

1. Which of the following is not an example of effective listening skills?

- A Using eye contact
- B Nodding the head in agreement
- C Repeating back key information
- D Having closed body language

2. Probing is a form of secondary questioning, when you want to take the enquiry further?

- A True
- B False

3. A closed question allows you to get more detail?

- A True
- B False

4. Explain the use of Rhetorical questioning and provide strengths and weaknesses of this method?

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5. A weakness of open questioning, is that the responses can be long?

- A True
- B False

6. Explain the strengths and weaknesses of face-to-face meetings?

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7. At least with telephone conversations, you can always get through to the person?

- A True
- B False

8. Explain the strengths and weakness of using the internet to communicate?

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9. Explain the impact of non-verbal communication

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