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Courses » Developing Soft Skills and Personality

Announcements **Course** Ask a Question Progress Mentor

Unit 5 - Week- 4

Course outline

How to Access the Portal ?

Week-1

Week- 2

Week- 3

Week- 4

- LECTURE 19: COMMUNICATION: SIGNIFICANCE OF LISTENING
- LECTURE 20: COMMUNICATION: ACTIVE LISTENING
- LECTURE 21: COMMUNICATION: BARRIERS TO ACTIVE LISTENING
- LECTURE 22: TELEPHONE COMMUNICATION: BASIC TELEPHONE SKILLS
- LECTURE 23: TELEPHONE COMMUNICATION: ADVANCED TELEPHONE SKILLS
- LECTURE 24:

Assignment - 4

The due date for submitting this assignment has passed.

As per our records you have not submitted this assignment. **Due on 2018-09-26, 23:59 IST.**

1) Identify the production skills: **1 point**

- Reading and Speaking
- Listening and Speaking
- Speaking and Writing
- Reading and Writing

No, the answer is incorrect.
Score: 0

Accepted Answers:
Speaking and Writing

2) On a telephonic conversation, your voice should radiate: **1 point**

- Warmth
- Helpfulness
- Respect
- All of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
All of the above

3) Which of the following(s) is/are effective in making someone open up? **1 point**

- Comfortable silence
- Warm gesture
- Both of these

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- Answer Key for Assignment 4
- WEEK 4 - FEEDBACK - Developing Soft Skills and Personality

Week- 5

Week - 6

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- Is an integral part of communication
- Demands energy
- Is purposeful and productive
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of these

5) A good listener pays attention to the speaker's:

1 point

- Words
- Body language
- Facial expression
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of these

6) Identify the necessary skills for performing well during group discussions and interviews:

1 point

- Speaking and Listening
- Writing and Reading
- Acting and Memorising
- None of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

Speaking and Listening

7) When a person seems reluctant to end a call, one should:

1 point

- Put the phone down curtly
- Politely mention an appointment
- Teach the person the value of time
- None of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

Politely mention an appointment

8) Identify the speaker: "No one loves the messenger who brings bad news."

1 point

- Chuck Palahniuk
- Adolf Hitler
- Ludwig van Beethoven
- Sophocles

No, the answer is incorrect.

Score: 0

Accepted Answers:

Sophocles

9) Effective communication needs:

1 point

- Clarity
- Active listening
- Both of these
- None of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

Both of these

10) Which of the following falls under comprehension skills?

1 point

- Listening
- Writing
- Speaking
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

Listening

11) Research shows that effective communication involves ____ of listening.

1 point

- 10%
- 50%
- 60%
- 100%

No, the answer is incorrect.

Score: 0

Accepted Answers:

60%

12) One's personality can be determined by:

1 point

- The calls one makes
- The calls one avoids
- People one wants to talk to
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of these

13) If one represents a company, one should start a phone call with:

1 point

- A simple "Hello"
- Name of the company and polite greetings
- Exciting offer

None of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

Name of the company and polite greetings

14) Which of the following(s) is/are effective while speaking with an angry caller?

1 point

- Apologizing for any inconvenience
- Using comfortable silence and pauses
- Both of these
- None of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

Both of these

15) Essential telephone skills entail:

1 point

- Active listening
- Being polite
- Being confident
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of these

16) During a phone call, one should avoid:

1 point

- Difficult words
- Technical jargons
- Words known to small groups
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of these

17) During a phone call, one should give contingency to:

1 point

- Technical snags
- Delays
- Both of these
- None of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

Both of these

18) An active listener should be free from prejudice against:

1 point

- Dress and appearance
- Gender and colour
- Status and stereotypes
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of these

19) Identify the trait(s) of an intolerant listener:

1 point

- Over enthusiasm in supplying gaps in speaker's ideas
- Advancing questions to interfere
- Anxious to wind up the communication
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of these

20) Deep-rooted beliefs and convictions often lead to:

1 point

- Closed-mindedness
- Superficial listening
- Positive/Negative bias
- All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of these

21) Silence plays no role in effective communication.

1 point

- True
- False

No, the answer is incorrect.

Score: 0

Accepted Answers:

False

22) Telephone communication is the most commonly misused form of communication.

1 point

- True
- False

No, the answer is incorrect.

Score: 0

Accepted Answers:

True

23) Telephone communication is different from face-to-face communication.

1 point

- True

False

No, the answer is incorrect.

Score: 0

Accepted Answers:

True

24) Students recall cricket score better than educational data.

1 point

True

False

No, the answer is incorrect.

Score: 0

Accepted Answers:

True

25) It is okay for a professional to raise his/her voice when provoked by an angry caller.

1 point

True

False

No, the answer is incorrect.

Score: 0

Accepted Answers:

False

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