

Course Name: Developing Soft Skills and Personality

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Assignment-6

1. Identify the author: “Half the world is filled with people who have something to say and cannot say it and the other half, of people who have nothing to say and keep on saying it.”
 - Henry David Thoreau
 - Nathaniel Hawthorne
 - **Robert Frost**
 - Wallace Stevens

2. Identify the author: “Much unhappiness has come into the world because of bewilderment and things left unsaid.”
 - Leo Tolstoy
 - Vladimir Mayakovsky
 - **Fyodor Dostoyevsky**
 - Mahatma Gandhi

3. The sign(s) of an effective communicator is/are:
 - Knowing the difference between the almost right word and the right word.
 - Ability to elicit desired responses.
 - Ability to influence people and their ideas.

- **All of these**

4. Identify the author: “The single biggest problem in communication is the illusion that it has taken place.”

- **George Bernard Shaw**

- Oscar Wilde
- A. C. Swinburne
- Joseph Conrad

5. Effective Communication demands_____.

- genuine interest in the subject matter of communication
- empathy and sense of timing
- brevity

- **All of these**

6. In the process of communication, receiver’s basic response to the interpreted message is called_____.

- **feedback**

- interference
- interpretation
- inquiry

7. Identify the author: “Keep me away from the wisdom which does not cry, the philosophy which does not laugh and the greatness which does not bow before children.”

- Rabindranath Tagore

- **Khalil Gibran**

- Mahmoud Darwish

- Rumi

8. Barriers of communication act at_____.

- physical level

- emotional level

- mental level

- **All of these**

9. Fill in the blanks: “A sender _____ the message, which the receiver _____.”

- **encodes, decodes**

- decodes, encodes

- imagines, reimagines

- controls, distorts

10. Who is the author of the following quote: “Communication is a skill that you can learn. It’s like riding a bicycle or typing. If you’re willing to work at it, you can rapidly improve the quality of every part of your life.”

- **Brian Tracy**

- Tony Robbins
- Zig Ziglar
- Stephen Covey

11. In a formal communication, the flow of communication can be_____.

- vertical
- horizontal
- **both vertical and horizontal**
- neither vertical nor horizontal

12. Examples of oral communication flowing through formal channels would be_____.

- telephonic conversation
- face-to-face conversation
- company meetings

- **All of these**

13. Identify the barriers to information flow in an organization.

- Administrative hierarchy.
- Lack of trust between management and employees.
- Too many transfer stations and consequent distortion and delay.

- **All of these**

14. The informal, unofficial and personal communication channel that runs within an organization is called_____.

- social networking

• **grapevine**

- gooseberry
- All of these

15. Which of the following technique(s) can be used to overcome organizational barriers to communication?

- Flattening of organizational structure.
- Promoting horizontal communication.
- Providing sufficient information through formal channels.

• **All of the above**

16. Steepling with hands conveys_____.

• **confidence**

- anxiety
- dishonesty
- All of these

17. Out of the following, who are more sensitive to body language?

• **Children more than adults.**

- Men more than women.
- Plants more than animals.

- None of the above

18. Sitting with one's legs on a desk with one's hands clasped behind one's head, especially before someone, indicates_____.

- humility
- laziness

- **aggressiveness**

- None of these

19. Identify the body part playing most powerful role in non-verbal communication.

- Feet
- Hands

- **Face**

- Fingers

20. Identify the author: "The way you're going to move is quite dictated by your shoes."

- **Christian Louboutin**

- Victoria Beckham
- Alexander McQueen
- None of these

T/F

Non-verbal communication can be used as a substitute for verbal communication. **True**

Accessories influence one's body language. **True**

The more space one occupies, the more power one enjoys. **True**

People maintain their appointments and meet deadlines according to their perceptions of time. **True**

In interpersonal communication, positive emotions interfere more than negative ones.

False
