q: 2:** Discuss some of the most common communication barriers. (7)

**Q: 3:** Describe the characteristics necessary for developing training skills. (8)