

Course Name: Developing Soft Skills and Personality

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Assignment 2 for Week 2 (25 July 2016 – 31 July 2016)

1. Need achievement drive is:
 - a. Desire to dominate
 - b. Desire to excel**
 - c. Desire to earn money
 - d. Desire to complete a task

2. Who propounded the term Spiritual Capital?
 - a. Danah Zohar**
 - b. Daniel Goleman
 - c. Steve Jobs
 - d. William James

3. Which of these is not a part of Spiritual Capital?
 - a. Ability to Reframe
 - b. Positive use of Adversity
 - c. Sense of vocation
 - d. Tendency to ask “Why Me?”**

4. Which of these does not amount to conflict?
 - a. Collision

- b. Controversy
- c. **Co-ordination**
- d. Clash

5. Conflict is:

- a. A periodic occurrence in any relationship
- b. An opportunity to understand opposing preferences
- c. **Both (a) and (b)**
- d. Neither (a) nor (b)

6. Which of these is not a characteristic of constructive conflict:

- a. **Disagreement about personality and character**
- b. Disagreement about ideas and approaches
- c. Issue Focused
- d. Respects differences

7. Which of the following are positive ways of resolving a conflict:

- (i) I am right, but you are wrong
- (ii) I own responsibility
- (iii) You should apologize
- (iv) What you say is true, and

- a. (i) and (ii)

- b. (ii) and (iii)
- c. (ii) and (iv)**
- d. (iii) and (iv)

8. Point out the mind-blocker phrases in communication:

- a. Always
- b. Never
- c. None
- d. All of above**

9. Which of the following can lead to elimination of conflict:

- a. Being rigid
- b. Showing anger
- c. Refusing to discuss
- d. Persistent patience**

10. Which of the following does not resolve conflict?

- a. Negotiation
- b. Mediation
- c. Arbitration

d. None of the above

11. Harmonizing relationships entails:

a. Team-work

b. Synergy

c. Partnership

d. All of the above

12. Life without conflict is

(i) Impossible

(ii) Boring

(iii) Peaceful

(iv) Exciting

a. (i) and (ii)

b. (ii) and (iii)

c. (iii) and (iv)

d. (i) and (iv)

13. One important aspect of conflict-resolution is:

- a. Putting forward your point of view over others'
- b. Putting others' point of view over yours
- c. Looking at both the sides**
- d. None of the above

14. Which of the following is a part of conflict-resolution skill:

- a. Brainstorming
- b. Negotiating outcomes
- c. Cognitive restructuring
- d. All of the above**

15. In active listening:

- a. You should finish the speaker's sentences
- b. You should never interrupt
- c. You should only interrupt to summarize the speaker**
- d. You should put forward your opinion at every juncture

16. Stress is:

- a. Mental Pressure
- b. Emotional Worry
- c. Physical Strain
- d. All of the above**

17. Which of the following situations can cause no stress to the object on which the action is being performed:

- a. Germination of seed
- b. Milking of cow
- c. Flying of kite**
- d. Riding of Horse

18. Which of the following types of people never get stressed:

- a. Type A
- b. Type B
- c. Type AB
- d. None of the above.**

19. Which of the following is formally not a type of conflict:

- a. Interpersonal conflict
- b. Intergroup conflict
- c. Internet conflict**
- d. Intrapersonal conflict

20. Toughest conflict resolution skills are needed when dealing with:

- a. Self**
- b. Spouse
- c. Boss
- d. Subordinate

True False

- (a) A spiritually intelligent person can completely avoid all conflicts. **False**
- (b) Making the other person listen to your opinion/idea is a good way of resolving conflict. **False**
- (c) In a situation of conflict, truth lies with either one of the parties. **False**
- (d) Go-getters with a hectic lifestyle are the only individuals getting stressed. **False**
- (e) Certain stress is needed to warm you up and propel you into action. **True**