

SOFT SKILLS

ASSIGNMENT II, JULY-OCTOBER 2020

Full Marks: 15**I. Fill in the blanks with appropriate words given in brackets:**

1. Johari Window was devised by American psychologists Joseph Luft and Harry Ingham in _____. (1975/1955)
2. While sending a call, we should seek/mention _____ time to call in case we have not been able to call. (random/specific)
3. “Hang on.”, “Hold on.”, “Who’s calling?” , “I can’t hear you, speak up!” “I can’t help you. You’ll have to speak to someone else.”, should be _____ while receiving a call. (used/avoided)
4. In Telephonic communication, Voice mails are _____ to phone calls. (substitute/compliment)
5. The analysis that an effective communication constitutes 7% verbal, 38% vocal and 55% non-verbal signs was given by _____. (Ray Birdwhistell/Mehrabian)
6. Flat hands during communication, symbolize _____. (silent questions/boredom)
7. _____ made the following statement: “He who has eyes to see and ears to hear can convince that no mortal can keep a secret. If his lips are silent, he chatters with his fingertips; betrayal oozes out of him at every pore.” (Jacques Lacan/ Sigmund Freud)

II. Given below are multiple choice questions having four options. Select the most suitable option as your answer.**1. Which of Dr Eric Berne’s view on attitude defines the Imposing nature?**

- A. I’m not okay, you are not okay.
- B. I’m not okay, you are okay.
- C. I’m okay, you are not okay.
- D. I’m okay, you are okay.

2. Find out the correct statement(s) about Disclosure/feedback model

- A. It represents information–feelings, experiences, views, attitudes, skills, intentions, motivation within or about a person in relation to their group.
- B. Combined after the first names of Joe and Harry.

C. A&B

D. None of the above

3. Which of the following precautions should be maintained while receiving a telephonic call?

A. Always talk in a suggestive language.

B. Don't reveal your identity.

C. End all other conversations.

D. All of the above.

4. Cellular phone etiquettes include the following, except_____.

A. Avoid using a cell phone in a meeting/ crowded places.

B. Take care to turn off your phone during conference /seminars/interview rooms.

C. Send a message in case you are unable to take a call.

D. Multi-tasking

5. Which of the following is true about the types of video conferencing?

A. One-way video and one-way audio

B. One-way video and two-way audio

C. Two-way video and two-way audio

D. All of the above

6. Which of the following is not true about Non-verbal communication?

A. No substitute for verbal

B. Communicating through non-verbal symbols

C. Minimizes the impact

D. Communicating without Words

7. Our voice plays a very significant role during an oral communication. Which of the following impedes our oral communication?

A. Silence and pauses

B. Nasalization

C. Pitch

D. Both A&B

8. Pitch variation is an essential part of Speaking. Which of the following is not true about Pitch- variations?

- A. Pitch variations convey feelings.
- B. Pitch changes are called inflexions.
- C. Vocal cords vibrate in the production of sounds.
- D. Speech with variation becomes monotonous.**
