

Soft Skills, Assignment III**July-October 2023****Full Marks: 15****II. Fill in the blanks with appropriate words given in brackets:****05**

- a. When a Japanese woman smiles, she puts her hands or palms on the mouth because it is considered _____ to smile in public. (**inappropriate**/ ethical)
- b. Haptics is a _____ word which means 'I Touch'. (Latin/ **Greek**)
- c. To listen properly the factor of _____ should be avoided. (**cognitive dissonance**/ implicitness)
- d. Meta-communication is an _____ meaning by choice of words, tone of voice, fumbling, silence, or omission. (**implied**/ explicit)
- e. "Lying is done with words and also with silence." This statement is given by _____ (Hemingway/ **Adrienne Rich**)

III. Given below are multiple-choice questions having four options. Select the most suitable option as your answer**06**

1. In written communication 'silence' may be shown through _____.
- A. Exclamation mark
- B. Prosody

C. Punctuation

D. Semi colon

- 2. Under proxemics, space zones have been defined in terms of distance. What should be the distance in social communication?**

A. 4 to 12 feet

B. 9 to 18 feet

C. 18 inch to 4 feet

D. 15 to 30 feet

- 3. Which among the following is true about listening?**

A. All hearing is listening.

B. All listening is not hearing.

C. All hearing is not listening.

D. Listening does not need any extra effort.

- 4. Which among the following is correct about the difference between silence and pause is ?**

A. Pause is longer; silence is shorter.

B. Pause is shorter; silence is longer.

C. Pause is verbal; silence is non-verbal.

D. A pause allows the listener to give feedback while silence doesn't.

- 5. Listening is an art that needs to be learned through the process of learning. Which among the following is/are necessary to learn the art of listening?**

A. Filtering

B. Interpreting

C. Both A&B

D. Only B

6. Who said it about listening, “I like to listen. I have learnt a great deal from listening carefully. Most people never listen”?

A. Sigmund Freud

B. Andrienne Rich

C. de Bano

D. Hemingway

III. Given below are multiple choice questions having four options. Select any of the two most suitable options as your answer. **04**

1. What is true about perceptive listening?

A. Listener can concentrate more on replying while listening to the message.

B. The efforts need to be cognitive.

C. It is not different from hearing.

D. Listener has to be attentive throughout the process.

2. What among the following are internal factors related to active listening?

A. Style

B. Prejudice

C. Language

D. Ethics
