

Developing Soft Skills and Personality Development

Answer Key for Week 6 Assignment

Multiple Choice Questions

1. In the story about the King and the loyal minister, which of the following message would have actually saved the life of the minister?
 - a. Kill, him not, leave him.
 - b. Kill him, not leave him.
 - c. **Kill him not, leave him.**
 - d. Kill him not leave him.

2. For good actors, the first audience are:
 - a. Their directors
 - b. Their producers
 - c. Their friends
 - d. **They themselves**

3. Effective Communication leads to
 - a. Intended and desired response
 - b. Altered thought process of other people
 - c. Altered actions of other people
 - d. **All of these**

4. Identify the correct meaning in which the word 'present' is used in the following sentence: 'In modern times, where plentiful of choices are available, Sheetal found it very difficult to choose an appropriate present to be presented for her favourite professor on his retirement day.'
 - a. **gift**
 - b. current time
 - c. act of giving
 - d. display

5. Robert Frost's words, "No tears in the writer, no tears in the reader," is an example of which component of effective communication?
 - a. Verbosity and Clarity
 - b. **Conviction and Confidence**
 - c. Empathy and Timing Sense
 - d. Empathy and Effectiveness

6. Stating the proverb: "A nod's as good as a wink to a blind horse," in the following manner: "A slight inclination of the cranium is as adequate as a spasmodic movement of one optic towards an equine quadruped utterly devoid of any visionary capacity," violates which of the components of effective communication?
 - a. **Conciseness and Clarity**
 - b. Conviction and Confidence
 - c. Empathy and Timing Sense
 - d. Empathy and Effectiveness

7. Many proposals at interpersonal level get rejected because the best _____ was not selected.
 - a. sounding word
 - b. looking dress
 - c. astrological time
 - d. **psychological moment**

8. When the husband who had promised to reach at 5.00 pm to take his wife for a movie reached at 8 pm, instead of getting angry with him, the wife remained calm and wanted to know first what made him come late. The wife possesses which of the following qualities:
 - a. **Empathy**
 - b. Apathy
 - c. Antipathy
 - d. Acquiescence

9. Organizational Barriers to communication can be addressed by
 - a. Flattening of organizational structure
 - b. Promoting horizontal communication
 - c. Providing sufficient information through formal channels
 - d. **All of these**

10. Among the following which nonverbal behaviour/s cannot be considered as exerting dominance:
 - a. Silence
 - b. Occupying more space
 - c. **Sitting in lower level**
 - d. All of these

11. Fill in the blanks: A sender _____ the message, which the receiver _____.
 - a. **encodes, decodes**
 - b. decodes, encodes
 - c. circulates, recirculates
 - d. controls, distorts

12. While the manager introduces a new machine, the best strategy to remove the fear of change in his employees is _____.
 - a. Using threat and punishment
 - b. Giving rewards and praising
 - c. Termination of unskilled employees

d. Education and familiarisation

13. The incident, where the student lost her job because she failed to understand the meaning of the slang 'burn', indicates barrier arising out of _____.
a. rigidity of mind
b. perceptual difference
c. the position held by her
d. limited frame of reference
14. According to the universal norms, which of the following is/are possible interpretation/s of a person who avoids eye contact?
a. Dishonesty
b. Honesty
c. Hatred
d. Respect
15. 'I can connect to your condition and do know that you can do only this at this point in time.'
This sentence is an example of which component of effective communication.
a. Brevity and Effectiveness
b. Genuineness and Interest
c. Empathy and Timing Sense
d. None of these
16. Identify the correct meaning in which the word 'produce' is used in the following sentence:
Owing to an excess produce, the farmers were forced to reduce the prices in the market.
a. A manufactured product
b. Yield of crops
c. Market created
d. None of these
17. Juniors do not like to be ragged; but the same juniors when they become seniors, enjoy ragging their juniors—what kind of personality barrier is involved in changing their perspectives?
a. The position they hold
b. Inappropriate use of language
c. Know-it-all
d. Tendency to stereotype
18. In communication flowing through formal channels, 'task coordination' is an example of
a. Downward channel
b. Vertical channel
c. Upward channel
d. Horizontal channel

19. In the incident described between the airport officer and the American tourist, which of the following act would have prevented miscommunication?
- a. The tourist informing that she is a housewife
 - b. The officer clearing whether she is a nun from a monastery
 - c. **Both of these**
 - d. None of these
20. When Ramu shared with Somu a new discovery that he learnt from a current magazine, Somu laughed and said he had known about it long before, though Ramu knew Somu was telling a lie. Which type of personality barrier is represented by Somu?
- a. Rigidity of thought
 - b. **Know-it-all**
 - c. Negative mind-set
 - d. Racist behaviour

True or False

21. Effective Communication is a seamless blend of both verbal and non-verbal aspects of communication. **True** / False
22. Love as well as hatred can act as barriers to communication. However, rather than love, hatred interferes more as a barrier in communication **True** / False
23. Maximum use of technological aids for communication enhances the effectiveness of communication. True / **False**
24. Resting one's head in the palm of one's hand indicates interest in the subject. True / **False**
25. Lack of trust between management and employees can act as an important barrier to communication. **True** / False