

Answer the following questions:

Q1: Short Questions: (18)

- I. What is empathy? Why is it important for a telephonic conversation?
- II. How does rephrasing help in expressing empathy?
- III. What is communication? What barriers can interrupt communication? How might these barriers be removed?
- IV. What is the importance of body language in communication?
- V. How might our voice help us to communicate clearly?
- VI. What is the difference between open and closed questions?

Q2: Answer the following questions: (12)

- a) Discuss some telephone techniques.
- b) What are the guidelines for taking accurate and complete messages?