

Assignment 02

Communication Skills (Empathy, Verbal, and Non-Verbal Communication)

Instructions:

Answer the following questions in detail. Use examples from the course content to support your answers. Each question should be answered in **100-150 words**. Each question carries **10 marks**.

Questions:

1. What is empathy, and why is it important in communication? Provide examples of how empathy can improve personal and professional relationships.
(10 Marks)
2. Explain the key components of effective verbal communication. How can mastering the topic, controlling nervousness, and understanding the listener improve your communication skills? Provide examples.
(10 Marks)
3. Describe the role of non-verbal communication in professional settings. How can body language, facial expressions, and eye contact impact client interactions and negotiations? Provide examples.
(10 Marks)
4. What are the common pitfalls in non-verbal communication, and how can they be avoided? Discuss the importance of self-awareness and feedback in improving non-verbal communication skills.
(10 Marks)
5. How can active listening and empathy enhance verbal and non-verbal communication? Provide practical tips for improving these skills in daily interactions.
(10 Marks)

Grading Rubric (for each question):

- **Clarity and Structure (2 Marks):** Answers should be well-organized and easy to follow.
- **Depth of Understanding (3 Marks):** Demonstrate a thorough understanding of the concepts.
- **Use of Examples (3 Marks):** Include relevant examples to support your answers.
- **Originality and Critical Thinking (2 Marks):** Show independent thought and analysis.