

Unit 3 - Week 2

Course outline

How to access the portal?

Week 1

Week 2

Positive Thinking

Telephonic Communication Skills

Telephonic Communication Skills Part 2

Communicating Without Words

Paralanguage

Quiz : Assignment 2

Week 3

Week 4

Week 5

Week 6

Week 7

Week 8

Week 9

Week 10

Week 11

Week 12

Text Transcripts

Assignment 2

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

Due on 2019-08-21, 23:59 IST.

1) Positive Thinking enables a person to become all of the following options except one. Choose the odd one. **1 point**

- A good leader
- A good entrepreneur
- A person who can always take risks
- One who never takes chances

No, the answer is incorrect.
Score: 0

Accepted Answers:
One who never takes chances

2) Which among these is the way to develop positivism? **1 point**

- Believe in your abilities.
- Enhance your skills.
- Take right paths.
- All of the above.

No, the answer is incorrect.
Score: 0

Accepted Answers:
All of the above.

3) Johari Window is a process devised by American psychologists _____ . **1 point**

- Joseph Luft and Harry Ingham
- William James and Carl Jung
- James Frazer and Joseph Campbell
- Sigmund Freud and Jacques Lacan

No, the answer is incorrect.
Score: 0

Accepted Answers:
Joseph Luft and Harry Ingham

4) Which among these is not a part of the Johari Window? **1 point**

- Open Self
- Hidden Self
- Sighted Self
- Unknown Self

No, the answer is incorrect.
Score: 0

Accepted Answers:
Sighted Self

5) _____ can help one to reduce Blind Area. **1 point**

- Sensitive feedback
- Hidden agendas
- Open area
- Process of self-discovery

No, the answer is incorrect.
Score: 0

Accepted Answers:
Sensitive feedback

6) To be sincere while receiving the call we must **1 point**

- Let the bell ring and ring
- Create a visual image of the person we are talking to
- Not identify ourselves immediately
- None of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
Create a visual image of the person we are talking to

7) Which one among these does not define a voicemail? **1 point**

- It is a substitute to short memos and phone calls.
- It increases excess of inter-office paper work.
- It solves time zone difficulties.
- It is used for goodwill and positive messages.

No, the answer is incorrect.
Score: 0

Accepted Answers:
It increases excess of inter-office paper work.

8) Which one of the following is associated with Kinesics? **1 point**

- Personal appearance
- Time
- Space
- Colour

No, the answer is incorrect.
Score: 0

Accepted Answers:
Personal appearance

9) Crossing the arms is a sign of **1 point**

- Being attentive
- Being formal
- Intimacy
- Defensiveness

No, the answer is incorrect.
Score: 0

Accepted Answers:
Defensiveness

10)What one of these is not true about pauses we take during our speech? **1 point**

- It can emphasize or dramatize a point.
- It separates one unit of thought from another.
- It signals both the beginning and the end of a sentence.
- It does not help in any way during a conversation.

No, the answer is incorrect.
Score: 0

Accepted Answers:
It does not help in any way during a conversation.

11)Which among these is correct about report writing? **1 point**

- Report is written on demand
- In report writing audience is not assured
- It is subjective in approach
- It does not have a fixed structure

No, the answer is incorrect.
Score: 0

Accepted Answers:
Report is written on demand