

Answer the following questions:

Q: 1: Short Questions. (15)

- I. How can we become better communicators?
- II. What is the difference between listening and hearing?
- III. What are reading cues? Explain giving examples.
- IV. Describe the difference between active listening and passive listening.
- V. What are demonstration cues?

Q:2: Describe the four levels of getting comfortable in conversation. (7)

Q:3: Outline some tips for becoming a better listener. (8)