

ASSESSMENT # 5

Total Marks: 30

- 1.** Provide short answers for the following questions: (15)
 - I. What's the difference between 'hearing' and 'actively listening'?
 - II. What are demonstration cues?
 - III. Why is non-verbal communication (body language) just as important as spoken communication?
- 2.** Do you believe yourself to be a good listener? Explain your answer and provide suggestions as to how your listening skills could be improved. (8)
- 3.** Really listening means that we are also very conscious of the non-verbal aspects of the conversation' - Explain. (7)