



The Role of Communication in Conflict Resolution

ASSESSMENT # 3

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions (15)

- I. Describe Probing Techniques.
- II. What is Paraphrasing?
- III. Define demonstration cues, giving examples.
- IV. What is the difference between listening and hearing?
- V. How might education create communication barriers?

Q: 2: What is the difference between open and closed questions? Explain, giving examples. (7)

Q: 3: What is active listening? Outline some tips for successful listening. (8)