

SOFT SKILLS

ASSIGNMENT I, JULY-OCTOBER 2020

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.

1. Soft skills are synonymous with hard skills. F
2. A proper knowledge of Soft Skills is necessary to achieve success in life. “Arise, awake, and stop not till the goal is reached!” is a famous statement about success made by Swami Vivekananda. T
3. Ensuring cordiality is a factor that can be ignored in effective communication. F
4. Communication can be classified into External Communication and Internal Communication. T
5. Grapevine as a mode of communication is related to Formal channel. F
6. In Extra personal communication, sender cannot use words. F
7. Flow of information through formal communication channel always happens to be downward. F
8. Policy statements can be categorized as Ethical aspects of Communication. T

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

1. Which one of the given options is correct about Intrapersonal Communication?

- A. Muscles work as transmitter
- B. Central nervous system works as medium**
- C. Eyes work as receiver
- D. Brain works as feedback.

2. Which one of the following is not a component of Soft Skills?

- A. Personal habits
- B. Friendliness
- C. Criticism**
- D. None of the above

3. Which of the following is not a form of Group Communication?

- A. Classroom lecture
- B. Meetings
- C. Intrapersonal communication**
- D. Interpersonal communication

4. There are some fundamental differences between Verbal communication and Non-verbal communication. Find out the option(s) that represent(s) the feature(s) of Non-verbal Communication.

- A. Spontaneous**
- B. Perfectly syntactical
- C. Highly organized
- D. Both B&C

5. Which one of the following statements is not true about the nature of Personality?

- A. It has been derived from Latin word *persona* meaning mask.
- B. Personality can refer to a set of qualities that can make an individual distinct from another.
- C. It is an impressive Communication Skill.**
- D. It may be a set of emotional qualities, ways of thinking and behaviour.

6. Which of the following statements best describes the function of Freudian Super- ego?

- A. "I want to do that now."
- B. "Maybe we can compromise."
- C. "It's not right to do that."**
- D. None of the above

7. Point out the option(s) that correctly match/(es) with its description.

- A. External Communication in an organization: It is used to persuade customers to buy
- B. Internal communication in an organization: It is used to carry out the objectives
- C. A&B**
- D. Neither A nor B
