

SOFT SKILLS

ASSIGNMENT III, 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. Proxemics is a study of physical space. T
2. Patting on back is a form of touch in Haptics, and hugging belongs to Proxemics. F
3. Haptics is a word of Greek origin which means— “I touch.” T
4. Silence plays a significant role in any form of communication. Marianne Moore, an American poet, made the following statement about silence: “Lying is done with words and also with silence.” F
5. Listening with prejudice is often viewed as a bad form of listening. It can be described as something that opposes our most deeply-rooted prejudices, notions, conviction, mores or complexes, our brains may become over-stimulated and not in a direction that leads to good listening. T
6. Although listening has nothing to do with vocabulary enhancement, it minimizes the chances of miscommunication. F
7. Judging what is heard is not an essential factor of effective listening. F
8. Prejudgement is an external factor that affects listening. F

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

1. Chronemics is defined as the study of the role of time in communication. Which feature(s) mentioned below do/ does qualify for Chronemics?

- A. It varies from culture to culture.
- B. It reveals your personality.
- C. A&B**
- D. None of the above.

2. Find out the space zone that is not correctly placed with the kind of conversation it belongs to:

- A. Intimate: Family members and close relatives
- B. Social: public speakers and leaders**
- C. Personal: friends, colleagues and peers
- D. None of the above

3. “It is rude for a stranger or acquaintance to touch a child on the top of the head because the head is regarded as the home of the spirit or soul.” Name the country where this practice is in vogue?

- A. Honk Kong
- B. Indonesia
- C. Thailand and Laos**
- D. Bangladesh

4. Choose the statement(s) that follow(s) the definition of meta-communication:

- A. Meaning is confined not only to words.
- B. It may be used to hide meaning.
- C. It's all about the use of metaphorical language.
- D. A&B**

5. Pick out the true statement(s) about listening

- A. All hearing is not listening
- B. It requires adequate practice to learn to listen
- C. All of the above**
- D. No option is correct.

6. Which one of the following belongs to internal factor in the process of effective listening?

- A. State of mind**
- B. Noise
- C. Venue
- D. Gadgets

7. Earnest D Nathan said, "...When perceptive listening is inspired by a sincere desire to understand, it becomes more than a sensory process. It is an attitude well expressed as a listening spirit." What is/ are the advantage(s) of listening?

- A. It generates rigidity
- B. It establishes sound relationship**
- C. It allows us to be prejudiced about the speaker
- D. B&C
