

Answer the following questions:

Q: 1: Short Questions (15)

- I. Describe the importance of communication skills.
- II. Outline some general guidelines for asking questions appropriately during communication.
- III. Describe the formula for assertive communication.
- IV. Outline the three keys that might be used to frame a conversation in the best possible way.
- V. Describe the force field analysis.

Q: 2: Discuss the three-phase problem-solving model. (7)

Q: 3: Describe various relaxation techniques that can help to lower stress levels quickly. (8)