

NPTEL

Soft-Skills

Week- II

A. Select the most suitable option from the choices given below.

1. Which of the following is the primary concern of Positive thinking?
 - a) Ignoring problems
 - b) Only seeing the good in situations
 - c) Realistic optimism and constructive thinking**
 - d) Unrealistic expectations

2. Which quadrant of the Johari Window represents information that others know about you but you are unaware of?
 - a. Open Area
 - a) Hidden Area
 - b) Blind Spot**
 - c) Unknown Area

3. Which of the following is an effective strategy for clear telephonic communication?
 - a) Speaking softly
 - b) Using technical jargon
 - c) Enunciating clearly**
 - d) Speaking very quickly

4. What does effective eye contact during a conversation indicate?
 - a) Disinterest
 - b) Engagement and confidence**
 - c) Aggression
 - d) Confusion

5. What is the term used for non-verbal communication that modifies meaning and conveys emotions?

a) Interpersonal Elements

b) Paralanguage

c) Meta-language

d) Written communication

B. Fill in the blanks with the appropriate options given below:

1. Use a _____ voice to convey sincerity while communicating.

(**cheerful**/ miserable)

2. _____ is the hallmark of all communication.

(obscurity/ **clarity**)

3. When using your voice, clarity is essential and can be studied under _____. If your message is not clear, it can lead to _____

(**articulation, misunderstandings**/ intonation, apprehension)

4. A common cause of communication breakdown is _____, where the receiver misinterprets the message. (**misunderstanding**/articulate)

5. Communication breakdowns often occur due to _____, which is the _____ or distortion of a message during transmission.

(**noise, interruption**/ silence, enhancement)