

Started on	Saturday, 13 April 2024, 4:00 PM
State	Finished
Completed on	Saturday, 13 April 2024, 4:43 PM
Time taken	43 mins 3 secs

Question 1

Complete

Marked out of 1.00

A tilt of the head indicates:

- ☐ a. anxiety
- ☐ b. shyness
- ☐ c. acknowledgement
- ☒ d. interest

Question 2

Complete

Marked out of 1.00

1. Pupil dilation is studied under:

- ☐ a. haptics
- ☐ b. Paralanguage
- ☒ c. Oculistics
- ☐ d. Kinesics

Question 3

Complete

Marked out of 1.00

1. A process where a neutral third party makes a binding decision to resolve the conflict is known as

- ☐ a. Collaboration
- ☒ b. Arbitration
- ☐ c. Compliance
- ☐ d. Mediation

Question 4

Complete

Marked out of 1.00

9% of our communication is verbal.

- ☐ True
- ☒ False

Question 5

Complete

Marked out of 1.00

There are around 10 lakh Low Frequency vocabulary in English language.

- ☐ True
- ☒ False

Question 6

Complete

Marked out of 1.00

1. The suffix '-ship' generally means:

- ☒ a. State of being
- ☐ b. doctrine
- ☐ c. position
- ☐ d. moving higher

Question 7

Complete

Marked out of 1.00

A. Robin is a receptionist with a pediatrician. It is an extremely busy day, and the other staff has called in sick for the day. A young mother arrives at 11:00 AM for her 10:30 appointment. Her baby is 4 months old and is crying a lot. The mother says "I am so sorry I am a little late; it was hard to get the baby here. She's very sick." Without looking up, Robin sighed heavily and said, "You're going to have to wait now, five people are ahead of you." She turned her chair away from the mother and mumbled, "First, fill in this form. Give me your file." Robin cannot see that the young mother has started to cry. She hands her the papers without looking at her. The mother asks, "Can I have a pen please?" Robin rolls her eyes, and searches her drawer for a pen. She hands her the pen as she answers the phone.

Question: What could Robin have done in this situation?

Answer: Robin could have handled the situation with greater sensitivity, empathy

Question 8

Complete

Marked out of 1.00

1. Take ____ your dirty shoes before entering the house.

- ☐ a. on
- ☐ b. in
- ☐ c. by
- ☒ d. off

Question 9

Complete

Marked out of 1.00

1. Which tone do we use for asking questions?

Answer: For yes/no questions we use a rising intonation

Question 10

Complete

Marked out of 1.00

High frequency words are used in common, everyday interaction.

- ☒ True
- ☐ False

Question 11

Complete

Marked out of 1.00

1. What do you understand by the term 'succession planning' ?

- ☐ a. all the given options are correct
- ☐ b. Testing the commitment of employees
- ☒ c. Grooming an employee for future leadership role
- ☐ d. Grooming your child to take your post

Question 12

Complete

Marked out of 1.00

Non-verbal communication helps in reinforcing trust and credibility.

- ☒ True
- ☐ False

Question 13

Complete

Marked out of 2.00

A. Robin is a receptionist with a pediatrician. It is an extremely busy day, and the other staff has called in sick for the day. A young mother arrives at 11:00 AM for her 10:30 appointment. Her baby is 4 months old and is crying a lot. The mother says "I am so sorry I am a little late; it was hard to get the baby here. She's very sick." Without looking up, Robin sighed heavily and said, "You're going to have to wait now, five people are ahead of you." She turned her chair away from the mother and mumbled, "First, fill in this form. Give me your file." Robin cannot see that the young mother has started to cry. She hands her the papers without looking at her. The mother asks, "Can I have a pen please?" Robin rolls her eyes, and searches her drawer for a pen. She hands her the pen as she answers the phone.

Question:

Why do you think the mother started crying? (2 marks)

Answer: The mother started crying because she felt like Robin didn't care about

Question 14

Complete

Marked out of 1.00

1. The principles and values that guide the behavior of individuals and organizations in the business world is known as _____

- ☐ a. Team Building
- ☐ b. leadership
- ☒ c. Business Ethics
- ☐ d. Corporate Social Responsibility

Question 15

Complete

Marked out of 1.00

'Paralanguage' is the most important element of non-verbal communication.

- ☐ True
- ☒ False

Question 16

Complete

Marked out of 1.00

1. Tomorrow's strike has been called ____ after the successful mediation.

- ☐ a. in
- ☐ b. down
- ☒ c. off
- ☐ d. on

Question 17

Complete

Marked out of 1.00

Which of the given words are related to the domain of business?

- ☒ a. Merchandising, microenterprise, syndicate
- ☐ b. biodiversity, sale, organization
- ☐ c. Balance sheet, assets, biodiversity
- ☐ d. Habitat, horse-trading, retailing

Question 18

Complete

Marked out of 2.00

Sita works in an office as an assistant manager. One day the Manager, Seema called Sita to her office. Employees are instructed not to carry their phones to Seema's office. Seema asked Sita to take a seat which Sita did. She then asked Sita to clarify the doubts she had on one of the reports that Sita had presented. While talking to the manager Sita folded her arms across her chest and crossed her legs. All of a sudden she also raised her voice while explaining some figures mentioned in the report. Then Sita's mobile rang and she received the call. Later Seema called the HR asking them to conduct a training session for Sita.

Question - Why did Seema ask for a training session for Sita?

Answer: Seema may have asked for a training session for Sita due to her unprof