

5. Communication Skills

Q: 1: Short Questions: (20)

I. What is the difference between passive and active listening? Give at least one example for each.

A passive listener is someone who doesn't show many signs of engagement when speaking to them. They may be turned away from you, avoid eye contact and frequently interrupt you. An active listener engages in the conversation and shows that you have their attention by asking questions, standing towards you and making eye contact.

I. Outline the techniques that help you to listen actively.

To show that you're actively listening you should:

Respond to the persons emotions.

Read and demonstrate cues.

Show physical indicators of listening.

III. What is the difference between open and closed questions?

Closed questions are questions that can simply be responded with yes and no. An example "Did you like your food?" "Yes". Open ended questions require more detail and expansion. An example would be "Tell me what you liked about your food".

IV. How do open questions help in the conversation?

Open ended questions allow for more information to be shared and opinions and ideas to be expressed. It allows for us to speak more openly and acknowledge if people have understood us.

V. What is the difference between verbal and non-verbal probes? Give example for each.

Verbal probes are verbal responses to the speaker's words. Non-verbal Probes are gestures that indicate we are actively listening.

Q: 2: Discuss some probing techniques.

Some useful probing techniques are:

Paraphrasing: Repeating what you have been told in your own words. "So, what you're saying is you went to...."

Reflecting and mirrored questions: "I feel unmotivated to do work" "Unmotivated?". This type of response allows you to show your focus and active listening without interrupting.

Summary Questions: With this you basically summarise what you have just been told in question format. This is a great way to wrap up the conversation.

Pause: Within a pause expand on what was previously said.