

Soft Skills, Assignment V

Full Marks- 15

I. Given below are some statements based on video lectures. Identify them and write (T) against True statements and (F) against False statements. 5 Marks

1. If there is an organizational barrier, one must immediately contact the highest authority in that organization. **False**
2. Role of informative writing is to explain opinions, not facts. ~~F~~ **Correct answer- False**
3. The goal of business writing is to impress the clients with colloquial language. **False**
4. Ethical communication involves an audience centered approach. **True**
5. Choice of words like simple words play an important role in effective writing. **True**

II. Given below are multiple choice questions having four options. Select the most suitable option as your answer. 6 Marks

6. Which among the following is not a part of organizational breakdown?
 - A. Misunderstood application of media
 - B. Fear of superior's perception
 - C. Fear of rejection**
 - D. Negative attitude in organization
7. Arrange the following in order, from what should be done first to what should be done last while writing a research paper.
 - (i) Researching
 - (ii) Revising
 - (iii) conceptualizing
 - (iv) Drafting
 - A. iv-ii-iii-i
 - B. ii-iv-i-iii
 - C. iii-i-iv-ii**
 - D. i-iii-ii-iv

8. Complete the following format:-

Date

Sub:

Salutation

Main Body

Complimentary close

Signature

1. Enclosure, Name
2. Inside address, Name
- 3. Inside address, Enclosure**
4. Name, Inside Address

9. Semantic Gap occurs because:-

1. Meanings are difficult
- 2. Meanings are contextualized**
3. Meanings are confusing
4. Language is confusing

10. Breakdown in a communication process happens at three levels, Intrapersonal, interpersonal and _____.

1. Office level
- 2. Organization level**
3. State level
4. National level

11. Match the following levels to their characteristics:-

- | | |
|-----------------------|-------------------------|
| 1. Source level | A. Information Overload |
| 2. People level | B. Categorical Thinking |
| 3. Organization level | C. Emotional outbursts |

1. 1-C, 2-A, 3-B
2. 1-A, 2-B, 3-C
3. 1-A, 2-C, 3-B
- 4. 1-B, 2-C, 3-A**

III. Given below are multiple select questions having five options. Select the most suitable options as your answer. 4 Marks

12. A piece of official business writing which is circulated within the organization is called:-

1. Official Letter
- 2. Memo Report**
3. Official Report
- 4. Memorandum**
5. Minutes

13. . Ethical considerations include

1. Mixed reactions
- 2. Misquoting**
3. Misunderstanding
4. Misdirecting
- 5. Plagiarism**