

**Course Name: Developing Soft Skills and Personality**

**Course Instructor: Dr. T. Ravichandran**

**Institute Affiliation: Indian Institute of Technology Kanpur**

**Assignment 7 for Week 7 (29 August 2016 to 4 September 2016)**

### **I MCQs**

1. Which of the following fall under the purview of non-verbal communication:
  - a. Image
  - b. Symbol
  - c. Sign
  - d. All of the above**
2. Communication is:
  - a. 23% Body Language, 77% Words
  - b. 77% Body Language, 23% Words
  - c. 93% Body Language, 7% Words**
  - d. 7% Body Language, 93% Words
3. Who is the author of *Silent Messages: Implicit Communication of Emotions and Attitudes*:
  - a. Steven Covey
  - b. Brian Tracy
  - c. Albert Mehrabian**
  - d. Abraham Maslow
4. Functions of Non-verbal communication include:
  - a. Complement or clarify verbal meaning**
  - b. Contradict verbal meaning**
  - c. Regulate verbal interaction**
  - d. All of the above**
5. Complete the following quote by Janet Lane: "Of all the things your wear, your \_\_\_\_\_ is the most important":
  - a. Smile
  - b. Frown
  - c. Expression**
  - d. Body Language
6. Complete the following sentence: "\_\_\_\_\_ is the most accurate way into a person's subconscious":
  - a. Voluntary body language
  - b. Involuntary body language**
  - c. Both (a) and (b)
  - d. Neither (a) nor (b)
7. Fill in the Blank: \_\_\_\_\_ is the technical term for gaze/eye contact.
  - a. Kinesics
  - b. Oculistics**

- c. Haptics
  - d. Proxemics
8. Fill in the Blank: \_\_\_\_\_ refers to the position in which you hold your body when standing or sitting:
- a. **Posture**
  - b. Expression
  - c. Gesture
  - d. None of the Above
9. Fill in the Blank: \_\_\_\_\_ refers to a movement of a limb or the body as an expression of thought or feeling:
- a. Posture
  - b. Expression
  - c. **Gesture**
  - d. None of the Above
10. Which of the following is the involuntary dimension of eye contact:
- a. Contraction of pupils
  - b. Dilation of pupils
  - c. **Both (a) and (b)**
  - d. Neither (a) nor (b)
11. A hand-shake should be:
- a. Like a Dead Fish
  - b. **Firm**
  - c. Knuckle-grinder
  - d. All of the above
12. What is indicated by Short breaths, "tsk" sound, tightly clenched hands, wringing hands:
- a. Nervousness
  - b. Aggression
  - c. Confidence
  - d. **Frustration**
13. Complete the following quote by Martha Graham: "The \_\_\_\_\_ never lies":
- a. Eye
  - b. Face
  - c. **Body**
  - d. Gesture
14. According to the book, *Silent Messages*, Immediacy cues communicate:
- a. Responsiveness
  - b. Balance of power
  - c. **Liking and pleasure**
  - d. All of the above
15. The Three Cs of interpreting non-verbal cues are:
- a. Context, Caution, and Compliance
  - b. **Context, Cluster, and Change**
  - c. Caution, Cluster, and Compliance

- d. Compliance, Context, and Cluster
16. In an interview, you should:
- a. **Dress according to the position you want**
  - b. Dress according to the position you have
  - c. Dress according to your previous position
  - d. None of the above
17. In an interview, you should minimize:
- a. Perfume
  - b. Accessory
  - c. Makeup
  - d. **All of the above**
18. In an interview:
- a. One should communicate extensively with gestures
  - b. **One should minimize the use of gestures**
  - c. One should dress up in a flashy manner
  - d. One should chew gum for fresh breath
19. Why a Group Discussion is purposefully kept as an unstructured activity?
- a. **It helps in identifying a natural leader.**
  - b. Participants like it unstructured.
  - c. Keeping a moderate to structure it is a waste of time.
  - d. It is not possible for the organizers to structure it.
20. Which of the following behavior is desirable in a Group Discussion:
- a. Nose-picking
  - b. Shaking legs
  - c. Leaning back on your chair
  - d. **Nodding your head**

## II True or False:

1. Nonverbal messages are harder to hide and consciously control, so they are more accurate indicators of how a person feels. **True**
2. Voluntary body language is less commonly discussed because it seems unproblematic. **True**
3. Gestures are free from all cultural context. **False**
4. There are eight basic facial expressions corresponding to eight basic emotions. **False**
5. Body language can be successfully faked over a long period of time. **False**