

Course Name: Developing Soft Skills and Personality

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Assignment 6 for Week 6 (22 August 2016 to 28 August 2016)

I MCQs

1. Complete the following quote by Mark Twain: “The difference between the almost right word and the right word is really a large matter—it’s the difference between the _____ and the _____”:
 - a. Pond, sea
 - b. Sunshine, sun
 - c. Lightning bug, lightning**
 - d. Sapling, tree
2. Complete the following quote by Robert Frost: “Half the world is filled with people who have something to say and _____, and the other half, of people who have nothing to say and _____”:
 - a. Cannot say it, keep on saying it**
 - b. Keep on saying it, refuse to say it
 - c. Cannot say it, refuse to say it
 - d. Keep on saying it, cannot say it
3. Communication is a complex process involving:
 - a. Shared assumptions
 - b. Unspoken agreement between individuals
 - c. Cultural context
 - d. All of the above**
4. Which of the following can lead to ineffective communication:
 - a. Your ability to cause desired response
 - b. Your ability to influence people
 - c. Your ability to arouse anger in an individual**
 - d. Your over-all success in life
5. In the process of communication, the observation of the receiver’s response is called:
 - a. Feedback**
 - b. Value-back
 - c. Idea-back
 - d. Assimilation
6. Complete the following sentence: “A sender _____ the message, which the receiver _____”:
 - a. Encodes, decodes**
 - b. Decodes, encodes
 - c. Imagines, reimagines
 - d. Classifies, interprets
7. Barriers to communication are:

- a. Physical
 - b. Mental
 - c. Psychological
 - d. All of the above**
8. Our perspective is shaped by:
- a. Our upbringing
 - b. Our society
 - c. The educational/religious institutions
 - d. All of the above**
9. Which of the following can act as barriers to effective communication:
- a. Positive emotions
 - b. Negative emotions
 - c. Both (a) and (b)**
 - d. Neither (a) nor (b)
10. Which of the following is likely to disrupt effective communication:
- a. Positive attitude towards the speaker
 - b. Use of jargon**
 - c. Empathy on the part of receiver
 - d. None of the above
11. In a formal communication, the flow of communication can be:
- a. Vertical
 - b. Horizontal
 - c. Both (a) and (b)**
 - d. Neither (a) nor (b)
12. The informal mode of communication in a formal office situation is called:
- a. Beanstalk
 - b. Grapevine**
 - c. Berry-climber
 - d. All of the above
13. Which of the following techniques can be used to surmount organizational barriers:
- a. Flattening of organizational structure
 - b. Promoting horizontal communication
 - c. Providing sufficient information through formal channels
 - d. All of the above**
14. Which of the following is a defensive gesture:
- a. Keeping your feet on the table while talking to someone
 - b. Crossing your hands/legs**
 - c. Keeping your palms open.
 - d. All of the above
15. Body language can be:
- a. Voluntary
 - b. Involuntary
 - c. Both (a) and (b)**

- d. Neither (a) nor (b)
- 16. Out of the following, who is more sensitive to body language:
 - a. **Women more than men**
 - b. Men more than women
 - c. Animals more than humans
 - d. None of the above
- 17. Time perception determines:
 - a. How one keeps deadlines
 - b. How one is punctual
 - c. How one values other persons' time
 - d. **All of the above**
- 18. Non-verbal communication can:
 - a. Strengthen the verbal meaning
 - b. Contradict the verbal meaning
 - c. **Both (a) and (b)**
 - d. Neither (a) nor (b)
- 19. Gestures are:
 - a. Totally universal
 - b. **Culturally determined**
 - c. Verbal mode of communication
 - d. All of the above
- 20. Which of the following is the most powerful medium of non-verbal communication:
 - a. **Face**
 - b. Feet
 - c. Hands
 - d. Posture

II True or False:

1. A good communicator is a natural leader. **True**
2. Adequate punctuation plays an important role in effective communication. **True**
3. Communication ends the moment the speaker stops talking. **False**
4. Children are less sensitive to body language than adults. **False**
5. More space a person occupies, the less power he/she enjoys. **False**