

ACTIVITY N: 01

QUESTIONS COULD BE HELPFUL AS THEY COULD BE HARMFUL TO A CONVERSATION.

WHAT IS THE QUESTION YOU NEED TO AVOID? EXPLAIN

THE QUESTION IS 'WHY' BECAUSE:

1- IT FOCUSES ON THE PAST AND BRINGS NEGATIVE FEELINGS. 2- IT TURNS THE CONVERSATION INTO AN INVESTIGATION. 3- IT DOESN'T FOCUS ON FUTURE AND DOESN'T BRING ANY FUTURE SOLUTION

ACTIVITY N: 02

HOW COULD YOU BE AN ACTIVE LISTENER?

- 1- NODDING
- 2- MIMIC BODY LANGUAGE
- 3- PARAPHRASING
- 4- APPROPRIATE SITTING 45 DEGREE
- 5- RAISING AWARENESS
- 6- AVOID ASKING 'WHY'
- 7- ACCEPTANCE OF MISTAKES OF DIFFERENT CULTURES

ACTIVITY N: 03

WHAT IS AN EFFECTIVE INTRODUCTION IN A PRESENTATION?

GRABS ATTENTION (MOTIVATION)

ACTIVITY N: 04

WHAT IS AN EFFECTIVE CONCLUSION IN A PRESENTATION?

TOUCHES EMOTIONS (EMOTIONAL INTELLIGENCE)

ACTIVITY N: 05

THE GROW MODEL IS DIFFERENT FROM THE CTFAR MODEL. WHAT IS THE MAJOR DIFFERENCE?

THE GROW MODEL IS USED FOR FUTURE PLANNING AND THE CTFAR MODEL IS USED FOR PAST EVENTS.