

Unit 6 - Week-4: Interpersonal communication 1: individuals, groups and cultures

Course outline

How does an NPTEL online course work?

week 0

Week 1: Communication skills 1: the basics

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

● Lecture 16: Building Relationships

● Lecture 17: Understanding Group Dynamics - I

○ Lecture 18: Understanding Group Dynamics - II

○ Lecture 19: Groups, Conflicts and their Resolution

● Lecture 20: Social Network, Media and Extending Our Identity

○ Quiz : Assignment 4

○ Week 4 Feedback Form

○ Week 4 Lecture Material

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

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Detailed Assignment Solution

Assignment 4

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

Due on 2020-02-26, 23:59 IST.

1) Kinesics is a type of _____ communication strategy used for conflict management. 1 point

- i. Nonverbal
- ii. Verbal

- i.
 ii.

No, the answer is incorrect.
Score: 0

Accepted Answers:
i.

2) _____ is a conflict which occurs between two or more members of the same group or team. 1 point

- i. Intergroup conflict
- ii. Intragroup conflict
- iii. International conflict
- iv. None of the above

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
ii.

3) What is the meaning of the *Greek* work from which 'dynamics' has been derived? 1 point

- i. Strength
- ii. Power
- iii. Force
- iv. Authority

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
iii.

4) Which factor plays an important role in the self-disclosure stage of formulating a relationship? 1 point

- i. Trust and mutual exchange of thoughts
- ii. Relationship potential
- iii. Giving information
- iv. All of the above

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
i.

5) Which of the following formal groups members are brought together to accomplish a narrow range of goals within a specified time period? 1 point

- i. Command groups
- ii. Functional groups
- iii. Interest groups
- iv. Task groups

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
iv.

6) An assembly or collection of people is not considered as a group unless it has a _____. 1 point

- i. proper work place
- ii. common goal
- iii. good behavior
- iv. decent communicating ability

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
ii.

7) Which of the following factors affects group behavior? 1 point

- i. Group member resources
- ii. Group processes
- iii. Group tasks
- iv. All of the above

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
iv.

8) The study of _____ helps us to recognize the formation of a group and states how the group should be organized, lead and promoted. 1 point

- i. Group dynamics
- ii. Group behavior
- iii. Effective communication
- iv. Group formation

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
i.

9) Ramesh is a great cricket fan. Mohit wanted to have a conversation with him, so he started with the game of Cricket and talked about Sachin Tendulkar to make Ramesh comfortable. They shared their views about cricket and some other common thoughts, and ended up with a good conversation. Which stage of formation of relationship does the above statement indicate? 1 point

- i. Rapport building
- ii. Ground breaking
- iii. Acquaintance
- iv. Negotiation

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
ii.

10) In the Tuckman model of group development, groups at the _____ stage is marked by a more serious concern about task performance. The dyads/triads begin to open up and seek out other members in the group. 1 point

- i. Forming
- ii. Adjourning
- iii. Storming
- iv. Norming

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
iv.

11) Which style of conflict management attempts to balance the needs of both or all sides in a conflict by encouraging everyone to give in on at least some points? 1 point

- i. Avoiding style
- ii. Forcing style
- iii. Accommodating style
- iv. Compromising style

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
iv.

12) Which of the following is an example of Moderate relationship? 1 point

- i. Relationship between father and daughter
- ii. Relationship between shopkeeper and customer
- iii. Relationship between a ticket-collector and passenger
- iv. Relationship between two colleagues of an institute

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
iv.

13) Which of the following is correct? 1 point

- i. Large scale networks are examples of macro level of social networking.
- ii. Social networking is a recent phenomenon. It did not exist in ancient times.
- iii. To improve networking, one should make friends with everybody online.
- iv. None of the above

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
i.

14) Sukanya has many friends on Facebook. They are friends from his college. She and her friends regularly share information regarding class notes, test papers, syllabus etc. on Facebook. They also share their personal and group photos. Which level of networking is this? 1 point

- i. Meso Level
- ii. Macro Level
- iii. Micro Level
- iv. None of the above

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
iii.

15) Read the following case carefully. 1 point

Mohit is a 21 year old, working in the corporate sector. He has many contacts on Facebook although he does not know most of them because whoever sends a 'friend request' to him, he accepts and when he finds automated friend suggestions by Facebook, he sends friend requests to them too. In this way he has a huge number of contacts online and the list is increasing daily. He spends 2 hours daily on Facebook writing status updates, uploading her photos and posting various kinds of things. However, he seldom reads others' posts or does follow ups.

Now choose the most appropriate option.

- i. Mohit has very good online social networking skills.
- ii. Mohit has very bad online social networking skills.
- iii. Mohit's online social networking skills need to be improved.
- iv. Mohit's long list of contacts indicates that she knows very how to make friends and maintain friendship on social networks.

- i.
 ii.
 iii.
 iv.

No, the answer is incorrect.
Score: 0

Accepted Answers:
iii.