

ASSESSMENT # 2**Total Marks: 30**

Answer the following questions:

Q: 1: Short Questions

(15)

- I. What is probing?
- II. What are reflective or mirroring questions? Explain, giving examples.
- III. What is the difference between listening and hearing?
- IV. Define demonstration cues, using examples.
- V. What is gesture?

Q: 2: What is the difference between open and closed questions? Explain, by giving examples.

(7)

Q: 3: What is active listening? Outline some tips for successful listening.

(8)