

QuestionBank
eMHA - 110 Subjective Effective Communication and N

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1.

Write a detailed note on Negotiation. Is the goal of negotiation to maximize your economic outcome at all costs? Why or why not? Is it ethical to do so?

(Maximum Marks: 10)

2.

Prateek is working in a multinational company in Noida. He was running a temperature for the last many days. When his blood was tested, he was found to be positive for Malaria and admitted in a hospital and blood transfusion was advised by the doctors as his condition was very serious.

One of his colleagues sent text message to his superior Mr. B Chatterjee. Mr. Chatterjee sent text message to the employees to donate blood for the Prateek.

When the company's General Manager knew about it, he ordered for fumigation in the company premises and cleaning the surroundings.

- a) From the above paragraph, quote the lines that indicate formal and informal communications.
- b) State any two two features of Formal and Informalcommunication.

(Maximum Marks: 10)

3.

Write a note on Managing Assertively.

(Maximum Marks: 5)

4.

"Just as authority is the key to the managerial job, delegation of authority is the key to organisation" Discuss with special reference to the fundamental principles of delegation?

(Maximum Marks: 5)

1.

BATNA is an acronym for what?

- (A) By Advancing The Negotiator's Agenda
- (B) Best Advice is To Negotiate Adversarially
- (C) Best Alternative To a Negotiated Agreement
- (D) None of the given options

Correct Option(s): C

2. _____ providing explanations to opponents about mitigating circumstances driving one's negotiation needs, which is communicated during negotiations.

- (A) Information about alternatives
- (B) Offer and counteroffer
- (C) Information about Outcomes
- (D) Social Accounts

Correct Option(s): D

3. Which of the following is not a guideline for constructive feedback?

- (A) understand the context
- (B) use common language
- (C) make assumption
- (D) focus on behaviour rather than people

Correct Option(s): C

4. A win-win negotiation

- (A) means a competitive approach, often supported by some manipulative and quite possibly with deceptive negotiation tactics.
- (B) means willing to cooperate in order to gain some of his/her goals but also to let us achieve some of ours.
- (C) means that all parties end up being worse off.
- (D) None of the given options

Correct Option(s): B

5. The ego state most preferred for optimum functioning and relationship

- (A) parent
- (B) child
- (C) adult
- (D) None of the given options

Correct Option(s): C

6.

Which of these should be avoided for active listening

- (A) conversational interaction
- (B) predicting
- (C) team listening
- (D) listening and note taking

Correct Option(s): B

7. Which of the following statements about mirroring body language is true?

- (A) Echoing a person's body language is something that works because everyone is aware it is happening.
- (B) Being aware of positive body language prevents you from accidentally communicating something negative.
- (C) Looking in all directions when listening to someone shows you are thinking about what they are saying.
- (D) Building rapport with someone through mirrored body language is something that is easily noticed.

Correct Option(s): C

8. All of the following activities are ways you can understand others' needs at work, EXCEPT:

- (A) Making decisions first; then, asking your coworkers for their input.
- (B) Considering others' perspectives when making decisions.
- (C) Asking questions to show you are listening and want to understand others' opinions.
- (D) Keeping communication lines open to make sure you understand others' feelings.

Correct Option(s): A

9. Why is it important for managers to give positive feedback to their employees, even if they feel unappreciated themselves?

- (A) Especially when a manager feels unappreciated, they need to be careful their employees aren't feeling negative, too.
- (B) Most organizations don't appreciate their employees, so it's not important to give positive feedback.
- (C) If a manager is feeling unappreciated, it's acceptable to pass on that feeling to employees.
- (D) Positive feedback is saved for top-level managers.

Correct Option(s): A

10. To excel in group discussions, it is important to develop

- (A) Listening Skills
- (B) Interactive Skills
- (C) Speaking Skills
- (D) None of the given options

Correct Option(s): B

11. What is the most appropriate response when a patient's behaviour or comments during an office visit trigger anger or negative emotions in the physician?

- (A) Confront the patient immediately.
- (B) Recognize these emotions and maintain control.
- (C) Ignore the comments and send in a resident to see the patient.
- (D) End the visit and schedule a follow-up with another physician.

Correct Option(s): B

12. Effective communication presupposes

- (A) Nonalignment
- (B) passivity
- (C) understanding
- (D) domination

Correct Option(s): C

13.

The behavioral aspect of empathy requires listeners to _____.

- (A) demonstrate they are listening by using both verbal and nonverbal cues
- (B) ignore when someone is upset
- (C) interpret another person's feelings by taking into account both nonverbal cues and situational factors
- (D) project their own feelings onto the speaker by using both verbal and nonverbal cues

Correct Option(s): A

14. A nurse may repeat a client's statement such as "I am too tired to even think" with, "Did you mean that you are too tired now to continue with this education?" is an example of:

- (A) reflection
- (B) observation
- (C) paraphrasing
- (D) open ended questions

Correct Option(s): C

15. Employee resistance is often common when you delegate a task. How would you respond to the employee who seems hesitant to take on the task and expresses a fear of failure?

- (A) Take your time in going through the 8 delegating steps.
- (B) Go through the 8 steps and ask your employee his/her biggest concern or fear. Really listen closely and calmly discuss the fears, while pointing out your confidence in the employee and the value of frequent milestones and check ins.
- (C) Tell the employee that he/she is a slacker and it's time to pull some more weight in the department.
- (D) Agree with the employee's concern and rescind the delegated task.

Correct Option(s): B

16. Pick from the following one of the the advantages of delegation for a manager.

- (A) Managers can measure the success of their staff easily.

- (B) Subordinate feels trusted.
- (C) The work becomes more interesting and rewarding.
- (D) None of the given options

Correct Option(s): B

17. Which is NOT true of assertive communication?

- (A) It expresses feelings clearly and directly.
- (B) It does not judge or dictate to others.
- (C) It treats others with respect and dignity.
- (D) It ensures that communicators can always get what they want.

Correct Option(s): D

18. A leader who is High on Assertiveness and High on Expressiveness has ____ type of communication style:

- (A) Direct
- (B) Spirited
- (C) Considerate
- (D) Systematic

Correct Option(s): B

19.

Given below are two statements - One labelled as Assertion (A) and the other is labelled as Reason (R).

Assertion (A) : more effective communication occurs when source and receiver are homophilous.

Reason (R): Source and receiver use same language and words to stimulate similar meaning.

In the light of above statement answer from the options given below

- (A) Both (A) and (R) are correct and (R) is the correct explanation of (A)
- (B) Both (A) and (R) are correct but (R) is NOT the correct explanation of (A)
- (C) (A) is correct but (R) is not correct
- (D) (A) is not correct but (R) is correct

Correct Option(s): A

20.

The competence of an effective communicator can be judged on the basis of

- (A) Personality of the communicator
- (B) Experience in the field
- (C) inter activity and target audience
- (D) Meeting the needs of target audience

Correct Option(s): D

