

Course Name: Developing Soft Skills and Personality

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Assignment-2

1. What kind of people are low-quality performers?

• **Destructive people**

- Constructive people
- Both of these
- None of these

2. Which of the following is/are indicative of escalated conflict?

- Hitting/throwing things
- Abusing
- Refusing to arrive at a solution

• **All of these**

3. To eliminate conflict, one should_____.

- keep anger in control
- avoid personal attacks
- be flexible

• **All of these**

4. A person willing to resolve conflict, should_____.

- never listen to the other person.
- never apologise to the other person.

- Both of these

• **None of these**

5. Which of the following is an effective way of resolving conflicts?

- Negotiation
- Considering both sides
- A win-win attitude

• **All of these**

6. To resolve conflicts skilfully, one should focus on_____.

- the person

• **the problem**

- Both of these
- None of these

7. A win-win situation results in_____.

- Mutual respect
- Deeper love

• **Both of these**

- None of these

8. Which of the following expression is a communication blocker?

• **You never understand me.**

- I'm listening, go on.
- Both of these
- None of these

9. Which of the following is effective in resolving conflict between two people in a love-relationship?

• **Giving them team task.**

- Brainstorming
- Both of these
- None of these

10. While resolving conflicts, the competitive type of people aims at_____.

- win-win situation

• **win-lose situation**

- lose-lose situation
- None of these

11. To become an expert in resolving conflicts, one should_____.

- embrace conflicts.
- help friends and colleagues resolve conflicts.
- use conflicts for self-growth.

• **All of these**

12. Identify the trait(s) of the accommodating type of people during conflicts.

- Unassertive
- Cooperative
- Putting relationships before all.

• **All of these**

13. Which of the following is/are the trait(s) of Eustress?

- Positivity

- Pumping up the adrenaline
- Finding creative solutions

• **All of these**

14. Identify among the following the characteristic(s) of distress.

- Causing fear and worry
- Disruption of daily routines

• **Both of these**

- None of these

15. Unregulated stress can lead to_____.

- physical illness
- psychological problems

• **Both of these**

- None of these

16. What kind of stress makes one the master of the eleventh hour?

• **Eustress**

- Distress
- Both of these
- None of these

17. When one is able to handle stress successfully_____.

- one completes tasks easier and better
- creates time to relax
- stays calm in testing times

• **All of these**

18. Identify the effective way(s) of regulating stress.

- Personal healthy habits.
- Meditation
- Mindfulness
- **All of these**

19. In order to master the art of regulating stress, one should_____.

- master the intrapersonal stresses
- try to regulate interpersonal, intergroup stresses
- help others with stress
- **All of these**

20. Identify the activity/activities effective in relieving stress instantly.

- Talking to a friend.
- Listening to music.
- Taking a shower.
- **All of these**

T/F

1. People generally don't like disagreements. **True**
2. Only human beings among the animal kingdom experiences stress. **False**
3. People with stress-handling skills are more cheerful and relaxed both at work and home. **True**
4. Stress is caused owing to the imbalance between situational demand and individual's ability to handle it. **True**
5. Being calm and collected is an effective way of resolving conflicts. **True**