

MCM301
Communications Skills

Solved by

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Question:

Intrapersonal communication processes depend upon communicators'

Options:

- ☐ Frame of reference
- ☐ Creativity
- ☐ Self-talk
- ☒ **All of the above.**

Question:

If a person is communicating with his friend on telephone then it will be:

Options:

- ☐ Intrapersonal communication
- ☐ Mass communication
- ☒ **Mass communication**
- ☐ None of the above

Question:

Which one of the following statement is correct about communication?

Options:

- ☐ Communication can solve all problems.
- ☐ Communication skills are not learnt.
- ☒ **Communication is dynamic, not static.**
- ☐ Communication is just an information transfer.

Question:

Which one of the following is not a part of electronic media?

Options:

- ☐ Radio
- ☐ Television
- ☐ Film

☐ **Brochure**

Question:

Downward communication flows from people at higher levels to those at lower levels in an organization. Primary function of downward communication is to provide:

Options:

- ☐ Organizational policies and procedures
- ☐ Feedback about employees' performance
- ☐ Organizational goals and objectives
- ☐ **All of the above.**

Question:

Which one of the following is a mass medium of communication?

Options:

- ☐ Television
- ☐ Radio
- ☐ Newspaper
- ☐ **All of the above**

Question:

The five steps involved in a communication process appear in a specific order. Which one of the following is the right order?

Options:

- ☐ IdeaàChannelàEncodingàDecodingàFeedback
- ☐ **Ideaà EncodingàChannelàDecodingàFeedback**
- ☐ ChannelàIdeaàEncodingàFeedbackàdecoding
- ☐ IdeaàDecodingàChannelàEncodingàfeedback

Question:

Probing in a communication process is:

Options:

- ☐ **An attempt to gain additional information**
- ☐ Making judgments
- ☐ An attempt to explain what the sender meant
- ☐ None of the above

Question:

Self Talk is also called as:

Options:

- ☐ Mediated communication
- ☐ Interpersonal communication
- ☒ **Imagined communication**
- ☐ Person-Group communication

Question:

Creating and holding a mental image of the person with whom you are conversing by telephone will:

Options:

- ☐ Give the impression the other person is important.
- ☒ **Help you keep the conversation focused on the other person.**
- ☐ Make your voice sound professional.
- ☐ Minimize the potential for in-person interruptions.

Question:

The person who attaches meaning to a message is called:

Options:

- ☐ Sender
- ☐ Encoding
- ☐ Transmitter
- ☒ **Receiver**

Question:

The eye is capable of processing 500-million bits of information per second, however the brain can only compute about _____ bits of information per second.

Options:

- ☐ 400
- ☒ **500**
- ☐ 600
- ☐ 650

Question:

_____ is an automatic psychological process of receiving aural stimuli.

Options:

- ☐ Listening
- ☒ **Hearing**
- ☐ Speaking
- ☐ None of these

Question:

Some misconceptions about communication are

Options:

- ☐ Communication solves all problems
- ☐ Communication physically breaks down
- ☐ The meaning we attach to a word will be the meaning everyone else attaches to
- ☒ **All of the given options**

Question:

Specialized vocabulary is known as:

Options:

- ☐ Equivocal terms
- ☒ **Jargon**
- ☐ Trigger words
- ☐ Biased language

Question:

A thesis statement is a _____ in sentence form

Options:

- ☒ **Declarative statement**
- ☐ Direct statement
- ☐ Indirect statement
- ☐ Straight statement

Question:

_____ is a sentence that does not express the feeling, conditions, opinions and attitude.

Options:

- ☐ Thesis statement.
- ☐ Indirect statement

- ☐ Direct statement
- ☐ **Straight statement**

Question:

A _____ is a strong statement designed to evoke a powerful emotional response.

Options:

- ☐ **Startling statement**
- ☐ Indirect statement.
- ☐ Direct statement
- ☐ Straight statement

Question:

All of the following are the tools for getting audience attention, except:

Options:

- ☐ Startling statement
- ☐ Stories
- ☐ Rhetorical questions
- ☐ **Conclusion**

Question:

Deductive and inductive are the types of _____ order.

Options:

- ☐ Spatial
- ☐ Chronological
- ☐ Topical
- ☐ **Logical**

Question:

In which speech, speaker does not have time to analyze the audience

Options:

- ☐ Manuscript
- ☐ Memorized
- ☐ **Impromptu**
- ☐ Extemporaneous

Question:

If your objective is to train a new computer consultant, what will be your general goal or general purpose

Options:

- ☒ **To inform**
- ☐ To persuade
- ☐ To teach
- ☐ To entertain

Question:

Which of the following statement explains mediated communication?

Options:

- ☐ Mediated communication occurs when two (or a few) people use loud speaker to
- ☒ **Mediated communication occurs when two (or a few) people use some**
- ☐ Mediated communication occurs when people try to communicate at mass level.
- ☐ Mediated communication occurs when a group of people uses email to send a

Question:

When superiors provide directions to their subordinates regarding what to do, this is known as a type of _____ communication.

Options:

- ☐ Upward
- ☐ Horizontal
- ☒ **Downward**
- ☐ Lateral

Question:

After listening to Ayesha's long speech, Beenish told her what she understood from her long talk. Which form of listening it is?

Options:

- ☐ Empathic listening
- ☐ Critical listening
- ☒ **Active listening**
- ☐ Preferential listening

Question:

When working to create and maintain a favorable relationship with a receiver, a sender should:

Options:

- ☐ Do just what the receiver expects.
- ☐ Impress the receiver by using technical terms.
- ☐ Stress mutual interests and benefits.
- ☐ **Use positive wording.**

Question:

If a manager asks his assistant to compile a report on the overall performance of the department, which forms of communication it, will be?

Options:

- ☐ Upward communication
- ☐ Intrapersonal communication
- ☐ **Downward communication**
- ☐ Lateral communication

Question:

Drafting stage starts after

Options:

- ☐ Planning
- ☐ Organizing
- ☐ **Both 1 and 2**
- ☐ None

Question:

Which is NOT true for creating effective opening paragraph?

Options:

- ☐ Keep the beginning paragraph fairly short.
- ☐ Use a you-viewpoint in the opening
- ☐ Make sure the beginning is appropriate for the reader
- ☐ **Don't consider your reader**

Question:

Ending paragraph provides you the opportunity to

Options:

- ☐ Concentrate on the action you desire the reader to
- ☐ Show courtesy towards the reader.

- ☐ Both 1 and 2
- ☐ None of above

Question:

Ending paragraph provides you the opportunity to

Options:

- ☐ Concentrate on the action you desire the reader to
- ☐ Show courtesy towards the reader.
- ☐ Both 1 and 2
- ☐ None of above

Question:

Audience information i.e. age, gender, education, occupation and socioeconomic status falls into the category:

Options:

- ☐ Demographic factors
- ☐ Psychographic factors
- ☐ Geographic factors
- ☐ All of the given options

Question:

Generally there are _____ kinds of newspaper indexes

Options:

- ☐ Three
- ☐ Four
- ☐ Five
- ☐ None of the given options.

Question # 1 of 15

All of the following are the purposes of introduction except

Select correct option:

- Getting the audience's attention
- Introducing your thesis

- Establishing your rapport or credibility with the audience
- Avoid to the audience

Question # 2 of 15

All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?

Select correct option:

- Resistance to change
- Resentment of the presenter
- Repetition of behavior that is successful for the detractor
- Reappearance of the presenter

Question # 3 of 15

At what point does an introduction begin?

Select correct option:

- It begins the moment you address the audience.
- It begins at the middle of your speech.
- It begins at any moment during your speech.
- All of the given options

Question # 4 of 15

Q&A is an abbreviation of which of the following?

Select correct option:

- Quest and availability
- Question and answer
- Question and anticipation
- Query and audience

Question # 5 of 15

A presenter can prepare effective responses by which of the following?

Select correct option:

- Anticipating
- Answering
- Revising
- All of the given options

Question # 6 of 15

An effective presenter uses pitch changes to indicate a change in the message. At the end of a sentence, raising the pitch signifies which of the following?

Select correct option:

- A question
- Statement
- Speech
- Confess

Question # 7 of 15

Visual aids perform which of the following functions?

Select correct option:

- Emphasizing important points
- Illustrating how things work
- Illustrating how things related to one another
- All of given option

Question # 8 of 15

Where does immediacy come from during a presentation?

Select correct option:

- Looking at your notes (not much sure)
- Standing
- Dressing with authority
- Making eye contact

Question # 10 of 15

How can the credibility of a presenter be increased?

Select correct option:

- Being well dressed and well groomed
- Complimenting the audience
- Demonstrating your sincerity

- All of the given options

Question # 11 of 15

A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:

Select correct option:

- Informative speech
- Ceremonial speech
- Persuasive speech
- None of the given options

Question # 12 of 15

Which of the following option of anticipating part of speech can reveal questions and concerns that may be raised during presentation?

Select correct option:

- Previous experience
- Common concerns
- Planning
- Input from associates

Question # 13 of 15

Which of the following refers to the degree of highness or lowness of a sound?

Select correct option:

- Pitch
- Speed
- Volume
- Rate

Question # 14 of 15

Business associates can be a helpful source for:

Select correct option:

- Identifying probable questions and objections
- Can reveal questions and concerns
- It is helpful to recall the questions
- None of the given options

Question # 15 of 15

A presenter who consistently speaks at a rapid rate may be perceived as:

Select correct option:

- To be nervous
- Impatient
- Hurried
- All of given option

Question # 1 of 10

All of the following steps are found in the planning stage of business writing, EXCEPT:

Select correct option:

- Determine your purpose
- Consider your reader
- Choose your idea
- Proofreading

Question # 2 of 10

Which of the following is NOT the stage of effective business writing?

Select correct option:

- Planing Stage
- Drafting Stage
- Organizing Stage
- Theater Stage

Question # 3 of 10

Which of the following is the most appropriate opening for an invitation to a fund-raising event?

Select correct option:

- Explain the purpose of the event . (I think)
- Give details of the event.
- Extend the invitation
- Remind the recipient to bring a checkbook

Question # 4 of 10

Which of the following are central features of a group?

Select correct option:

- Interaction
- Mutual influence
- Interdependence
- All of the given options

Question # 5 of 10

Letters of invitation include:

Select correct option:

- Speaking invitations
- Informal social invitation
- Formal social invitations
- All of the given options

Question # 6 of 10

The direct plan can be used for which one of the following?

Select correct option:

- Sales messages
- Request refusals
- Claims
- None of the given options (I think)

Question # 7 of 10

Which of the following type of letter is used to request general information rather than answers to specific questions?

Select correct option:

- Direct Request
- Indirect request (Indirect – Inquiry Letters)
- Claim
- Order

Question # 8 of 10

Which of the following is not a part of writing plan of a reservation letter?

Select correct option:

- A fast-start opening which identifies the type of room desired and the days needed
- A section which mentions arrival and departure times
- A section describing the quality of the room you booked in the other hotel
- A courteous, action-oriented closing, which mentions your desire for a confirmation

Question # 9 of 10

In a direct request letter, request can be presented in:

Select correct option:

- Closing paragraph
- Closing sentence
- First sentence
- None of the given options

Question # 10 of 10

Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?

Select correct option:

- V-formation
- Modified T-formation
- T-formation
- U-formation

Question # 1 of 15

In a direct request letter, request can be presented in:

Select correct option:

- Closing paragraph

- Closing sentence
- First sentence
- None of the given options

Question # 2 of 15

Types of media used to direct information upward are:

Select correct option:

- Reports, interoffice memos and supervisor subordinate conferences
- Letters, newspapers and radio
- Newspapers, books and interoffice memos
- TV, radio and wall chalking

Question # 3 of 15

While writing a letter to inquire about the people, one should keep in mind all of the following, except:

Select correct option:

- Respect human rights, both legal and moral
- Ask only for info related to the job
- Stress unrelated information/ facts
- Structure the questions around the job

Question # 4 of 15

All of the following are the elements of communication process. EXCEPT:

Select correct option:

- Sender
- Message
- Channel
- Creativity

Question # 5 of 15

If a modern organization uses the mediums like reports, conferences or interoffice memos to communication with the people working in the organization, what type of communication it will be?

Select correct option:

- Internal communication
- External communication
- Interpersonal communication
- Interchange communication

Question # 6 of 15

All of the following statements about groups are true, EXCEPT:

Select correct option:

- Group members strive to achieve some common purpose
- Group members influence and are influenced by one another
- Group members are interdependent
- Group members must interact face-to-face .

Question # 7 of 15

Nonverbal messages are extremely important because _____.

Select correct option

- They comprise well over half of our communication in face-to-face settings.
- They are often more reliable because they are hard to fake.
- In a number of situations, we rely on them more than on verbal cues.
- Of all of the given reasons (I think)

Question # 8 of 15

Diversity is important to the success of groups. What does it mean?

Select correct option:

- Group members should tolerate diversity
- Group members should encourage and support diversity
- Group members should be honest in their personal views toward diversity
- Co-cultures can contribute to group dysfunction if differences dominate group goals

Question # 9 of 15

Which of the following is the most appropriate opening for an invitation to a fund-raising event?

Select correct option:

- Explain the purpose of the event.
- Give details of the event.

- Extend the invitation
- Remind the recipient to bring a checkbook.

Question # 10 of 15

Which of the following would be a negative result of failing to analyze the audience properly?

Select correct option:

- Assuming that gender stereotypes still hold true
- Offending audience members with a position that is contrary to their religious/moral beliefs
- Using jargon or vocabulary that is inappropriate for the audience's educational level
- All of given options (I think)

Question # 11 of 15

In which process two people i.e. sender and the receiver are thinking at the same time?

Select correct option:

- Listening
- Hearing
- Writing
- Speaking

Question # 12 of 15

In a disappointing newsletter:

Select correct option:

- It is important to apologize.
- Apology can be made with reason.
- No apology is offered for the decision.
- None of the given options

Question # 13 of 15

The degree to which you and others share common meanings for words will depend on:

Select correct option:

- The diversity of your backgrounds
- The extent to which you share common backgrounds and experiences
- The extent to which you share common approaches
- None of the given options

Question # 14 of 15

While preparing for effective business writing Planning Stage involves all of the following, EXCEPT:

Select correct option:

- Choosing appropriate clothes
- Considering your reader
- Determining the appropriate content
- Determining your purpose

Question # 15 of 15

Which of the following is(are) the example of public(s) that organizations communicate with, in external communication?

Select correct option:

- Consumers
- Stockholders
- Government agencies
- All of the given options

Question # 1 of 10

“His GPA in 2000(MBA) was 3.9 on a four point scale.” Which of the following is a correct and more concrete example of above statement?

Select correct option:

- His GPA was 3.9 on a four point scale (I think)
- His GPA was good in 2000.
- He got a good score in his MBA Program.
- All of the given options

Question # 2 of 10

When applied to business messages 'correctness' means all of the following, EXCEPT:

Select correct option:

- Use the right level of language
- Check accuracy of words, information and data
- Use correct grammar and punctuation
- Check font style

Question # 3 of 10

Which of the following cannot result from incomplete messages?

Select correct option:

- Loss of goodwill
- Loss of valued customers
- Loss of sales
- Gaining good name

Question # 5 of 10

Which of the following method of outlining topic presents the specific information first, followed by conclusion?

Select correct option:

- Direct method
- Indirect method
- Supporting method
- Sustaining method

Question # 6 of 10

While preparing for effective business writing Planning Stage involves all of the following, EXCEPT:

Select correct option:

- Choosing appropriate clothes
- Considering your reader
- Determining the appropriate content
- Determining your purpose

Question # 7 of 10

Writing a letter to inquire about people involve two considerations. First is the need to respect the rights – legal and moral; second is:

Select correct option:

- The need to structure the questions around the job involved
- The need to structure the questions according to your own personality and frame of mind
- The need to structure the questions keeping in mind the organization you are writing to
- The need to structure the questions with heavy vocabulary

Question # 8 of 10

Effective writers visualize the _____ before starting to write.

Select correct option:

- Story
- Reader
- Colours
- Publisher

Question # 9 of 10

Which of the following is not a guideline for courteous writing?

Select correct option:

- Respond late
- Exclude irritating expressions
- Include meaningful apologies
- Omit discourteous wording

Question # 10 of 10

Which of the following is the informal report used to communicate with individuals outside of an organization?

Select correct option:

- Letter (I think)
- Memo
- Periodical
- Magazine

Mcm 301 final term quiz file

Lec 1 to 45

4 august 2010

1. Which of the following is NOT used in oral speaking style?

Select correct option:

Mostly long sentences (I think)

Personal pronouns freely

Active voice

Contractions often

1. Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

2. Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

Listening

Hearing

Filtering

Speaking

3. Effective communication benefits the organization by:

Select correct option:

Creating positive image

Reducing cost

Increasing employee productivity

All of the given options

4. When using visuals in a presentation, which of the following should be avoided?

Select correct option:

Taking time to explain the visual.

Fitting the visual to the material being discussed.

Talking to the visual.

None of the given options (I think)

5. In order to listen more effectively, you should:

Select correct option:

Minimize distractions

Talk less

Pay attention to verbal and nonverbal cues

All of the given options

6. Effective writers visualize the _____ before starting to write.

Select correct option:

Story

Reader

Colours

Publisher

7. What does communication breakdown mean?

Select correct option:

We have been ineffective in communication.

We have been effective in communication.

We have been helpful in communication.

We physically broke communication.

8. Which one of the following is not required to keep conciseness in writing?

Select correct option:

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

9. Which one of the following pattern is especially effective if the audience already knows that the problem exists?

Select correct option:

Problem/solution order

Cause/effect order

Deductive order

Inductive order

Question # 2 of 10 (Start time: 03:36:23 PM) Total Marks: 1

Diversity is important to the success of groups. What does it mean?

Select correct option:

Group members should tolerate diversity

Group members should encourage and support diversity

Group members should be honest in their personal views toward diversity

Co-cultures can contribute to group dysfunction if differences dominate group goals

12. In a well planned presentation where there is no need to record information that comes up on the spot, there may be no need for:

Select correct option:

Photographic slides

Chalk or dry-erase boards

Transparencies

CD-ROM or DVD

13. _____ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.

Select correct option:

Compromise

Compulsion

Impulsion

Perception

14. How can the credibility of a presenter be increased?

Select correct option:

Being well dressed and well groomed

Complimenting the audience

Demonstrating your sincerity

All of the given options

15. Which of the following would be the least helpful source when conducting audience research?

Select correct option:

The program planner of the occasion where you are speaking

The website of the organization that has invited you to speak

Interviews of former members of the organization to whom you are invited to speak

News releases highlighting the organization to whom you will be speaking

16. Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?

Select correct option:

U-formation

Modified T-formation

Conventional classroom style

Conventional theater style

17. Which type of communication it would be when co-workers decide to meet to deal with a problem?

Select correct option:

Upward

Horizontal

Downward

Intrapersonal

18. Types of media used to direct information upward are:

Select correct option:

Reports, interoffice memos and supervisor subordinate conferences

Letters, newspapers and radio

Newspapers, books and interoffice memos

TV, radio and wall chalking

19. All of the following statements are the purposes of forming an outline for a speech EXCEPT one. Which one is it?

Select correct option:

It helps put order to the information.

It serves as a model to check your work.

It serves as a guide from which to deliver your speech.

It helps to build confusion for the listeners.

20. Which of the following is usually related to environmental factors that affect communication?

Select correct option:

Listener barrier

Sender barrier

Physical barrier

Resistance

21. In general, there are _____ of newspaper indexes:

Select correct option:

Two kinds

Three kinds

Many kinds

None of the given option

22. Diagrams are excellent for conveying all of the following, except :

Select correct option:

Information about size

Information about shape

Information about structure

Information about audience (I think)

23. When centering on the audience, you start by finding _____ that enable you to identify with them.

Select correct option:

Rare traits

Common traits

Extraordinary character

24. Speaking notes for speech should be:

Select correct option:

Legible

Unobtrusive

Detailed

Legible and unobtrusive

Question No: 1 (Marks: 1) - Please choose one

Questions and comments that an audience is likely to raise can be anticipated by considering all of the following, except:

- ▶ Previous experience
- ▶ **Rare reassurance**
- ▶ Planning
- ▶ Input from associates

Question No: 2 (Marks: 1) - Please choose one

A goodwill speech may be:

- ▶ Seemingly informative
- ▶ Presented to change attitudes
- ▶ Presented to change behaviors
- ▶ All of the given options

Question No: 3 (Marks: 1) - Please choose one

All of the following reduces communication apprehension, except:

- ▶ Rehearsing your presentation
- ▶ Speaking more often
- ▶ Taking speech courses and workshops
- ▶ **Concentrating on your nervousness**

Question No: 4 (Marks: 1) - Please choose one

Which of the following is NOT used in oral speaking style?

- ▶ **Mostly long sentences**
- ▶ Personal pronouns freely
- ▶ Active voice
- ▶ Contractions often

Question No: 5 (Marks: 1) - Please choose one

How can the credibility of a presenter be increased?

- ▶ Complimenting the audience
- ▶ Demonstrating your sincerity
- ▶ All of the given options
- ▶ Being well dressed and well groomed

Question No: 6 (Marks: 1) - Please choose one

<p>having clenched fists and constant clearing of the throat convey?</p> <ul style="list-style-type: none"> ▶ Open or confident ▶ Dictatorial or arrogant ▶ Insecure or nervous ▶ Happy or pleased 	<p>What does gripping the lectern,</p>
<p>Question No: 7 (Marks: 1) - Please choose one</p> <hr/> <p>degree of highness or lowness of a sound.</p> <ul style="list-style-type: none"> ▶ Pitch ▶ Speed ▶ Volume ▶ Rate 	<p>_____ refers to the</p>
<p>Question No: 8 (Marks: 1) - Please choose one</p> <hr/> <p>perfectly illustrates the point the presenter wants to make, is called:</p> <ul style="list-style-type: none"> ▶ Hypothetical ▶ Fictional ▶ Factual ▶ Genuine 	<p>A story, that is not true but it</p>
<p>Question No: 9 (Marks: 1) - Please choose one</p> <hr/> <p>be an appropriate beginning of speech?</p> <ul style="list-style-type: none"> ▶ Appropriate quotation ▶ Asking a rhetorical question ▶ An ordinary story ▶ A startling statement 	<p>Which of the following could not</p>
<p>Question No: 10 (Marks: 1) - Please choose one</p> <hr/> <p>one should keep in mind all of the following, EXCEPT:</p> <ul style="list-style-type: none"> ▶ A topic should be intriguing ▶ A topic should be appealing ▶ A topic should not tell too much about a speech ▶ A topic should be too vague 	<p>To select a good topic of speech</p>
<p>Question No: 11 (Marks: 1) - Please choose one</p> <hr/> <p>the least helpful source when conducting audience research?</p> <ul style="list-style-type: none"> ▶ The website of the organization that has invited you to speak ▶ The website of the organization that has invited you to speak ▶ Interviews of former members of the organization to whom you are invited to speak ▶ News releases highlighting the organization to whom you will be speaking 	<p>Which of the following would be</p>
<p>Question No: 12 (Marks: 1) - Please choose one</p> <hr/> <p>attitude toward you as the speaker is an aspect of?</p> <ul style="list-style-type: none"> ▶ Analyzing the audience ▶ Analyzing the speaker ▶ Analyzing the occasion ▶ Analyzing the audience and the speaker 	<p>Determining the audience's</p>
<p>Question No: 13 (Marks: 1) - Please choose one</p>	

demographic characteristic?	Which of the following is not a
<ul style="list-style-type: none"> ▶ Sex ▶ Age ▶ Cultural background ▶ Attitude 	
Question No: 14 (Marks: 1) - Please choose one	
the sender or on the part of the receiver can create problems or lead to _____.	Poor retention either on the part of
<ul style="list-style-type: none"> ▶ Misunderstanding ▶ Stronger friendship ▶ Better understanding ▶ Generous approach 	
Question No: 15 (Marks: 1) - Please choose one	
related to environmental factors that affect the communication?	Which of the following is usually
<ul style="list-style-type: none"> ▶ Listener barrier ▶ Sender barrier ▶ Physical barrier ▶ Resistance 	
Question No: 16 (Marks: 1) - Please choose one	
knowledge so that the he/she could:	The sender analyzes the receiver's
<ul style="list-style-type: none"> ▶ Compose the message at the proper level. ▶ Emphasize receiver benefits. ▶ Choose the approach to use in the message. ▶ Avoid making a negative impression. 	
Question No: 17 (Marks: 1) - Please choose one	
of nonverbal communication derived from the sound of the speaker's voice?	Which of the following is a type
<ul style="list-style-type: none"> ▶ Paralegalism ▶ Parallelism ▶ Paradigm ▶ Paralanguage 	
Question No: 18 (Marks: 1) - Please choose one	
form of verbal communication?	Which of the following is NOT a
<ul style="list-style-type: none"> ▶ Appearance ▶ Letters ▶ Books ▶ Reports 	
Question No: 19 (Marks: 1) - Please choose one	
nonverbal communication?	Which of the following describes
<ul style="list-style-type: none"> ▶ Non-verbal communication is writing. ▶ Nonverbal communication is interpersonal communication through nonlinguistic means. ▶ Non-verbal communication is everything including your words. ▶ Nonverbal communication is reading. 	
Question No: 20 (Marks: 1) - Please choose one	

<p>a right tip to become a better listener?</p> <ul style="list-style-type: none"> ▶ Don't provide feedback ▶ Keep an open mind ▶ Don't jump to conclusions ▶ Don't let yourself be distracted by the environment 	<p>Which one of the following is not</p>
<p>Question No: 21 (Marks: 1) - Please choose one</p> <p>_____ The belief that your own ideas are more important or valuable than those of others is an example of which barrier to listening?</p> <ul style="list-style-type: none"> ▶ Preoccupation ▶ Egocentrism ▶ Physical barriers ▶ Environmental barriers 	
<p>Question No: 22 (Marks: 1) - Please choose one</p> <p>_____ is the first element in the listening process.</p> <ul style="list-style-type: none"> ▶ Listening ▶ Hearing ▶ Filtering ▶ Speaking 	
<p>Question No: 23 (Marks: 1) - Please choose one</p> <p>_____ The degree to which you and others share common meanings for words will depend on:</p> <ul style="list-style-type: none"> ▶ The extent to which you share common backgrounds and experiences ▶ The diversity of your backgrounds ▶ The extent to which you share common approaches ▶ None of the given options 	
<p>Question No: 24 (Marks: 1) - Please choose one</p> <p>_____ Which of the following statement about communication is correct?</p> <ul style="list-style-type: none"> ▶ The meaning we associate with a word will be shared by those with whom we communicate. ▶ Effective communication skills make a significant contribution to organizational cost reduction. ▶ Meanings cannot be subjective. ▶ All of the given options 	
<p>Question No: 25 (Marks: 1) - Please choose one</p> <p>_____ Which of the following is a form of communication in which messages are sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer?</p> <ul style="list-style-type: none"> ▶ Mediated communication ▶ Mass communication ▶ Interpersonal communication ▶ Group communication 	
<p>Question No: 26 (Marks: 1) - Please choose one</p> <p>_____ Which one of the following statement defines environmental context of interpersonal communication?</p> <ul style="list-style-type: none"> ▶ It concerns your reactions to the other person. ▶ It deals with the psycho-social "where" you are communicating. ▶ It is who you are and what you bring to interaction. ▶ It deals with the physical "where" you are communicating. 	
<p>Question No: 27 (Marks: 1) - Please choose one</p>	

of communication, except:	All of the following are the levels
<ul style="list-style-type: none"> ▶ Intrapersonal Communication ▶ Mediated Communication ▶ Interpersonal Communication ▶ Frame Communication 	
Question No: 28 (Marks: 1) - Please choose one	
processes depend upon communicators all of the following qualities. EXCEPT':	Intrapersonal communication
<ul style="list-style-type: none"> ▶ Frame of reference ▶ Creativity ▶ Self-talk ▶ Dull approach 	
Question No: 29 (Marks: 1) - Please choose one	
includes:	Intrapersonal communication
<ul style="list-style-type: none"> ▶ What we think ▶ Way we think ▶ Way we communicate with ourselves ▶ All of the given options 	
Question No: 30 (Marks: 1) - Please choose one	
you work with individuals and groups on documents that are shared via computer?	What do you call to a tool that lets
<ul style="list-style-type: none"> ▶ Electronic mail ▶ Voice mail ▶ Instant messaging ▶ Computer conferencing 	
Question No: 31 (Marks: 5)	
contextual. Discuss.	Interpersonal communication is
Question No: 32 (Marks: 10)	
part in increasing employ productivity and reducing cost of the organization? Explain with examples.	How communication can play a