

## Chapter 3 questions Inter personal and communication skills

1. *What are the guidelines for “Active Listening”?* (4 Marks)
2. Explain the functions of interpersonal communication. (3 marks)
3. *Why is the 'critical thinking' important part of success and wisdom? What steps are required to make it effective in a business organisation?* (4 marks)
4. Explain the statement 'Interpersonal communication is contextual'.(3 marks)
- 5 Discuss the qualities of a critical thinker. (3 Marks)
- 6 What is meant by 'Emotional Intelligence' and 'Emotional Quotient'? State any six social competencies associated with Emotional Intelligence.(4 marks)