

Answer the following questions:

Q: 1: Short Questions. (15)

- I. What is Active Listening?
- II. What are Physical indicators in active listening?
- III. Describe the various technique to use in Demonstrating Listening.
- IV. Describe the importance of body language according to Albert Mehrabian?
- V. Define the following terms:
 - a. Frame of Reference
 - b. Positive intent
 - c. Reframing the Situation

Q:2: How is attitude important in active listening? Define Sympathy and Empathy. (7)

Q:3: Outline the Tips for becoming a better listener. (8)