

**Course Name: Developing Soft Skills and Personality**

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**Assignment-4**

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1. Active listening\_\_\_\_\_.

- requires hereditary traits
- **is a cultivated behaviour**
- Both of these
- None of these

2. Hearing is a\_\_\_\_\_.

- **physical activity**
- mental activity
- Both of these
- None of these

3. Identify the phase(s) of listening.

- Reception
- Interpretation
- Response

• **All of these**

4. A good listener pays attention to the speaker's\_\_\_\_\_.

- words
- facial expression

- body language

• **All of these**

5. Identify the trait(s) of an active listener.

- Focused gaze on the speaker.
- Interested and empathetic.
- Not interrupting.

• **All of these**

6. To become a good listener, one should\_\_\_\_\_.

- be courteous and considerate
- minimise self-talk
- pay full attention

• **All of these**

7. Identify the effective way(s) of making someone open up.

- Comfortable silence.
- Warm gesture.

• **Both of these**

- None of these

8. On the level of language, what hinder(s) active listening?

- Insufficient vocabulary.
- Shyness to seek clarification.

• **Both of these**

- None of these

9. An active listener should be free from prejudice against\_\_\_\_\_.

- dress and appearance
- gender and colour
- status and stereotypes

• **All of these**

10. Identify the trait(s) of an intolerant listener.

- Over enthusiasm in supplying gaps in speaker's ideas.
- Advancing questions and interfering.
- Anxious to wind up the communication.

• **All of these**

11. Deep-rooted beliefs and prejudices often lead to\_\_\_\_\_.

- closed-mindedness
- superficial listening
- positive/negative bias

• **All of these**

12. Identify the significant barrier(s) to active listening.

- Underestimating the speaker.
- Defeatist attitude.

• **Both of these**

- None of these

13. One's personality can be determined by\_\_\_\_\_.

- the calls one makes
- the calls one avoids
- the people one loves talking to

- **All of these**

14. Telephone calls are important aspect of human life because\_\_\_\_\_.

- they make human communication possible
- they can disconnect people

- **Both of these**

- None of these

15. Effective communication needs\_\_\_\_\_.

- clarity
- active listening

- **Both of these**

- None of these

16. If one represents a company, one should start an official phone call\_\_\_\_\_.

- with a simple “Hello”

- **by mentioning the name of the company and polite greetings**

- Any one of these
- None of these

17. When one needs to keep a caller on hold during simultaneous calls, one should\_\_\_\_\_.

- ask for permission
- apologise when one gets back

- **Both of these**

- None of these

18. While dealing with difficult callers, a person should\_\_\_\_\_.

- be diplomatic

- give facts
- offer solutions

• **All of these**

19. Identify the effective approach/approaches while speaking with an angry caller.

- Apologizing for any inconvenience.
- Using comfortable silence and pauses.

• **Both of these**

- None of these

20. Essential telephone skills entail\_\_\_\_\_.

- active listening
- being polite
- being confident

• **All of these**

T/F

1. A good communicator is not necessarily a good listener. **False**
2. It is alright to pass a sarcastic smile when someone is speaking. **False**
3. It is acceptable to lose temper during a phone call. **False**
4. Telephone communication is the most commonly misused form of communication. **True**
5. A professional receptionist can raise her voice when provoked by an angry caller. **False**