

Soft Skills, Assignment II

July-October 2023

Full Marks: 15

I. Given below are some statements based on video lectures. Identify them and write (T) against True and (F) against False statements. 06

1. Voice mail focuses on essentials without interrupting potential receivers. **T**
2. “The right word may be effective, but no word was ever as effective as a rightly timed pause”. This is a statement of Mark Twain, an American author, about the use of silence and pause in a communication process. **T**
3. “I’m okay, you are okay”, shows the introvert kind of personality according to Dr. Eric Berne. **F**
4. Telecommunication does not need a facilitator or party leader to lead the meeting. **F**
5. According to Johari Window, four parts of 'self' exist in a human being. **T**
6. Human voice carries intentional and unintentional emotions and messages. **T**

II. Given below are multiple-choice questions having four options. Select the most suitable option as your answer. 05

1. Which among the following is not a type of attitude according to Eric Berne?

- A. Implosion
- B. Introvert
- C. Negative

D. Assimilation

2. The hidden self is fear, secrets, sensitivities. So hidden self should be moved into _____ to establish better understanding at the workplace.

A. Blind area

B. Open area

C. Unknown area

D. None of the above

3. The volume of voice is an essential aspect of effective communication. Which one is true about it?

A. Speak as loud as possible in a small group

B. Be audible

C. Voice should be soft

D. Both B&C

4. What should be your first reaction when you receive a phone call in an organization?

A. What is the purpose of your calling, Sir?

B. You must tell your name and designation first.

C. I am busy. Call me later.

D. None of the above

5. Which handshake is described as politician's handshake?

A. Dead fish handshake

B. Glove handshake

C. Double handed handshake

D. None of the above

6. Which among the following does pitch variation result in ?

A. Conveying feelings

B. Tone variations

C. Both A&B

D. Bodily Movements

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

1. Which statement/s is/are correct about non-verbal communication?

A. It supplements verbal communication.

B. It is less important than verbal communication.

C. Symbols are not used in non-verbal communication.

D. It is spontaneous and unstructured.

2. Which among the following is/are not related to communication theories?

A. Derrida's theory of deconstruction

B. Eric Berne's theory of attitude

C. Lyotard's theory of postmodernism

D. Johari Window
