

B. Downward

C. Both ways

B. Meetings and conferences

C. 1 and 3 (Statements 1 and 3)

A. Listening

D. All the above

B. Criticise others or yourself. (Note: There seems to be a typo in the options. It should be corrected as "Criticize" instead of "Criticise.")

C. 1 and 2 (Common Language and Mutual Interest)

B. Passive style