

Answer the following questions:

Q: 1: Short Questions.

(15)

- I. When is feedback needed?
- II. Define constructive feedback.
- III. What are probing techniques?
- IV. Outline the qualities of a good voice.
- V. What kind of questions shouldn't be asked during communication?

Q:2: Describe the different types of useful questions that improve communication skills.

(7)

Q:3: Outline the different guidelines for asking the right questions in feedback session.

(8)