

ASSESSMENT # 4**Total Marks: 30**

Answer the following questions:

Q: 1: Short Questions (15)

- I. Describe Persistent Response.
- II. What is Resilience?
- III. Describe the importance of meditation for reducing stress.
- IV. What is Redirecting?
- V. What is the role of music in minimising stress?

Q: 2: What are the different ways of expressing 'NO' effectively? (7)

Q: 3: What are the key tools for reducing conflicts in the workplace? (8)