

Course Name: Developing Soft Skills and Personality

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Assignment-7

1. According to Albert Mehrabian, most of the communications take place in_____.

- verbal mode
- **non-verbal mode**
- vibratory mode
- ultrasonic mode

2. According to Ekman & Friesen, nonverbal communication_____.

- complements and substitutes verbal meaning
- contradicts verbal meaning
- regulates verbal interaction
- **All of these**

3. Identify the author of the following quote: “Of all the things you wear, your expression is the most important.”

- **Janet Lane**
- Margaret Atwood
- Kim Kardashian
- Alice Munroe

4. Gesture is _____.

- the position in which one holds one's body when standing or sitting

• **a movement of a limb or the body as an expression of thought or feeling**

- Both of these
- None of these

5. Maintaining eye contact _____.

• **signals genuineness**

- indicates dishonesty
- indicates shyness
- None of these

6. Timid people who fail to maintain eye contact for long _____.

- are dishonest and liars
- are unintelligent

• **feel intimidated by the presence of the person they are talking to**

- None of these

7. In Europe, men walking hand in hand _____.

- shows amity

• **are believed to be homosexuals**

- are thought to be criminals
- None of these

8. Professional etiquette requires a handshake to be:

- Like a dead-fish.

- **Firm**

- Knuckle grinding.
 - No physical touch is allowed in professional world.
9. Short breaths, “tsk” sound, tightly clenched hands, wringing hands imply _____.
- nervousness
 - aggression
 - confidence

- **frustration**

10. Complete the following quote by Martha Graham: “The _____ never lies”:

- eye
- face
- **body**
- gesture

11. Interpret the following body language: “Looking down, face turned away.”

- Trying to make a decision .
- Anticipation

- **Disbelief**

- None of these

12. Posture is _____.

- **the position in which one holds one’s body when standing or sitting**

- a movement of a limb or the body as an expression of thought or feeling
- Both of these
- None of these

13. What are the three primary dimensions of non-verbal cues identified by Albert Mehrabian in *Silent Messages* (1971)?

- Intimacy, Arousal, and Dominance
- Immediacy, Arrogance, and Dominance
- **Immediacy, Arousal and Dominance**
- Intimacy, Arrogance, and Dominance

14. The Three Cs of interpreting non-verbal cues are_____.

- Context, Communication, and Consolidation
- **Context, Cluster, and Change**
- Consolidation, Cluster, and Context
- Context, Cluster, and Consolidation

15. In an interview, one should minimize_____.

- Perfume
- Accessory
- Makeup

- **All of the above**

16. Identify the one contrary to the acceptable dress code in an interview.

- Wearing clean, polished shoes.
- Having a tidy hair style.
- **Wearing a sloppy pair of shorts.**
- Wearing clean, ironed clothing.

17. Group Discussion is all about_____.

- co-operation and co-accumulation
- **co-ordination and co-operation**
- co-ordination and co-adjustment
- co-operation and co-actualization

18. Leadership skills include_____.

- initiative and decision-making
- planning and vision
- **All of these**
- None of these

19. Identify the win-win situation.

- Both of us are wrong.
- You are right, I am wrong.
- **You are right, but, I am not wrong.**
- You are wrong, I am right.

20. People who are physically attractive are illogically judged to be _____.

- more intelligent
- more capable
- more desirable
- **All of these**

T/F

1. If you are standing or sitting and are attracted to someone, your feet will be pointing in their direction. **True**
2. Nonverbal Cues are Multi-Channeled. **True**
3. The best way to control body language is to be unaware of it in the first place. **False**
4. In an interview, the first impression often illogically plays the most important role in deciding the outcome. **True**
5. Introversion is a positive personality trait in group discussion. **False**

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