

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
Week 5: Interpersonal communication 2: emotional and social skills
<ul style="list-style-type: none"> Lecture 21: How Emotionally Mature Are You Lecture 22: Improving Your Emotional Intelligence Lecture 23: Empathy Lecture 24: Intrapersonal Communication Lecture 25: Change Management
Quiz : Assignment 5
Week 5 Feedback Form
Week 5 Lecture Material
Week 6: Developing key traits 1: creativity, critical thinking and problem solving
Week 7: Motivation, persuasion, negotiation and leadership
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Text Transcripts
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Detailed Assignment Solution

Assignment 5

The due date for submitting this assignment has passed. **Due on 2020-03-04, 23:59 IST.**
 As per our records you have not submitted this assignment.

- 1) Selective perception takes place in a communication cycle wherein the receiver in the communication process selectively sees and hears elements of communication based on _____ experience, background, and other personal characteristics.
- sender's
 - receiver's own
 - situational
 - psychological
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 ii.
- 2) Which of the following is an example of intrapersonal communication?
- Talking in telephone
 - Day-dreaming
 - Interacting in social media
 - None of the above
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 ii.
- 3) What is the basic feature of an intrapersonal communication?
- Self-concept
 - Expectation
 - Persuasion
 - None of the above
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 i.
- 4) Change management is a systematic approach to deal with change both from the perspective of the _____.
- organization and employees
 - CEO and employees
 - Board of directors and employees
- i.
 ii.
 iii.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 i.
- 5) Vision realization, plant modernization and strategy planning are _____ strategies.
- Conflict management
 - Negotiating
 - Change management
 - Monitoring
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 iii.
- 6) Organizational change occurs when:
- forces for change strengthen
 - restraining forces lessen
 - both processes occur simultaneously
- Only A is correct.
 - Only A & B is correct.
 - Only A & C are correct.
 - All A,B&C are correct.
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 iv.
- 7) What are the components of Emotional Intelligence?
- Social Skills
 - Self-determination
 - Self-awareness
 - Self-efficacy
 - Self-esteem
- Only A and E are correct
 - Only A and C are correct
 - Only B, C and E are correct
 - Only A and E are correct.
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 ii.
- 8) Empathy is the ability to understand the emotional makeup of other people.
- True
 - False
- i.
 ii.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 i.
- 9) Who popularized the term "Emotional Intelligence?"
- Salovey& Mayer
 - Teresa Amabile
 - Daniel Goleman
 - Boyatzis
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 iii.
- 10) Where resides "the seat of all passions" in brain?
- Hippocampus
 - Amygdala
 - Intrinsic Motivation
 - Dopamine
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 ii.
- 11) In one of the techniques of enhancing Emotional Intelligence i.e. emotional management, the person should be able to
- Take responsibility for one's own emotions that influences cognition
 - To turn negative emotions into positive learning and growing opportunities
 - Understand her and others' emotions and deal with that situation
 - All the above
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 iv.
- 12) Do you think incorporating feelings into analysis, reasoning, problem solving and decision making help improving your EI?
- Yes
 - No
- i.
 ii.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 i.
- 13) Which of the following is NOT a component of Daniel Goleman's five key elements of empathy?
- Understanding others
 - Developing others
 - Having a service orientation
 - Leveraging uniformity
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 iv.
- 14) Which of the following statements is INCORRECT?
- Empathy increases prosocial behaviors
 - Becoming more inclusive is a barrier to becoming more empathic.
 - The term empathy has emotion oriented connotation.
 - Empathy is biologically driven.
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 ii.
- 15) Choose expression/s from the following statements that express/es empathy clearly.
- I recognize how you feel.
 - Things are bad for you; you seem as though you need help.
 - Both A and B.
 - Neither A nor B
- i.
 ii.
 iii.
 iv.
- No, the answer is incorrect.
 Score: 0
 Accepted Answers:
 i.