

QUESTION BANK - 5

Answer the following questions on Group Discussion & Interview Skills :-

1) Which resource can be helpful to consult when writing group discussion questions?

- A) A teacher's guide
- B) Bloom's Taxonomy**
- C) A research book on the topic
- D) The textbook for the subject

2)

Which statement is TRUE?

- A) Topics related to ethical issues are not good for group discussions.
- B) It is best to avoid topics that are controversial when picking group discussion topics.
- C) Topics related to ethics generally are good for group discussions.**
- D) Topics with clear right and wrong answers are excellent for group discussions.

3)

Which activity would make a group discussion about a historical event more interesting?

- A) Have members of the group take on the roles of different characters during that time period and then discuss the questions from their perspective.**
- B) Divide the group into pairs for discussion.
- C) There is nothing you can do to make a historical discussion more interesting.
- D) Have the group move to different sides of the room if they agree with the speaker or not.

4) Q.

What types of questions are good to ask in a group discussion?

- A) Reading comprehension questions
- B) Questions with one word or short answers
- C) Questions with clear correct answers
- D) Questions that require the group to synthesize and evaluate information**

5) Q.

Which of the following would be a good question to ask a group after reading a fictional book?

- A) What was the point of conflict for the character?
- B) Which scene do you think was the most important? Why?**
- C) Where did the main character live?
- D) Who was the main character's best friend?

6) Interviews are conversations with _____

- A) fun
- b) purpose**
- c) friendliness
- d) informality

7) A job interview is a formal meeting between a job seeker and an employer.

- a) True**
- b) false
- c) may be true or false
- d) can't say

8) Which of these is not a type of interview?

- a) Screening interview
- b) Stress interview
- c) Music interview**
- d) Lunch interview

9) Which kind of interview includes a process in which the employability of the job applicant is evaluated?

- a) Stress interview
- b) Screening interview**
- c) Group interview
- D) Behavioural interview

10) In which of these interviews, insults are common?

- a) Stress interview**
- b) Screening interview
- c) Group interview
- D) Behavioural interview

11) In which of these, more than one candidate is interviewed?

- A) Stress interview
- b) Screening interview
- c) Group interview**
- D) Behavioural interview

12) Which of these interviews is taken for a candidate far away?

- A) Lunch interview
- b) Telephone**
- c) Group interview
- D) Stress interview

13) Which of these is not a step in the preparation of an interview?

- a) Analyzing yourself
- b) Identifying your skills**
- c) Being Negative
- d) Revising your subject

14) Self analysis is the first step in planning for any interview.

- a) True b) false c) may be true or false d) can't say

15) _____ skills are assessed in an interview.

- a) Listening b) Blabbering c) Singing d) Dancing

16) Which of these documents need not be in your interview file?

- a) Interview letter b) Original degrees
c) Family photo d) Certificates

17) Which of these ways can't be used to research about the company?

- a) Visiting website b) Refer books
c) School books d) Refer annual report

Q1. Group Discussion is a purposeless oral exchange of information and ideas.

A. True

B. False

Q2. During a Group Discussion, the participants can

- A. Discuss many topics
B. Remain silent
C. Talk to just one person
D. None

Q3. A Group Discussion is

- A. Communication of Ideas
B. Constructive and Cooperative
C. Both
D. None

Q4. Group Discussion can also be considered as an argument on a subject to attack and win.

A. True

B. False

Q5. In a Group Discussion if a candidate doesn't know anything about the given topic then it is better to

- A. Keep quiet
- B. Assume that he will be rejected
- C. Make use of his listening skills**
- D. Think about what he will do after the GD

Q6. In order to get selected in a Group Discussion, the candidate must

- A. Be Dogmatic
- B. Silence others
- C. Can do both
- D. None**

7. To initiate the Group Discussion means

- A. Giving chance to others to speak
- B. Being Humble
- C. To cause or facilitate the beginning of the topic**
- D. Inspiring others to speak

Q8. A candidate's gesture in the GD should be

- A. Inappropriate
- B. Irrelevant
- C. Relevant**
- D. Laid - back

Q9. In a Group Discussion, a candidate is expected to be

- A. Ignorant
- B. Ill-mannered
- C. Cheeky
- D. None**

Q10. Which of the following must be avoided by a candidate in a Group Discussion?

- A. Speaking fast**
- B. Speaking facts

C. Speaking with precision

D. All

Q11. A candidate speaking for long in a GD improves his chances of getting selected.

A. True

B. False

Q12. A candidate who doesn't participate in the GD but concludes the GD

A. Will impress the evaluator

B. Does not impress the evaluator

C. Will come out as a winner

D. Will score better than others

Q13. When you want to have clarity on a topic or a problem and come to a conclusion then _____ is the best option.

A. Debate

B. Disagreement

C. Getting Dominated

D. Group Discussion

Q14. When a candidate comes for a GD and doesn't participate, the most important thing that he has wasted is his

A. Opportunity

B. Travel fare

C. Sleep

D. Playing Video Games time

Q15. Being emotional during Group Discussion will generate sympathy towards you and you will get selected in the GD round.

A. True

B. False

Q16. What is the right dress code for a Group Discussion Session?

- A. Casual
- B. Any dress will do
- C. Formal
- D. Jazzy

Q17. If most of the participants in a group discussion are talking on the same point and going in circles what should you as a participant do?

- A. Sit and enjoy their talk
- B. Join them and start talking on the same point
- C. Try to take the discussion on to a different tangent
- D. Leave the group discussion

Q18. In a Group Discussion if someone else says what you wanted to say then what do you do?

- A. Get angry at him and blame him for stealing your idea
- B. Agree with him and then add a new thought to it
- C. Go into a shell and decide that the game is over for you
- D. Have pity on yourself

Q19. One way to make other candidates relate to your point of view in a group discussion is to

- A. Give examples from your life
- B. Tell a short story to justify your point
- C. Use humor if required
- D. All

Q20. What should be the initial objective of a candidate in a Group Discussion?

- A. Make sub-groups with your neighbor
- B. Capture the attention of the group and initiate the discussion
- C. Silence everybody and show who is the boss
- D. To wait for someone to take the lead

Q21. Group Discussion is used to evaluate which of the following qualities in a candidate?

- A. Confer with other candidates on the given subject
- B. Communication Skills
- C. Both**
- D. None

Q22. How can a candidate conclude a Group Discussion?

- A. Let me conclude by adding this new point
- B. We have to reach a consensus on this topic**
- C. You have no idea what you are talking about
- D. I have the best solution

Q23. How do you clarify your point in a GD?

- A. Excuse me, please listen to me
- B. I don't agree with your view
- C. Let me explain with an example**
- D. You have to agree with me

24. How can a candidate prepare for GD?

- A. Be updated on current affairs
- B. Practice discussing various topics
- C. Develop your own point of view**
- D. All

Q25. A group has the capability to solve problems better than an individual because

- A. Group members can come up with more information and generate a variety of ideas on a single topic
- B. Some members in the group can pinpoint shortcoming of an idea
- C. A group can give better clarity of thoughts than an individual on his own
- D. All**

1) How should you dress for a job interview?

- jeans
- lots of make up
- sweat pants
- none of these**

Q.

2) What should you always do after an interview?

- runaway
- ask about pay
- thank the interviewer**
- call them several times

Which is something you should do at the beginning of an interview?

- shake the persons hand
- tell the employer your name
- smile
- all of these**

Should you answer interview questions in complete sentences or give a one word answer?

- complete sentences**
- one word answers
- both
- neither

Which is a quality that employers looking for in employees?

- trustworthy**
- undependable
- lazy
- all of these

Which is a ways that being a student is similar to being an employee at a business?

- trustworthy
- honest
- respectful
- all of these**

How early should you be to a job interview?

- 2-3 min.
- 5-10 min.
- 10-15 min.**
- None of these

During a job interview, who should be the one to begin talking?

Employer

You

Both

None of these

Q.

What should you be prepared to ask questions about?

employers personal life

the job

how much money you will make

all of these

Q.

Which of these are extremely important during a job interview?

eye contact

first impression

your dress

all of these

The word interview is derived from

- a) Latin
- b) French**
- c) German
- d) American

How many types of interviews are:

- a) Two
- b) Three**
- c) Four
- d) Five

How much stages of interview are:

- a) Two
- b) Three**
- c) Four
- d) Five

Interview which are take on phone or video called cvouped:

- a) Telephone interview**
- b) Face to face interview
- c) Interview
- d) None

The word interview refers to a conversation between:

- a) Interviewer
- b) Interviewee
- c) Both a and b**
- d) None

Which one is the type of semi-structural interview:

- a) Panel interview
- b) Care study
- c) On the spot
- d) None

The term interview has been derived French word_____

- a) Enter-voir
- b) Anter-view
- c) Inter- voir
- d) None

___is essentially a structured conversation:

- a) CV
- b) Interview
- c) Phone call
- d) Bone of these

What is the important stage of interview:

- a) Semi stage
- b) Beginning stage
- c) Intermediate stage
- d) Closing stage

A panel interview as known as _____.

- a) Panel interview
- b) Face to face interview
- c) Board interview
- d) Group Interview

That used questions designed to probe the candidates past behavior in specific situations_____.

- a) Panel interview
- b) Face to face interview
- c) Behavior interview
- d) Group Interview

Re most popular and efficient form of assessment are:

- a) On the spot interview
- b) Face to Face Interview

What are the successful strategies for interview:

- a) Personal rapport
- b) Good eye contact

- c) Clear idea of the key point
- d) All of the above**

In group interview the interviewer can judge the behavior of every candidate according to _____.

- a) Presentation**
- b) Intelligence
- c) Both a and b
- d) None

In telephone interview interviewer looks for _____.

- a) Intelligence
- b) Substantial answer
- c) Appearance**
- d) None

Which form is better than face to face interview ;

- a) On the spot interview
- b) Face to Face Interview
- c) Telephone Interview**
- d) None of These

Each member of the panel rates each interview on such dimension_____

- a) Motivation
- b) Presentation
- c) Both a and b**
- d) None

Which one is the type of un-structural interview:

- a) Panel Interview
- b) Group Interview**
- c) Behavioral Interview
- d) None of these

Which two is the type of semi structured interview:

- a) In depth
- b) On the spot
- c) case study
- d) Both a and c**

In depth interview are known as _____.

- a) Board interview
- b) One-on-one interview**

Answer the following questions on Inter & Intra Personal Communication :-

Good _____ are important workplace skills that help you communicate or talk with all types of people, including managers, coworkers and customers.

Technical Skills

Interpersonal Skills

Time Management Skills

Organizational Skills

Q.

These are all good rules for _____.

- i. Separate your feelings from your actions
- ii. Stay calm
- iii. Wait until you are calm to respond
- iv. Write down your emotions
- v. Stay positive

Making Friends

Appropriate Contact

Social Skills

Controlling Your Emotions

Q.

In order to learn how to control your emotions you need to learn to separate your emotions from your _____.

Thoughts

Actions

Desires

Anger

Q.

It is important to know when it is okay to socialize. the following situations are examples of times when it is okay to socialize at work.

One example does NOT belong in the list. Which one?

answer choices

During breaks

Waiting for a meeting to start

When you see a coworker working at his or her desk

Passing someone in a hall

Q.

When socializing with your manager or boss, there are some things you should NOT talk about. Which of the following situations should you NOT discuss with your manager or boss?

Last night's football game

Your relationship problems with a friend or significant other

A story you heard about in the news

The weather

Q.

Networking or forming professional or work-related relationships with other people, is an important part of socializing at work. Which of the following is a benefit of networking at work?

Receive and share ideas

Learn about new opportunities

Increase business

All of the above

Q.

One of the first rules of socializing at work is when you are around new people you do not know, don't be afraid to _____ yourself.

Introduce

Talk about

Discuss

Promote

Q.

What is the best way to handle conflict in your life?

Be aggressive

Be deferring

Be assertive

Q.

True/False? You should always manage relationships for the better good.

answer choices

True

False

Q.

True/False? Always be opened minded in the workplace.

True

False

Q.

Should you always have appropriate contact in the workplace?

Yes

No

I don't care

Q.

Which is the act to better control your emotions.

Stay calm

Lose control

Leave work

Call your mom

Q.

Some people find it uncomfortable to socialize with their bosses mainly because...

They won't have anything in common

Difference in rank

Shyness

Worried they will be yelled at

Q.

In order to help a customer you should be very patient, calm, and...

At work

On time

Cheerful

Have a degree in customer service

Q.

True/False? If you show respect to others, they will NEVER show respect to you.

answer choices

True

False

Q.

True/False? If you are unsure when to socialize, it never hurts to be friendly.

True

False

Q.

Interpersonal skills are also known as

Worthless Skills

Soft Skills

Rarely Used Skills

Skills beyond reach

Q.

Listening is an important part of communication.

True

False

Q.

Which is a positive way to deal with stress?

Fight

Hit a wall

Exercise

Act on impulse

Q.

Which is a good time management tool to use to stay organized?

calculator

scissors

filings cabinet

planner/calendar

Q.

Sea urchins are quiet, alone, and withdrawn. Their behavior type could be classified as:

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

Sharks are competitive, always right, loud, bossy, and need to win at all costs . Their behavior type could be classified as:

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

Whales are caregivers, attract others, and draw people in. Their behavior type could be classified as:

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

Dolphins are fun, the "life of the party", and well liked. Their behavior type could be classified as:

answer choices

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

While in a small group, students are each expected to contribute. One student sits quietly without talking, offering ideas, or engaging with the team. Which behavior type describes this teammate?

answer choices

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

While in a small group, a student continues to wander over to other groups to chat with friends about last night's soccer game. Not only is he disrupting others, but he is not helping his group. Which behavior type describes this teammate?

answer choices

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

When walking into class, this student finds that the teachers has rearranged assigned seats. He yells "I hate everyone at my table" and storms out of the classroom. Which behavior type describes this teammate?

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

When assigned a new group in class, this person immediately starts asking questions to get to know everyone better. Which behavior type describes this teammate?

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

Which behavior type is considered to be reliable, trustworthy, and honest?

answer choices

Aggressive

Involver

Social Submissive

Quiet Submissive

Q.

Socializing with people at work will help to strengthen your

relationships

skills

ideas

muscles

Q.

**When there are new people around, don't be afraid to _____
yourself.**

introduce

talk about

promote

help

.

**The first step in resolving conflict is _____, or noticing, the
conflict.**

stating

recognizing

pretending

forgetting

.

**The conflict might require both parties to _____, or meet in the
middle.**

compromise

complain

argue

agree

.

You will be working with people who come from different _____

families

neighborhoods

backgrounds

schools

Q.

Following through is necessary in order to be a _____ teammate.

happy

reliable

positive

fair

Q.

You are showing respect to others if you

Are courteous and tolerate differences

Express your opinion emphatically without listening to others

Talk about people only when they are not present

None of the above

Q.

You show understanding of others by

Asking about others' interests

Trying to see things from their points of view

Being open to suggestions and change

All of the above

Q.

The act of choosing between two or more courses of action is called?

Negotiation

Problem Solving

Decision Making

Assertiveness

Q.

When you do this you give the speaker signals that you're paying

attention without interrupting what he or she is saying?

Verbal Communication

Interactive Communication

Non-Verbal Communication

Interrupt Communication

Q.

Which of the following is a listening bad habit?

Listening to what one has to say before speaking.

Not interrupting the speaker.

Nodding head giving body language that you are listening to what is being said.

Jumping to conclusions

Q.

Interrupting often, or trying to finish the other person's sentence is a good listening habit for the reason it shows you are an excellent listener and quick on your feet to answer someones questions or comments. Is the before mentioned true or false?

True
False

Q.

Making up my mind before I have all the information is an example of a good listening habit? True or False?

True
False

Q.

Not paying attention to or ignoring the other person's communications.

Not Listening

Partially Listening
Engaged Listening
Interactive Listening

Q.

Vocabulary, tone of voice (or voice inflection), and non-verbal behavior are examples of the three levels of communication? True or False?

True
False

Q.

To demonstrate that I am responsible, when given a direction I should...

answer choices

make a whiny noise because I hate being told what to do.
ask, why do I have to?

Say, ok, and ask any follow up questions I have
ignore the person giving directions

Q.

Example of a soft skill...

Teamwork
Sweeping
washing tables
wearing a uniform

Q.

Is listening respect or not?

answer choices

no
yes

Q.

Is being a skilled carpenter a hard skill or soft skill?

answer choices

Hard

Soft

Q.

Is being organized a hard skill or soft skill?

answer choices

Hard

Soft

Q.

A Hard Work Skill is..

a specific skill that is taught, usually on the job

a skill that shows my personality

useless

Q.

Employers think people with good attitudes make better overall employees because they do better work.

True

False

Q.

Friendly polite; Respect for others; Ask for feed back; Take constructive criticism

Foundational Skills

Communication Skills

Teamwork

Interpersonal Skills

Intrapersonal communication –

- A. Entails communication with another person
- B. Denotes communication within one's self that necessarily involves the processes of thinking and feeling
- C. Is a process in which individuals connect with themselves either consciously or subconsciously
- D. Both B&C only

2. Q.

What are two essential interpersonal skills?

- Listening and Hearing Skills
- Hearing Skills and Body Language
- Listening Skills and Body Language**
- Body Language and Communication Skills

Q.

When you do this, you are putting the message received in your own words?

- Probe
- Repeat
- Paraphrase**
- Clarify

Q.

Which of the following is a listening bad habit?

- Listening to what one has to say before speaking.
- Not interrupting the speaker.
- Nodding head giving body language that you are listening to what is being said.
- Jumping to conclusions**

Q.

When one person is thinking more about their reply or what they want to say back to a person speaking more so than listening is an example of what? Choose best possible answer.

- Non-Verbal Communication
- Listening Bad Habits**
- Verbal Communication

Q.

True or False--- Interrupting often, or trying to finish the other person's sentence is a good listening habit because it shows you are an excellent listener and quick on your feet to answer.

- True
- False**

Q.

Making up my mind before I have all the information is an example of a good listening habit? True or False?

- True
- False**

Not paying attention to or ignoring the other person's communications.

Not Listening

Partially Listening

Engaged Listening

Interactive Listening

.

Listening is when you listen for enjoyment.

Music

Appreciative

Active

Achievement

Q.

Listening is when you single out one sound.

Deliberate

Selective

Discriminative

Distinguished

.

Critical Listening occurs when....

there is an emergency

you are in a hurry

you are trying to decide if the message is logical

something is important

.

You can still be active listening while doing something on your phone.

True

False

Sometimes

Q.

How should your body language be while you are active listening?

Arms crossed

Body facing away from the sender

Body leaning in towards the sender

Sitting down

Q.

Interpersonal Communication is

between a group of friends

with yourself

with 2 or more people

only with classmates or coworkers

Q.

Interpersonal communication can be with anyone.

True

False

Depends if I like them or not

Only when I am active listening

Q.

What is not part of interpersonal communication

Asking questions

Making Apologies

Self Talk

Offering and Receiving Criticism

Q.

Criticism is always bad or negative.

True

False

Usually

Q.

Intrapersonal Communication is

only between friends

within yourself

with 2 or more people

email and text messages

Q.

Self talk is part of

Intrapersonal communication

Interpersonal communication

being a little crazy

nonverbal communication

Empathetic people

are the life of the party
enjoy meeting new people
judge people quickly
love to talk about themselves

being in love
being understood
being understanding
crying a lot

Q.

To challenge a prejudice is to
judge someone
fight someone
try to find something in common
critique someone or something.

Q.

Self talk means
you don't have any friends
you're crazy
communicating within yourself
telling someone about yourself

Q.

When asking a question you should (more than 1 answer)
interrupt
be confident
be demanding
be specific

Q.

Whether you think you can or you think you can't you are ____.
confused

right

wrong

over thinking it

Q.

A committee is a group that

has a lot of power

is a volunteer group

gets to make decisions

has a specialized task

Q.

Advocacy groups

have a specialized task

work independently

love animals

support, protect, and defend a cause.

Q.

A prescribed goal for a group

is given to them

the group created themselves

is only given by a doctor

is only a temporary goal

Q.

An emergent goal for a group is

given to them

comes from within the group

is made up in case of an emergency

is a short-term goal

Q.

Groups can be required or

expected

emergent

voluntary

remembered

Q.

Empathetic people are more trustworthy

true

false

sometimes

usually

Q.

When asking questions, you should be _____.

polite

patient

practical

pathetic

Q.

Offering and receiving criticism is part of _____.

empathy

intrapersonal communication

interpersonal communication

group communication

Q.

Learning how to make an apology is part of _____.

interpersonal communication

empathetic communication

intrapersonal communication

positive self-talk

Q.

Introverts _____

gain their energy from being around people

gain their energy from being alone

are shy

are mean

Q.

Extroverts

gain their energy from being around people

gain their energy from being alone

are mean
 are empathetic

Q.

 is one of the 5 Love Languages.

French
 Spanish
 Empathy
 Acts of Service

.

 is one of the 5 Love Languages.

Latin
 Romance
 Word of Affirmation
 Eye contact

.

When it comes to class rank,

the higher number the better.
 the lower the number the better.

Q.

Which GPA do we look at?

The weighted GPA.
 The unweighted GPA
 The weighted GPA only if you're taking pre-AP classes/

Answer the following questions on Body Language & Non –Verbal Communication

1. A _____ speaker looks into the eyes of the audience.
a) confident
b) impatient
c) rude
d) impolite

2. Which of these may convey arrogance ?

- a) Jointed finger tips
- b) A shoulder shrug
- c) A pointed finger
- d) Hands swinging loosely

3. A pointed finger may be a gesture of accusation.

- a) True
- b) False

4. The tone of the speaker should be _____

- a) loud
- b) clear
- c) low
- d) soft

5. During practice, by how much should the speech be lengthened?

- a) 2 to 5 %
- b) 6 to 10 %
- c) 7 to 11 %
- d) 9 to 13 %

6. A speech must be prepared with _____ in mind.

- a) the result
- b) praise
- c) an audience
- d) admiration

7. A speech must advance _____

- a) dishonesty
- b) truth
- c) aggressiveness
- d) negativity

8. Which of these is important in having mutual understanding with colleagues?

- a) Effective listening
- b) Speaking
- c) Talking
- d) Writing

9. Which of these does not enhance listening skills?

- a) Attention
- b) Frankness
- c) Clear perception
- d) Ignoring

10. Participant should listen to the opinions expressed by others with respect.

- a) True
- b) False

.

This is not a good body language tip:

Slouch in your chair, it helps you relax

Make good eye contact

Firm handshake

Speak clearly and loud enough for the interviewer to hear you: voice quality

.

Agreeable, flexible, trustworthy and reliable are all employability skills

True

False

Q.

Your body language does not mean anything for first impressions

True

False

Q.

Your body language says a lot about you as a worker in school and the workplace.

True

False

Q.

What do you do when you want to say goodbye to someone?

hold hands

wink

wave

beckon

Q.

What do you do when you want to say that you don't know?

wink

nod

shrug your shoulders

pat somebody on the back

.

What is Body Language

Talking with your hands

communication by movement or position

Drake's new album

How body's talk

Q.

What is our focus for creating and analyzing Body Language ?

The feet

Character's arm movements

How characters position their eyebrows

facial expression, the position of their body on the stage

Q.

Choose the correct word for the picture

Fists clenched

Crossed arms

Body hugging

Arm gripping

Q.

Check the option that applies.

Hi five

Arms crossed

Eye contact

Frown

Q.

Making eye contact is like staring and you should not do when talking with someone.

true

false

Q.

Smiling or frowning are examples of:

Proximity

Volume

Facial expressions

Q.

Using good eye contact can show the person you're talking to that:

You are listening

You are interested in what they are saying

You are confident

All of the above

Q.

The Movements you make with your body

Gestures

Speed

Hygiene

Q.

If someone is breathing really fast it could mean?

They are in pain

They are frustrated

They are exhausted from running

All of the above

Q.

Why might someone gesture?

To point at something.

To give an example or demonstrate with their hands.

To wave a bad smell away?

All of the above

1. The word communication is derived from _____

a) communicare

b) comunnicare

c) comunicare

d) communnicare

2. Communicare is a _____ word.

a) French

b) Latin

c) German

d) Indian

4. Non-verbal communication includes all external stimuli apart from words uttered.

a) True

b) False

5. Which of these should communication not advance?

a) Information

b) Affinity

c) Reality

d) Personal desires

6. Which of these is the greatest means of conveying information?

- a) Writing
- b) Words**
- c) Signs
- d) Pictures

7. There is a barrier to communication when words are uttered in a _____ sense.

- a) negative**
- b) positive
- c) polite
- d) good

8. Personal appearance is an element of non-verbal communication.

- a) True**
- b) False

9. Which of these is not an element of non- verbal communication?

- a) Personal appearance
- b) Posture
- c) Eye contact
- d) Name of the speaker**

10. Which of these is a main element of non-verbal communication?

- a) The volume of the speaker**
- b) Name of the speaker
- c) Name of the listener
- d) Age of the speaker

1. Which of these do not deal with precise information?

- a) Engineer
- b) Scientist
- c) Technician
- d) Fiction writer**

2. In an office, an employee communicates horizontally with his _____

- a) superiors
- b) subordinates
- c) colleagues**
- d) assistant

3. Talking comes under which type of communication?

- a) Verbal**
- b) Non- verbal
- c) Written
- d) Dramatic

- 4.** 4. Which of these has maximum reach?
- a) Writing
 - b) Listening
 - c) Speaking
 - d) Talking
- 5.** 5. How is good technical writing achieved?
- a) Naturally
 - b) By practice
 - c) Listening
 - d) Speaking
- 6.** 6. Which of these parameters are not required to define style?
- a) Moral truth
 - b) Compassion
 - c) Gender
 - d) Information
- 7.** 7. Any style must convey moral truth.
- a) True
 - b) False
- 8.** 8. Any writer must convey truth with warmth.
- a) True
 - b) False
- 9.** 9. A writer must not convey information with _____
- a) precision
 - b) clarity
 - c) randomness
 - d) truth
- 10.** Which of these are to be avoided in any style of writing?
- a) Truth
 - b) Clarity
 - c) Compassion
 - d) Dishonesty

Q.

What is non-verbal communication

communicating with someone by using gestures

Getting messages across with facial expressions

Using your body language to convey something to someone else

All of the above

Q.

Which of these is NOT an example of a verbal communication skill

The speed of our speech

Eye contact

Language used

Volume of speech

Q.

Why do we have to make sure we do not speak too fast when communicating with a customer?

They may not hear everything you've said like promotions or special products

The customer may speak fast also because you are

It may give the customer a migraine

The customer may get excited and burst into song

Q.

Paraphrasing is....

Repeating a customer's order back to them exactly the way they said it

Asking the customer to repeat their order again

Informing the customer of the process they must follow to place their order

Relaying the order (or message) back to the customer to ensure you understand their request

Q.

Reading and responding to body language, using facial expressions and using silence are all examples of what?

Open listening

Pretend listening

Clarity listening

Active listening

Q.

Examples of correctly using speech and volume skills include...

Giving the right info, speaking at the right volume and articulating your words

Speaking softly, use long pauses and positive facial expressions

Keep eye contact, speaking loudly and using the right language

Hold your head high, yell all your words and keep your eyes closed

Q.

Keeping a good posture is important because ..

customers may be judging you

it helps show the customer you are confident and have a good attitude

you may stretch your uniform and have to pay for another one

it will help the customer understand that you are a health conscious person

.

Facial expressions, posture and eye contact are all skills in?

verbal communication

anti-verbal communication

post-verbal communication

non-verbal communication

Q.

- One of the best ways to show customers you are listening is**
- talking to the person next to you
 - frowning at the customer
 - appropriate amount of eye contact**
 - asking them to repeat what they said

Q.

- Using communication skills effectively will help you do what**
- understand the customer's request
 - provide the customer with the right information and service**
 - make sure the customer feels looked after and understood
 - all of the above (or below)**

Q.

It refers to body position and body motions including facial expressions.

Kinesics

Haptics

Artifacts

Proxemics

Rooms with comfortable chairs invite relaxation while stiff chairs prompt formality. This refers to _____.

Chronemics

Artifacts

Environmental factors

Physical appearance

Q.

How people arrange space reflects how close they are and whether they want interaction. What type of non-verbal is this?

Haptics

Proxemics

Kinesics

Silence

.

People with high status touch others and invade others' spaces more than those with low status. Between the two genders, women tend to engage in touch while men more typically rely on touch to assert power and control. This describes _____.

Kinesics
Physical appearance
Haptics
Proxemics

Q.

We first notice physical qualities such as gender, skin colour and features. Then we form judgements of how attractive others are and make inferences about their personalities. This non-verbal is called _____.

Kinesics
Artifacts
Physical appearance
Environmental factors

Q.

This form of non-verbal communicates important relational meaning: we use them to perform our identities and express how we perceive and feel about others.

Kinesics
Artifacts
Physical appearance
Environmental factors

Q.

When we deliberately ignore others when we're angry with them, or stare at a person to reprimand, what non-verbal feature is this?

Haptics
Silence
Chronemics
Artifacts

Q.

When we use voices to communicate feelings such as whispering to indicate secrecy and intimacy, and shouting to convey anger, the non-verbal feature is called _____.

Artifacts
Physical appearance
Paralanguage
Silence

Q.

_____ refers to how we perceive and use time to define identities and interaction.

Kinesics
Proxemics
Haptics

Chronemics

Q.

Non-verbal communication can stand-alone by itself and it is not linked to verbal cues.

True

False

Q.

What is verbal communication?

gestures, facial expressions, and body positions

use of language

Q.

Anything people communicate with beyond the words that they are saying (more than the meaning of words)

Body language

Nonverbal communication

Emphatic gestures

Descriptive gestures

Q.

Tone of voice can reveal your true feelings

TRUE

FALSE

Q.

Is listening a part of communication?

Yes

No

How something is said, not what is said refers to...

tone of voice

space

touch

none of these

Communication without words is called

Silent speaking

Verbal communication

Nonverbal communication

Q.

Interpersonal communication

Q.

When you speak, your listener gets messages from...

What you say and your vocabulary
How you look and your words
What you say, how you act, and your accent
What you say, how you act, and how you look

Q.

Which is not a type of non-verbal language?

body language
word choice
paralanguage
appearance

Q.

Body Language accounts for ___% of communication.

95
93
90
99

Q.

Humans send and interpret non verbal language _____.

subconsciously
consciously
easily
all the above

Q.

Non verbal language includes facial expressions, gestures, eye contact and _____.

laughing
appearance
posture
all of the above

Q.

Non Verbal clues are universal throughout the world.

true
False

Q.

The gesture of crossed arms means that the person is most likely

protecting themself

angry

selfish

upset

Q.

Research shows that _____% of communication conveyed through spoken words.

5

9

3

7

...

Non-verbal behaviors include eye contact, facial expression, and body gestures.

True

False

Filler words such as er, um, and you know, used in the place of a

pause

gestures

pause

vocal distractions

eye contact

Q.

The loudness or softness of the speaker's voice

rate

pitch

volume

posture

Communication achieved using facial expressions, eye contact, movements, and gestures

body language

eye contact

tone

rate

...

Looking at the audience during a speech

eye contact

proxemics

inflection

tone

Moving with ease; polished. speaker rarely stumbles through a presentation

posture

vocal distractions

rate

fluency

Act of moving one's body parts, usually arms, hands, legs, as a means of expression

gestures

facial expressions

vocal distractions

fluency

Communicating ideas and emotions non verbally by changing one's face.

vocal variety

gestures

facial expressions

eye contact

Clearly saying the sounds and syllables in words

enunciation

proxemics

volume

rate

Q.

Speaking words as they are meant to be spoken

vocal variety

monotone

pronunciation

vocal distractors

Q.

The speed that a speech is given

rate

tone

pitch

pause

Q.

The position in which someone holds their body when standing or sitting

monotone

gestures

movement
posture

Answer the following questions on Presentation Skills

1. A presentation is a form of oral communication in which person shares factual information with an audience that is___.
 - a) specific
 - b) small
 - c) large
 - d) mixed

1. The presenter acts as the:
 - a) delivery of the information
 - b) medium of the information
 - c) advocate of the information
 - d) supporter of the information

1. The three major element of presentation do not include?
 - a) an audience
 - b) specific content
 - c) a presenter
 - d) visual aids

1. Reading out a presentation is:
 - a) not allowed
 - b) allowed
 - c) helpful
 - d) dull

1. To select the content of your presentation you should know the audience need.
 - a) your purpose
 - b) the time limit
 - c) available material

1. When giving a presentation in front of an audience you should do all of the following except for__?
 - a) speak loud and clear
 - b) provide handout if needed
 - c) dress professionally
 - d) look at your screen not the audience

1. The key of success is___

- a) practice
- b) preparation
- c) effort
- d) both a and b

1. A good presenter should take a well__.

- a) good physical appearance
- b) dressing well
- c) speak loud

1. To become more affective you need to take control of

- a) the material
- b) the audience
- c) your behavior
- d) all of the above

1. ___ of a presentation is the most important part

- a) beginning
- b) middle
- c) end
- d) none of these

1. In beginning you should give firstly

- a) your introduction
- b) summary of a topic
- c) asking irrelevant questions
- d) further information

1. A good technique to get your audience attention

- a) a statement made to surprise
- b) asking rhetorical questions
- c) asking introduction to the audience
- d) none of these

1. What should you give your objectives to the audience

- a) aim
- b) goals
- c) purpose
- d) All of These

1. All your information should support your

- a) purpose
- b) ideas
- c) topic
- d) merits

1. A good presenter should

- a) sequencing your idea
- b) manage the time

- c) clear all the confusion
- d) all of these

1. Keeping the audience attention

- a) emphasizing
- b) summarize the topic
- c) used bore words

1. A conclusion should be

- a) short and easy
- b) lengthy
- c) difficult words
- d) specific key points

1. Visual involves the audience

- a) motivate
- b) attention
- c) reinforce idea
- d) all of these

1. How much of the language is made up of verbal language

- a) 7%
- b) 6%
- c) 2%
- d) 15%

1. 38% message is communication with non verbal

- a) vocal
- b) verbal
- c) body movement
- d) gesture

1. Body language is included in communication

- a) 55%
- b) 35%
- c) 25%
- d) 45%

1. facial expression should be

- a) aggressive
- b) shy
- c) naturally
- d) bored

1. A speaker looks into the eyes of the audience

- a) confident
- b) impatient
- c) rude
- d) impolite

1. The tone of the speaker should be

- a) loud
- b) clear**
- c) low
- d) soft

1. A speech must advance __

- a) dishonesty
- b) negativity
- c) truth**
- d) aggressiveness

1. Which of these doesn't enhance listening skills?

- a) attention
- b) frankness
- c) clear perception
- d) ignoring**

1. Using your whole body to communicate is called what?

- a) miming
- b) sign language
- c) body language**
- d) gesture

1. Waving is what type of communication?

- a) gesture**
- b) body language
- c) sign language
- d) body position

1. positive gesture are body signals that make you look__

- a) relaxed**
- b) hurtful
- c) nervous
- d) arrogant