

SOFT SKILLS

ASSIGNMENT IV, JULY-OCTOBER 2020

Full Marks: 15

- I. *Given below are multiple choice questions having four options. Select the most suitable option(s) as your answer.*

1. Which of the following is not a requisite of Negotiation?

- A. Discussion and persuasion
- B. Agreement and not instruction/authority
- C. Interests of both involved
- D. Involvement of at least three parties**

2. The role of negotiator becomes the most important in the case of formal negotiation. Which is/are the quality/qualities of a good negotiator?

- A. Confidence**
- B. Rigidity
- C. Conspiracy
- D. B&C

3. Find out the statement that does not define the contemporary world:

- A. It is a global village
- B. It is full of multicultural differences
- C. In the world, people's behaviour does not depend on their culture.**
- D. None of the above

4. Which of the following is/are incorrect about cross-cultural communication?

- A. Europeans never use the first name without invitation.
- B. Arabian, South Americans and Asians happen to be relaxed about social status and power.
- C. For the Western countries friendship comes first and business later.
- D. B&C**

5. _____ made the following statement in his book *Communication and Culture*—"Culture is a code we learn and share, and learning and sharing require communication."

- A. Alfred G. Smith**
- B. Adam Smith
- C. Edward Smith
- D. Charles Smith

6. Gestures in communication play an essential role. For instance, we prefer the gesture of saying “no” rather than uttering it. In Bulgaria, they show the gesture of saying “no” in one of the following manners.

- A. Nodding up and down.
- B. Moving their right hands
- C. Raising their chin
- D. Shaking heads back and forth

7. Which of the option(s) is/are part of the traditional management style?

- A. Not supposed to be interested in the organization’s welfare
- B. Fulfilment of higher-level needs
- C. A balance between control and freedom
- D. B&C

8. Some positions of Staff Managers in an organization and their functions are given below. Find out the correctly matched option(s).

- A. Line Managers: Responsibility for main activities of the company, such as sales and manufacturing
- B. Staff Managers: Support and service areas such as accounting, distribution and personal.
- C. A&B
- D. None of the above

II. Fill in the blanks with appropriate words given in brackets:

1. _____ made the following statement: “Negotiation is any form of meeting or discussion in which you and the persons you are in contact with use argument and persuasion to achieve an agreed decision or action.” (Alan Flower/ Alan Zartman)
2. Preparing/planning, exchanging initial views, exploring possible solutions, searching for common ground. The aforementioned is the _____ order of Negotiation. (correct/ incorrect)
3. To resolve a deadlock during negotiation, it is essential to accept _____ situation. (win-win/ win-lose)
4. Humans are extra-ordinarily _____. (inflexible/ flexible)
5. _____ are hurt when asked to “get down to business”. (Japanese/ Mexicans)
6. Maslow’s theory of Human Needs model is _____ in nature. (psychological/ physiological)
7. Mutual obligation is a _____ factor in negotiation. (subjective/common)
