

NPTEL
SOFT SKILLS
WEEK – 4

A. Choose the best suited option from the choices given below.

1. Which of the following is the condition of formal negotiation?
 - a. It is not pre-decided.
 - b. It has a fixed agenda.**
 - c. Both the parties are not aware of the subject.
 - d. All the above
2. Which of the following is **not** a strategy of negotiation?
 - a. Amicable environment
 - b. Allowing concessions
 - c. Planning of discussion
 - d. Hostile behavior**
3. Which of the following does not belong to high context culture?
 - a. Japan
 - b. China
 - c. India
 - d. France**
4. Which of the following does not belong to Maslow's theory of human needs?
 - a. Security and Safety
 - b. Social Needs
 - c. Ego Needs
 - d. Financial Needs**
5. Which of the following statements is correct about culture?
 - a. Culture should be static in nature
 - b. Cultural norms should be illogical
 - c. Culture represents identity and community**
 - d. Cultural practices harm one's identity

B. Find out the true or false statements.

6. Mexicans, Asians and members of other high context culture are not concerned with social harmony and saving face.

a. True

b. False

7. Honesty and reliability are the qualities of a negotiator.

a. True

b. False

8. Planning, Organizing and Coordinating are necessary for communication in any organization.

a. True

b. False

9. Grapevine communication is a kind of informal communication.

a. True

b. False

10. Culture does not teach people about their behavior and way of living.

a. True

b. False