

Unit 3 - Week 1: Communication skills 1: the basics

Course outline

How does an NPTEL online course work?

week 0

Week 1: Communication skills 1: the basics

- Lecture 1: Understanding the Communicative Environment – I
- Lecture 2: Understanding the Communicative Environment – II
- Lecture 3: What to listen for and why?
- Lecture 4: When to speak and how?
- Lecture 5: Starting and Sustaining a Conversation

○ Quiz : Assignment 1

- Week 1 Feedback Form
- Week 1 Lecture Material

Week-2: Communication skills 2 : presentation and interaction

Week 3: Communication skills 3 : Visual, nonverbal and aural communication

Week-4: Interpersonal communication 1: individuals, groups and cultures

Week 5: Interpersonal communication 2: emotional and social skills

Week 6: Developing key traits 1: creativity, critical thinking and problem solving

Week 7: Motivation, persuasion, negotiation and leadership

Week 8: Essential and vocational skills: survival strategies

Text Transcripts

Books

Download Videos

Detailed Assignment Solution

Assignment 1

The due date for submitting this assignment has passed.
As per our records you have not submitted this assignment.

Due on 2020-02-12, 23:59 IST.

1) Communication is the transmission of 1 point

- A. Information
B. Meaning

- i. Only A is correct.
ii. Only B is correct.
iii. Both A & B are correct.
iv. Neither A nor B is correct.

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

iii.

2) A person has a sore throat and is unable to speak. This is an example of 1 point

- i. Physical barrier
ii. Psychological barrier
iii. Physiological barrier
iv. Language barrier

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

iii.

3) Noise does the following 1 point

- A. Enhances a message
B. Causes listeners to listen to messages more carefully
C. Distorts or interferes with a message
D. Helps in decoding messages

- i. All A, B, C & D are correct.
ii. Only C is correct.
iii. Only A, B & C are correct.
iv. Only A, B & D are correct.

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

ii.

4) As Gishma participates in her study group meeting, she uses her hands to play with her pencil, which indicates the use of nonverbal behavior as a(n) _____ 1 point

- i. Illustrator
ii. Regulator
iii. Emblem
iv. Adaptor

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

iv.

5) Swati is a primary school teacher. While teaching, she continuously places her forefinger on her lips. This signal is 1 point

- i. Known as an emblem which is a voluntary act and can be translated directly into words
ii. Known as an emblem which is an involuntary act and cannot be translated directly into words
iii. Known as an emblem which is a voluntary act and cannot be translated directly into words
iv. Known as an emblem which is an involuntary act and can be translated directly into words

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

i.

6) Sita enjoys listening to Lata Mangeskar's song. Which type of listening is active here? 1 point

- i. Critical listening
ii. Appreciative listening
iii. Diplomatic listening
iv. Empathetic listening

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

ii.

7) Which of the following indicates that a person is NOT listening? 1 point

- i. He/ She does not ask any questions
ii. He/ She summarizes occasionally
iii. He/ She manages his/her attitudes to the talk
iv. He/ She makes eye contact

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

i.

8) In the context of listening, the 'practice of taking crap' involves 1 point

- i. Listening patiently to things which you do not agree and not reacting aggressively
ii. Listening patiently to things which you agree and not reacting aggressively
iii. Listening impatiently to things which you do not agree and reacting aggressively
iv. Listening impatiently to things which you agree and not reacting aggressively

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

i.

9) Conversation control means that, through practice, you can control the conversation of: 1 point

- i. your opponent
ii. your own self
iii. the whole group
iv. someone else

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

ii.

10) The "I" habit is the habit of: 1 point

- i. Talking about audience
ii. Talking about ourselves
iii. Talking about colleagues
iv. Talking about friends

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

ii.

11) When content load of any message increases, the ability to _____ decreases. 1 point

- i. Remember
ii. Transfer
iii. Encode
iv. Speak

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

i.

12) Which of the following is NOT an example of bad conversation style? 1 point

- i. Poor intonation
ii. Fast speaking
iii. Lack of pauses
iv. Variation in tone

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

iv.

13) Summarizing given facts while speaking is an act of: 1 point

- i. Comprehension
ii. Repetition
iii. Shortening
iv. Elaborating

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

i.

14) According to various researches on gender communication, _____ display more "submissive" postures and gestures such as the head tilt, open palm display, constricted arm and leg positions, and moderate postural tension. 1 point

- i. Men
ii. Women

- i.
 ii.

No, the answer is incorrect.

Score: 0

Accepted Answers:

i.

15) Which of the following is NOT necessary for listening properly? 1 point

- i. Patience
ii. Empathy
iii. Apathy
iv. Alertness

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.

Score: 0

Accepted Answers:

iii.