

Answer the following questions:

Q: 1: Short Questions

(15)

- I. What is a Trainer?
- II. Outline some tips for the professional look.
- III. What is assertiveness?
- IV. Describe the characteristics of Manipulative or Passive-Aggressive Behaviour.
- V. Outline the four points that a trainer should keep in mind to motivate his trainees and accelerate learning.

Q: 2: What is the difference between passive behaviour and aggressive behaviour? (7)

Q: 3: Define Assertive Behaviour. Describe the characteristics and major consequences of assertive behaviour. (8)