Name \_\_\_Vigneswari\_\_\_\_\_ Date: 23-08-2024

Technology Big Data CDM Name \_\_BDTraining

Topic \_Listening Skills (Conducted By Karishma Dandona Sethi)

**Instructions: Choose the most appropriate answer for each question.**

**Listening Skills**

1. **In the context of listening to someone upset or angry, what is a crucial step in demonstrating empathy and understanding?**
2. Interrupting to provide solutions immediately.
3. Offering advice without acknowledging their emotions
4. Taking the time to listen actively and validate their feelings.
5. Avoiding eye contact to give them space.
6. **When faced with critical feedback from a colleague, what is an effective listening strategy to respond positively?**
7. Ignoring the feedback and continuing with your own approach.
8. Becoming defensive and justifying your actions
9. Actively listening, asking clarifying questions, and expressing gratitude for the feedback
10. Dismissing the feedback without further discussion
11. **In a situation where you disagreed with a supervisor, what is a constructive approach to applying your listening skills?**

1. Arguing your point aggressively
2. Listening attentively, seeking clarification, and presenting your viewpoint respectfully
3. Ignoring the disagreement and complying with the supervisor's decision.
4. Avoiding any communication about the disagreement.
5. **When reflecting on a past experience where you disagreed with a supervisor, what is a key aspect to emphasize regarding your listening skills?**
6. Your ability to impose your ideas on others.
7. Your willingness to compromise your own values.
8. Your openness to understanding different perspectives.

1. Your tendency to avoid confrontations at all costs.
2. **In the scenario with the product manager using technical jargon, what is a recommended step to ensure effective communication and understanding?**
3. Pretending to understand to avoid embarrassment.
4. Politely asking the product manager to simplify their language.
5. Nodding along without seeking clarification
6. Assuming the technical details are not crucial for your role

**Voice Modulation**

**1. What is voice modulation in the context of interviews?**

1. Adjusting the pitch of your voice
2. Changing the language used
3. Controlling the volume of your voice
4. Adjusting the tone and pitch of your voice for effective communication

**2. Why is voice modulation important in an interview?**

1. It makes you sound more serious.
2. It helps convey emotions and emphasis.
3. It is only important for public speaking, not interviews.
4. It doesn't impact the impression you make in an interview.

**3. How can voice modulation enhance your communication during an interview?**

1. By making your voice louder at all times
2. By avoiding any variation in tone
3. By conveying confidence, enthusiasm, and sincerity
4. By using complex vocabulary and language

**4. What is the role of pitch in voice modulation during an interview?**

1. It doesn’t matter in an interview setting.
2. High pitch is always preferred.
3. Low pitch is recommended for professionalism.
4. Varied pitch can convey different meanings and emotions.

**5. How can voice modulation help in emphasizing key points during an interview?**

1. By speaking in a monotone voice
2. By avoiding emphasis altogether
3. By raising the volume randomly.
4. By adjusting tone and pitch to highlight important information.