



Dashboard > My courses > EHSS103L(New Age Life Skills) > General > End term examination

Question 11

Answer saved

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In communication, when the conversation is joined to the previous message, then this attribute is known as:

Select one:

- ☒ a. Conjunctive
- ☐ b. Congruent
- ☐ c. Descriptive
- ☐ d. Validating

Question 12

Answer saved

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According to the General Adaptation Syndrome theory, individual's struggle to fight stress is high in which of the following stress stage?

Select one:

- ☐ a. Resistance
- ☐ b. General Adaptation syndrome
- ☒ c. Exhaustion
- ☐ d. Alarming

Question 13

Answer saved

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Which of the following is a hindrance for the people to set their goals?

Select one:

- ☐ a. Procrastination
- ☒ b. All of these
- ☐ c. Pessimistic attitude
- ☐ d. Failure fear

Question **14**

Answer saved

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The statement which defines the desired future position of the organization is known as:

Select one:

- ☒ a. Vision statement
- ☐ b. Future planning
- ☐ c. Mission statement
- ☐ d. All of these

Question **15**

Answer saved

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The Big Five model includes:

Select one:

- ☐ a. Sociable
- ☒ b. All of these
- ☐ c. Self-confident
- ☐ d. Cooperative

Question **16**

Answer saved

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Which of the following can be the possible causes for creating individual differences?

Select one:

- ☒ a. All of these
- ☐ b. Intelligence
- ☐ c. Religion
- ☐ d. Personal motivation

Question **17**

Answer saved

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Leaders who are quick to blame someone else for their shortcomings and their inability to achieve the expected outcomes are known as:

Select one:

- ☒ a. Scapegoat leaders
- ☐ b. Autocratic leaders
- ☐ c. Democratic leaders
- ☐ d. Political leaders

Question **18**

Answer saved

Marked out of 1.00

The ABC model of stress includes:

Select one:

- ☐ a. Stressors, Fears, Consequences
- ☒ b. All of these
- ☐ c. Activating Events, Worries, Consequences
- ☐ d. Stressors, Beliefs, Consequences

Question **19**

Answer saved

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In communication, the following attribute reduces the tendency to evaluate and cause defensiveness:

Select one:

- ☐ a. Conjunctive
- ☐ b. Validating
- ☒ c. Descriptive
- ☐ d. Congruent

Question **20**

Answer saved

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When employee's input and managerial input are equal in goal settings, then this type of goals are referred as:

Select one:

- ☐ a. Self-set goals
- ☒ b. Interactive goals
- ☐ c. No goals
- ☐ d. Assigned goals



Dashboard > My courses > EHSS103L(New Age Life Skills) > General > End term examination

Question 21

Answer saved

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Identify the correct sequence which helps in setting successful goals:

Select one:

- ☐ a. Brainstorm -> Develop a Game Plan -> Prioritize -> Describe in Detail-> Develop a Timeline -> Identify Your Barriers -> Reward Yourself
- ☐ b. Brainstorm -> Identify Your Barriers -> Prioritize -> Describe in Detail-> Develop a Timeline -> Develop a Game Plan -> Reward Yourself
- ☒ c. Brainstorm -> Prioritize -> Describe in Detail-> Identify Your Barriers -> Develop a Game Plan -> Develop a Timeline -> Reward Yourself
- ☐ d. Brainstorm -> Develop a Game Plan -> Prioritize -> Describe in Detail-> Identify Your Barriers -> Develop a Timeline -> Reward Yourself

Question 22

Answer saved

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In blocking roles, "To use one's high position in a society, organization, group" is known as:

Select one:

- ☐ a. Dominating
- ☐ b. Premature decision making
- ☐ c. Overanalyzing
- ☒ d. Pulling rank

Question 23

Answer saved

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The major difference between power and empowerment is:

Select one:

- ☐ a. Power is an external source and empowerment is an internal source
- ☐ b. Only few people can have power but everyone can be empowered
- ☒ c. All of these
- ☐ d. Power leads to competition and empowerment leads to cooperation

Question **24**

Answer saved

Marked out of 1.00

Which of the following is NOT an attribute of validating communication?

Select one:

- ☒ a. Imperviousness
- ☐ b. Flexible
- ☐ c. Egalitarian
- ☐ d. Two-way

Question **25**

Answer saved

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Problem solving comes under the following skill?

Select one:

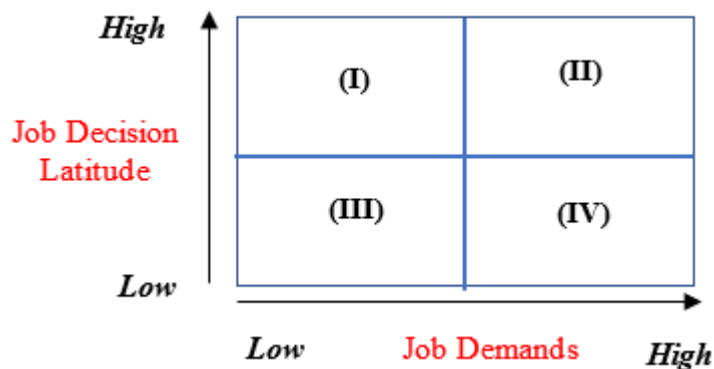
- ☐ a. Negotiation Skills
- ☒ b. Thinking Skills
- ☐ c. Social Skills
- ☐ d. All of these

Question **26**

Answer saved

Marked out of 1.00

Consider the job demand control model given below:



The job that belongs to Quadrant (I) is known as:

Select one:

- ☒ a. Low Strain jobs
- ☐ b. Active jobs
- ☐ c. High Strain jobs
- ☐ d. Passive jobs

Question **27**

Answer saved

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Reverse Delegation means:

Select one:

- ☒ a. Employees are reaching out managers when they reach a deadlock in the task
- ☐ b. Managers are assigning important tasks to some of the employees only who they trust
- ☐ c. Managers are reaching out to employees when they reach a deadlock in the task
- ☐ d. Employees are assigning important tasks to the managers

Question **28**

Answer saved

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The process where the authority of each person is clearly defined and flows from top to the bottom of the organization is known as:

Select one:

- ☐ a. Accountability
- ☐ b. Abdication
- ☒ c. Scalar principle
- ☐ d. Responsibility

Question **29**

Answer saved

Marked out of 1.00

Delegation without control is known as:

Select one:

- ☐ a. Chain of command
- ☐ b. Accountability
- ☒ c. Abdication
- ☐ d. Scalar principle

Question **30**

Answer saved

Marked out of 1.00

Which of the following helps in resolving groupthink?

Select one:

- ☒ a. All of these
- ☐ b. Critical evaluators
- ☐ c. Open discussion
- ☐ d. Subgroups



Dashboard > My courses > EHSS103L(New Age Life Skills) > General > End term examination

Question 31

Answer saved

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Which of the following is **NOT** a quality of Type B personality people?

Select one:

- ☐ a. Outgoing
- ☐ b. Patient
- ☒ c. Explorer
- ☐ d. Enjoy achievement

Question 32

Answer saved

Marked out of 1.00

The three-stage diversity model includes?

Select one:

- ☐ a. Knowledge, ability, skills
- ☐ b. Awareness, Intelligence, skills
- ☐ c. Knowledge, Intelligence, values
- ☒ d. Awareness, Knowledge, skills

Question 33

Answer saved

Marked out of 1.00

The major disadvantage of the fishbone diagram is/are:

Select one:

- ☒ a. Doesn't help in prioritizing the causes
- ☐ b. Cannot be applied to wide range of problems
- ☐ c. Whole team takes lot of time to understand the diagram
- ☐ d. All of these

Question **34**

Answer saved

Marked out of 1.00

Which of the following skill is more evaluative in nature and analyses a particular thing?

Select one:

- ☐ a. Creative Thinking
- ☒ b. Critical Thinking
- ☐ c. Negotiation Skills
- ☐ d. Decision making

Question **35**

Answer saved

Marked out of 1.00

"Foster informal social activities to build cohesion" comes under which of these techniques for developing empowerment?

Select one:

- ☐ a. Foster Personal Mastery Experiences
- ☐ b. Model Successful Behaviors
- ☒ c. Provide Support
- ☐ d. Connect to Outcomes



Dashboard > My courses > EHSS103L(New Age Life Skills) > General > End term examination

Question 1

Answer saved

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Which of the following is/are the symbol of authority?

Select one:

- ☒ a. All of these
- ☐ b. Clothing
- ☐ c. Title
- ☐ d. Wealth

Question 2

Answer saved

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"People look to others and follow what they are doing". The following statement comes under:

Select one:

- ☒ a. Social Proof
- ☐ b. Consistency
- ☐ c. Liking
- ☐ d. Empowerment

Question 3

Answer saved

Marked out of 1.00

The personality trait which includes people who can adapt to new situations, rather than plan for it and are open to experiences is known as:

Select one:

- ☐ a. Extravert
- ☐ b. Thinking
- ☐ c. Sensing
- ☒ d. Perceiving



Question 4

Answer saved

Marked out of 1.00

Which of the following DO NOT belong to Cialdini's six Principles of Influencing?

Select one:

- ☒ a. Attainability
- ☐ b. Social Proof
- ☐ c. Consistency
- ☐ d. None of these

Question 5

Answer saved

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A person's ability to cope with stress is known as:

Select one:

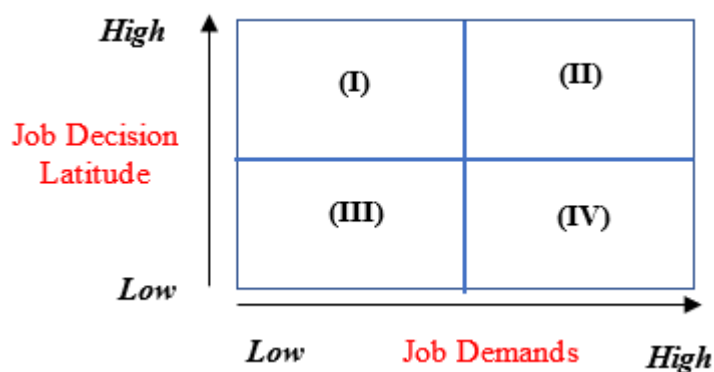
- ☐ a. Optimism
- ☐ b. Stressor
- ☐ c. Strains
- ☒ d. Hardiness

Question 6

Answer saved

Marked out of 1.00

Consider the job demand control model given below:



The job that belongs to Quadrant (IV) is known as:

Select one:

- ☐ a. Low Strain jobs
- ☒ b. High Strain jobs
- ☐ c. Passive jobs
- ☐ d. Active jobs

Question 7

Answer saved

Marked out of 1.00

The approach in diversity which includes narrow minded people who thinks there way is the only way to solve a problem is known as:

Select one:

- ☐ a. Parochial
- ☐ b. Synergistic
- ☒ c. Ethnocentric
- ☐ d. None of these

Question 8

Answer saved

Marked out of 1.00

Empathy building comes under the following skill?

Select one:

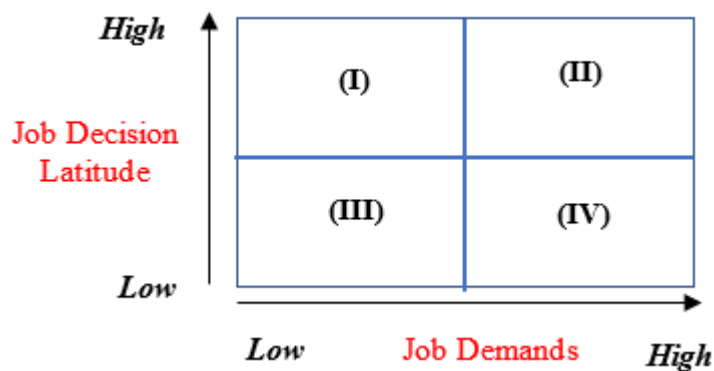
- ☐ a. All of these
- ☒ b. Social Skills
- ☐ c. Thinking Skills
- ☐ d. Negotiation Skills

Question 9

Answer saved

Marked out of 1.00

Consider the job demand control model given below:



The job that belongs to Quadrant (III) is known as:

Select one:

- ☐ a. Active jobs
- ☐ b. Low Strain jobs
- ☐ c. High Strain jobs
- ☒ d. Passive jobs



Question **10**

Answer saved

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Which of the following is NOT included in the "Relationship management" cluster of Emotional Intelligence?

Select one:

- ☐ a. Change catalyst
- ☐ b. Developing others
- ☒ c. Organizational awareness
- ☐ d. Influence

