

1. Which of these is the third step in the listening process?
 - a. **Remembering**
 - b. Interpreting
 - c. Responding
 - d. Receiving
2. In which of these listeners puts himself in place of the speaker?
 - a. Focused listening
 - b. Evaluative listening
 - c. Attentive listening
 - d. **Empathetic listening**
3. In which of these types of listening, does the listener feels grateful?
 - a. Superficial listening
 - b. Attentive listening
 - c. Evaluative listening
 - d. **Appreciative listening**
4. Which of these is the first step in the listening process?
 - a. Stop talking
 - b. Responding
 - c. **Receiving**
 - d. Interpreting
5. _____ means communication without words
 - a. Object communication
 - b. Written communication
 - c. Oral communication
 - d. **Non-verbal communication**
6. To build communication skills
 - a. Listen another person
 - b. Speak in polite manner
 - c. Speak less and listen more
 - d. **All of the above**
7. _____ aims at making people working together for the common good of the organization
 - a. **Communication**
 - b. Conversation
 - c. Connection
 - d. Combination
8. At each stage in the process of communication, there is possibility of interference which may hinder the process, such interference is known as _____
 - a. Sender
 - b. Receiver
 - c. **Barrier**
 - d. None of the above

9. Communication that takes place between the members of an organization within itself
- External
 - Formal
 - Informal
 - d. Internal**
10. Which of these listening skills mainly focuses on feelings and emotions of the speaker?
- Informative listening
 - Discriminative listening
 - Biased listening
 - d. Sympathetic listening**
11. Which of these is not a mode of effective listening?
- Attentive listening
 - b. Biased listening**
 - Responsive listening
 - Active listening
12. What is meant by critical listening?
- Listening to a peer give a presentation, or taking notes during meeting
 - b. A process of understanding what is said and evaluating, judging and forming an opinion on what you hear**
 - Only listen for information that they specifically want to hear
 - None of the above
13. What is friendship?
- Bond between people
 - Sharing feelings
 - Sharing thoughts
 - d. All of the above**
14. Healthy relationship helps to
- Strengthen your immune system
 - Help to recover from the diseases
 - Lengthen your life span
 - d. All of the above**
15. Why humans need friendship?
- a. Humans are social being**
 - Humans see profits
 - Humans want foods
 - Humans needs shelter
16. Which social network is considered as most popular for social media networking?
- LinkedIn
 - b. Facebook**
 - Twitter
 - None of the above

17. When communicating with your parents is more important _____
- a. To be clear and concise
 - b. To be calm and clear
 - c. To take your time in explaining things so they will understand you**
 - d. Both b & c
18. Communication is a part of Skill
- a. Soft skills**
 - b. Rough skills
 - c. Hard skills
 - d. Technical skills
19. Basic Instincts of human life
- a. All**
 - b. Self-Preservice
 - c. Social
 - d. Creativity
20. Types of Addictive Behaviour
- a. Video Gaming
 - b. Alcoholism
 - c. Drug Abuse
 - d. All**
21. Which of the following food and nutrients helps to fight against diseases
- a. Vitamins
 - b. Minerals
 - c. Sugars
 - d. Vitamins and proteins**
22. Which of the following is not a Communication Skill
- a. Confidence
 - b. Listening
 - c. Feedback
 - d. Arguing**
23. Friendship
- a. Dyadic
 - b. Egalitarian
 - c. Both a and b**
 - d. None