

Course Name: Developing Soft Skills and Personality

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Assignment 4 for Week 4 (8 August 2016 to 14 August 2016)

I MCQs

1. Verbal Communication starts with:
 - a. Speaking
 - b. Listening**
 - c. Reading
 - d. Writing
2. Which of the following are production skills:
 - a. Reading and Speaking
 - b. Listening and Speaking
 - c. Speaking and Writing**
 - d. Reading and Writing
3. What are the top skills for succeeding in a Group Discussion:
 - a. Reading and Speaking
 - b. Listening and Speaking**
 - c. Speaking and Writing
 - d. Reading and Writing
4. Listening:
 - a. Is an unconscious process
 - b. Is a cultivated behavior**
 - c. Is less important than speaking
 - d. Consumes no energy
5. Listening does not involve:
 - a. Reception
 - b. Organization
 - c. Evaluation
 - d. None of the above**
6. Active listening should be:
 - a. Proactive
 - b. Unbiased
 - c. Both (a) and (b)**
 - d. Neither (a) nor (b)
7. An effective communicator:
 - a. Maximizes speaking
 - b. Maximizes listening**
 - c. Minimizes listening
 - d. None of the above
8. Active listening is also called:

- a. Ear to ear listening
 - b. Whole body listening**
 - c. Mind only listening
 - d. None of the above
9. Active listening does not include:
- a. Seeking clarification
 - b. Summarizing the speaker
 - c. Interrupting the speaker**
 - d. Encouraging the speaker
10. Which of the following is a physical barrier to active listening:
- a. Outside noise**
 - b. Lack of concentration
 - c. Daydreaming
 - d. All of the above
11. Point out the psychological barrier to active listening:
- a. Preconceived notions
 - b. Antipathy towards the speaker
 - c. Self-diffidence
 - d. All of the above**
12. What is not a valid reason to make a phone-call:
- a. Insecurity
 - b. Curiosity
 - c. Boredom
 - d. All of the above**
13. The chief purpose to make a phone call should be:
- a. Passing information
 - b. Discussing ideas
 - c. Calling for help
 - d. All of the above**
14. While speaking on a telephone in English language:
- a. One needs to have a proper American or British accent
 - b. One needs to speak clearly**
 - c. Both (a) and (b)
 - d. Neither (a) nor (b)
15. On a telephone, you voice should radiate:
- a. Warmth
 - b. Helpfulness
 - c. Respect
 - d. All of the above**
16. A person who represents a company should begin the telephone conversation with:
- a. Hello
 - b. Hey You
 - c. Name of the company**

- d. Good Morning/Evening
17. In a telephone conversation:
- a. You should never put a caller on hold
 - b. You should put a caller as per your convenience
 - c. You should put a caller on hold only after seeking the caller's permission**
 - d. None of the above
18. While making a telephone call, you need to prepare yourself:
- a. Mentally
 - b. Physically
 - c. Emotionally
 - d. All of the above**
19. Anger should be responded with:
- a. Empathy
 - b. Understanding Silence
 - c. Both (a) and (b)**
 - d. Neither (a) nor (b)
20. Your voice on telephone can reveal:
- a. Your positive frame of mind
 - b. Your negative frame of mind
 - c. Both (a) and (b)**
 - d. Neither (a) nor (b)

II True or False:

1. Speaking well is good communication. **False**
2. An active listener takes notes while the other person is talking. **True**
3. Silence plays no role in effective communication. **False**
4. Positive bias is not a barrier to active listening. **False**
5. Smile can play no role in a telephone conversation. **False**