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reviewer3@nptel.iitm.ac.in ▼

Courses » Developing Soft Skills and Personality

Announcements **Course** Ask a Question Progress Mentor

## Unit 7 - Week - 6

### Course outline

How to Access the Portal ?

Week-1

Week- 2

Week- 3

Week- 4

Week- 5

Week - 6

- LECTURE 31: COMMUNICATION SKILLS: EFFECTIVE COMMUNICATION
- LECTURE 32: BARRIERS TO COMMUNICATION: ARISING OUT OF SENDER/RECEIVER'S PERSONALITY
- LECTURE 33: BARRIERS TO COMMUNICATION: INTERPERSONAL TRANSACTIONS
- LECTURE 34: BARRIERS TO COMMUNICATION: MISCOMMUNICATION
- LECTURE 35:

### Assignment - 6

The due date for submitting this assignment has passed.

As per our records you have not submitted this **Due on 2018-10-10, 23:59 IST.** assignment.

1) Complete the following quote by Robert Frost: "Half the world is filled with people who have **1 point** something to say and \_\_\_\_\_, and the other half, of people who have nothing to say and \_\_\_\_\_":

- Cannot say it, keep on saying it
- Keep on saying it, refuse to say it
- Cannot say it, refuse to say it
- Keep on saying it, cannot say it

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Cannot say it, keep on saying it*

2) Communication **1 point**

- Is omnipresent
- Involves shared assumptions and unspoken agreement between individuals
- Both of these
- None of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Both of these*

3) Feedback in a communication process may take the form/s of **1 point**

- An acknowledgement, an action, or a verbal reply
- Interference or noise

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## ASSESSMENT-2

Quiz :  
Assignment - 6

WEEK 6 -  
FEEDBACK -  
Developing Soft  
Skills and  
Personality

Answer Key for  
Assignment 6

Week- 7

Week- 8

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*An acknowledgement, an action, or a verbal reply*

4) Effective Communication demands:

**1 point**

- Genuine interest in the subject matter of communication
- Empathy and sense of timing
- Brevity
- All of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*All of these*

5) In the process of communication, the receiver's basic response to the interpreted message is called: **1 point**

- Feedback
- Interference
- Interpretation
- Inquiry

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Feedback*

6) Communication may be:

**1 point**

- Verbal
- Non-verbal
- Both of these
- None of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Both of these*

7) Overcoming the barriers of communication involve(s):

**1 point**

- Developing Empathy
- An understanding of human psychology
- Not allowing stereotypes to cloud judgement
- All of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*All of these*

8) Basic communication process can be explained by asking the following question:

**1 point**

- Who sends what to whom?
- Who sends what with what effect?
- Who sends what through which channel with what effect?

Who sends what to whom through which channel with what effect?

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Who sends what to whom through which channel with what effect?*

9) Fill in the blanks: "A sender \_\_\_\_\_ the message, which the receiver \_\_\_\_\_": **1 point**

- encodes, decodes
- decodes, encodes
- imagines, reimagines
- controls, distorts

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*encodes, decodes*

10) Identify the possible barrier(s) to effective communication: **1 point**

- Negative emotions
- Positive emotions
- Both of these
- None of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Both of these*

11) Identify the example/s of written communication flowing through formal channels: **1 point**

- Annual report, Executive memos, and letters
- Bulletin board postings
- Orientation manual
- All of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*All of these*

12) Identify the example/s of electronic communication flowing through formal channels: **1 point**

- e-mail and voicemail
- Instant messaging
- Intranet, and video-conferencing
- All of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*All of these*

13) Identify the barrier/s to information flow in an organization **1 point**

- Administrative hierarchy
- Lack of trust between management and employees
- Too many transfer stations and consequent distortion and delay
- All of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*All of these*

14) The informal, unofficial, and personal communication channel that runs within an organization is called: **1 point**

- Social Networking
- Grapevine
- Gooseberry
- Creeper

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Grapevine*

15) Identify the technique(s) that can be used to overcome organizational barriers to communication: **1 point**

- Flattening of organizational structure
- Promoting horizontal communication
- Providing sufficient information through formal channels
- All of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*All of these*

16) Which of the following is a defensive gesture? **1 point**

- Keeping one's feet on the table while talking to someone
- Crossing one's hands/legs
- Steepling one's fingers
- All of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Crossing one's hands/legs*

17) Body language may be: **1 point**

- Voluntary
- Involuntary
- Both of these
- None of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Both of these*

18) Out of the following, who are more sensitive to body language:

**1 point**

- Children more than adults
- Men more than women
- Plants more than animals
- Inanimate more than animate

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*Children more than adults*

19) Time perception determines:

**1 point**

- How one keeps deadlines
- One's punctuality
- How one values others' time
- All of these

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*All of these*

20) Complete the following quote by Mark Twain: "The difference between the almost right word **1 point** and the right word is really a large matter—it's the difference between the \_\_\_\_\_ and \_\_\_\_\_."

- thunder, lightning
- bugs, butterflies
- lightning bug, the lightning
- mediocrity, excellence

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*lightning bug, the lightning*

21) Non-verbal communication can contradict verbal meaning.

**1 point**

- True
- False

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*True*

22) Sitting lower than the other person with whom you are interacting indicates your dominance **1 point** or authority.

- True

False

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*False*

23) When we stop talking to somebody verbally, we stop the entire communication.

**1 point**

True

False

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*False*

24) The less space a person occupies, the more power she enjoys.

**1 point**

True

False

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*False*

25) Proper punctuation plays an important role in effective communication.

**1 point**

True

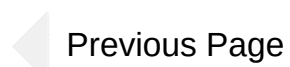
False

**No, the answer is incorrect.**

**Score: 0**

**Accepted Answers:**

*True*

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