

Question 1/10

Effective Articulation is about:

Select the correct option(s) and click Submit.

- Getting straight to the point, without beating around the bush
- Expressing yourself readily, clearly, and effectively
- Directly addressing what your audience wants or needs to know
- Providing detailed information in all contexts, for all audience

CONTINUE

Question 2/10

Graphics and visuals you use should:

Select the correct option(s) and click Submit.

Be understood at a glance

Be inserted for decorative purposes

Reinforce and complement your message

Use images of people from any one ethnicity

CONTINUE

The act of expressing something in a coherent form is:

Select the correct option(s) and click Submit.

Documentation

Articulation

Knowledge Management

Digital Marketing

CONTINUE

Articulation Matters

Question 4/10

To make your Articulation journey truly Agile:
Select the correct option(s) and click Submit.

- Understand your audience's need and orient the articulation based on this
- Spend time on structuring information logically, to help your users scan quickly and access the info they need
- Be concise and to-the-point
- Only a and b

CONTINUE

You are creating content in English, which will be translated into five other languages after the customer approves the baseline content. Which of the following guidelines would you follow to articulate a way that it is translation-ready?

Select the correct option(s) and click Submit.

Use Active Voice

Use standard terminology

Avoid idioms

Avoid using lists and illustrations to present information

CONTINUE

A well-articulated message is:

Select the correct option(s) and click Submit.

Coherent and concise

Easy to understand

Always uses visuals

Descriptive and provides extensive detail

CONTINUE

For effective articulation, avoid using:
Select the correct option(s) and click Submit.

Lists, tables, charts and graphics

Acronyms and abbreviations with their expanded forms

Cross references

Jargon and long, complex sentences

CONTINUE

In today's Agile world, nobody has the time to read too much of detail. Therefore, it is important to:
Select the correct option(s) and click Submit.

- Get straight to the point
- Provide details after the main point is articulated at the beginning
- Structure information such that your readers are able to scan through the content quickly
- All of the above

CONTINUE



Which of the following statements is incorrect?

Select the correct option(s) and click Submit.

- Messaging / communication happens at every step during Project delivery.
- Articulation is a key component of all aspects that involve messaging, whether it is in the form of communication, user interface design or documentation.
- Articulation does not apply to user documentation as it can be shared with multiple user groups.
- Email, Chat, Phone Calls, Presentations, Ticket Responses and Status Reports are all application areas of articulation as they involve direct communication with specific receivers.

CONTINUE

Articulation is a key component of all aspects that involve messaging, such as:
Select the correct option(s) and click Submit.

- Project documentation
- Business Communication such as email, chat, presentations and status reports
- User Interface, web content and user messages
- All of the above

FINISH

To make your presentation effective, follow the 4W and 1H formula while drafting the content. The formula stands for the following. Match the two columns.

1. Who	A. Presentation delivery (time factors)
2. Why	B. Presentation methods
3. What	C. Audience
4. How	D. Presentation content
5. When	E. Presentation objectives

Select the correct option(s) and click Submit.

1-A, 2-B, 3-D, 4-C, 5-E

1-C, 2-E, 3-D, 4-B, 5-A

1-B, 2-E, 3-A, 4-D, 5-C

1-D, 2-B, 3-A, 4-C, 5-E

CONTINUE

Content created for projects following the Agile approach need not be reviewed.
Select the correct option(s) and click Submit.

True. The focus is on functional software, content is secondary

False. Inaccuracies and lack of clarity can adversely impact your team's standing with the customer. Review can help you address these issues.

CONTINUE

Consistent messaging across multiple posts and multiple Social Media platforms is important as it helps:
Select the correct option(s) and click Submit.

- Establish that you take the medium of communication and your messaging seriously
- Establish your personal and your company's brand image
- Reinforce your message
- Get more comments, likes and shares

CONTINUE

Reporting status periodically helps to:

Select the correct option(s) and click Submit.

- Maintain a formal record of the project's progress
- Provide a clear view into work accomplished and planned
- Ensure all stakeholders are always on the same page.
- All of the above

CONTINUE



Use the Document of Understanding to record your customer expectations about:
Select the correct option(s) and click Submit.

- The documentation set to be delivered
- Template to be used
- Delivery timelines
- All of the above

CONTINUE

When developing documentation required for an Agile project, authors must:
Select the correct option(s) and click Submit.

- Understand the customer's requirements and record these
- Use a template to develop documents or document information in the tools used by the project
- Obtain customer sign-off on the documented requirements, and the template.
- Update all documentation on a quarterly basis

CONTINUE

If your customer has not shared a template or standards for documentation
Select the correct option(s) and click Submit.

Adopt TCS in-house standards after approval from the customer.

Customize available standards and start using them.

Develop project specific standards and obtain an approval from the customer.

Seek support from your friend working for a similar project for another customer, and re-use the templates

CONTINUE

Which of the following is not a best practice for status reporting. Choose all that apply

Select the correct option(s) and click Submit.

- Address the customer's requirements about status reporting, and provide status objectively
- Report project status to the customer as and when it is asked for, with no fixed periodicity
- Provide a detailed description of all the features and technical details of the product
- State the benefits and risks for the customer, for quick understanding

CONTINUE

When planning a presentation, the first step is to:
Select the correct option(s) and click Submit.

- Evaluate the audience and identify their needs
- Create the outline of the presentation
- Decide on the formatting standards to be used
- Create a repository of illustrations

CONTINUE

You have been given a one-hour slot in a meeting to give a detailed presentation on a technical upgrade and its effects on work schedule, benefits, and drawbacks. You arrive at the meeting to find the time has been reduced to half-an-hour. What should you ideally do?

Select the correct option(s) and click Submit.

- Ask the meeting coordinator to reschedule your presentation
- Present the shorter second version that you have ready, or present the key slides only.
- Talk really fast.
- Present as many of your slides as you can within the time provided, and let the audience know you cannot complete the presentation due to lack of time

CONTINUE

Knowing your audience and their information needs helps you to:

Select the correct option(s) and click Submit.

- Create a database of audience that you can rely on to read your content
- Create content that is relevant and meaningful for your audience
- Use appropriate presentation elements such as fonts, colours, visuals and formats
- All of the above

CONTINUE

What would be the order of activities before you start reporting status to your customer?

Choose the correct sequence by selecting the order of activities in the column on the right.

- i. Share the status report and obtain sign off from the customer
- ii. Customize an existing status report template, or create a new one
- iii. Create an outline of the content based on customer expectations
- iv. Get the template approved by the customer
- v. Develop content and ensure technical and editorial reviews

Select the correct option(s) and click Submit.

v, iii, ii, i, iv

iii, ii, iv, v, i

iii, ii, v, i, iv

ii, iv, iii, i, v

CONTINUE

When replying to or forwarding an email, it is recommended that the subject line be changed according to the focus or content of the email.
Select the correct option(s) and click Submit.

True

True only when the recipient is different

False

CONTINUE

Question 14/25

To arrive quickly and safely at your documentation delivery destination:

Select the correct option(s) and click Submit.

- Understand customer expectations about the documentation that you need to deliver
- Share your document with a friend on your team. If the feedback is positive, go ahead and submit the documentation to the customer
- Seek TechCom assistance for training, standards and guidelines
- Ensure that your documentation is reviewed and all feedback is implemented

CONTINUE

A document is Agile when it:

Select the correct option(s) and click Submit.

- Meets the information needs of the intended audience
- Contains just enough information to fulfil its purpose
- Captures information that is not readily obvious based on the software, such as design rationale, requirements, usage procedures, or operational procedures
- All of the above

CONTINUE

Question 16/25

Given below is an example of content that is well-articulated and easy to understand. From the list below, choose the elements that enable first-time-right articulation here.

Highlights of TCS's Solution

The experience of working with EmPower for five years has provided TCS with an in-depth understanding of people, processes, systems and the work culture at EmPower.

Specifically, TCS's experience with the four mission-critical systems – Materials Management, Transmission & Distribution, Billing, and Financial Accounting, coupled with product implementation will:

- Reduce the effort required for the initial Gap Analysis by about 40% (from 8 person months to 4.5 person months)
- Reduce the duration of the entire assignment by about 20%

Select the correct option(s) and click Submit.

- The content gets straight to the point, demonstrating how TCS can help support EmPower
- Provides specific information about the value TCS can create, which indicates a deep understanding of EmPower's requirements and the business context
- Provides detailed information about TCS's capabilities and solution
- All of the above

Question 17/25

When you are planning to create content for Social Media, understanding your target audience's needs is the first step to:

Select the correct option(s) and click Submit.

- Creating flashy content that will stand out
- Creating content that is relevant and meaningful for your audience
- Managing your brand image
- None of the above

CONTINUE

Question 18/25

Select the options that can help authors of Agile project documentation ensure first time right delivery:

Select the correct option(s) and click Submit.

Use a template to create documents

Provide a lot of detail in the document

Ensure that documentation is reviewed by Subject Matter Experts and the Editorial team before it is delivered

All of the above

CONTINUE

TechCom can help you to:

Select the correct option(s) and click Submit.

- Get your Documentation and Business Communication 'first-time-right'
- Save yourself considerable time and effort on review and rework of documents
- Delight your customer with quality of the documentation
- All of the above

CONTINUE



Question 20/25

You should always acknowledge the receipt of an email as soon as possible.

Select the correct option(s) and click Submit.

True

False

CONTINUE

All projects following the Agile approach must develop 14 documents, as per the Agile project lifecycle.
Select the correct option(s) and click Submit.

- True, documentation as per the lifecycle is an integral part of Agile delivery.
- False. Documentation can vary across projects based on customer needs.

CONTINUE

Question 22/25

Identify the incorrect option:

Select the correct option(s) and click Submit.

- Project status reporting is a substitute for all other types of communication - formal and informal.
- Project status reports are shared with stakeholders, according to the procedure which is normally defined in the project's Communication Management Plan.
- Reporting requirements and the frequency of reporting vary from project to project.
- None of the above

CONTINUE

Approach to First Time Right Articulation

Question 23/25

Review of content involves:

Select the correct option(s) and click Submit.

- Checking for conformance to specifications and standards
- Editing for correctness and clarity of content
- Ensuring timely delivery
- None of the above

CONTINUE

Question 24/25

Review of the content you develop is essential to improve and ensure the quality of content.

Select the correct option(s) and click Submit.

True

False

CONTINUE

Question 25/25

Documentation in Agile projects is just as much as is required in a given situation.

Select the correct option(s) and click Submit.

True, the goal is to have just enough documentation, at the right time, for the right audience.

False, projects that follow the Agile approach do not have any documentation.

FINISH

Question 1/25

When showcasing value addition in a status report:

Select the correct option(s) and click Submit.

- Specify how the initiatives you have implemented have improved the current process
- Map the key features of your solution to the customer's requirements / challenge
- Provide measurable facts and metrics to showcase the benefit to the customer
- All of the above

CONTINUE

Getting started

Question 2/25

Select the message that will help you elicit the right response when you request for information.

Select the correct option(s) and click Submit.

Would it be at all possible for you to send me a product brochure?

Send me your product brochure please.

I am responding to a customer query regarding an issue they are facing, and need some key information about your product. Could you please send me your product brochure?

Send me your product brochure ASAP!

CONTINUE

Question 3/25

Which of the following documents is not developed by a project team following the Agile approach.

Select the correct option(s) and click Submit.

Design document

Interface Specification

User Manual

None of the above

CONTINUE

Getting your Content First Time Right

Question 4/25

Which among the following should not form a part of the status report? You can choose more than one option.

Select the correct option(s) and click Submit.

Detailed project background

Description of functionality

Value Addition and Highlights

Change History

CONTINUE



Question 5/25

An alphabetic arrangement of important terms to help users quickly locate information they are looking for is called _____.
Select the correct option(s) and click Submit.

- Glossary
- Table of Contents
- List of Abbreviations
- Index

CONTINUE

Getting your Content First Time Right

Question 6/25

The sequence in which information is provided in a status report is based on the customer's priorities and preferences, and the aspects you want to highlight.
Select the correct option(s) and click Submit.

True

False

CONTINUE

Question 7/25

A list of all the headings or topics covered in a document along with their page numbers, provided at the beginning of a document:
Select the correct option(s) and click Submit.

- Index
- Glossary
- Contents
- Indices

CONTINUE


Question 8/25

A Project Status Dashboard or Summary presents the following information:

Select the correct option(s) and click Submit.

Key accomplishments for the reporting period

Risks and challenges

Key decisions to be taken

Details of the solutions provided in the reporting period

CONTINUE

Question 9/25

In an Agile project, _____ are an effective way of breaking down requirements into prioritized and testable pieces of work.

Select the correct option(s) and click Submit.

Use Cases

User Manuals

User Stories

Requirements Specifications

CONTINUE



Question 10/25

While updating status on pending action items of the previous reporting period, ensure:

Select the correct option(s) and click Submit.

- Each action item is numbered in a sequence, based on the action item date.
- Owner of an action item is clearly identified.
- Specific information is provided about why an action item could not be closed on time.
- All of the above

CONTINUE

Question 11/25

In the carbon copy (Cc) field, include those who:
Select the correct option(s) and click Submit.

- May need to be aware of the content
- Are not aware of the content
- Have little involvement with the content
- All of the above

CONTINUE

Question 12/25

If your audience is from a mixed background, with a varying degree of understanding of the topic being discussed:

Select the correct option(s) and click Submit.

- Avoid having lots many slides in the main presentation.
- include supplementary slides or material that can be displayed, if required.
- Make your presentation very detailed.
- Focus on addressing the requirements of the most senior members of the audience

CONTINUE

Question 13/25

0

The Bcc field is used:

Select the correct option(s) and click Submit.

- So that you can send copies of business email to your coworkers without your supervisor's knowledge
- To keep your email looking clean
- To respect the privacy of the recipients
- To manage perceptions of your recipients

CONTINUE



Getting your Content First Time Right

Question 14/25

When you are writing User Messages, anticipate as many errors as possible, and provide corrective action for each.
Select the correct option(s) and click Submit.

TRUE

FALSE

CONTINUE

Question 15/25

The key objectives of interacting on social media are:

Select the correct option(s) and click Submit.

Engaging with your audience in real time

Enabling reach

Creating an influence

Increasing the visual appeal of your content

CONTINUE

Getting your Content First Time Right

Question 16/25

Lack of documented procedures may increase:

Select the correct option(s) and click Submit.

Dependency on seniors

Missed deadlines, or a drop in the quality of service

Dependency on processes

Process compliance

CONTINUE

Question 17/25

00

A well-articulated resume can help you create a good first impression with a potential supervisor, and can help you further your career. For this, your resume:
Select the correct option(s) and click Submit.

- Must be well-structured and easy to scan, providing a quick view into the work you have done so far
- Must specify how you suit the role you are applying for
- Must provide a detailed description of each of your projects, your roles and responsibilities, your competencies, and any other information you think will be needed
- Both a & b

CONTINUE 

Setting your Content First Time Right

Question 18/25

Trend analysis based on various Key Performance Indicators helps your customers to:
Select the correct option(s) and click Submit.

- Assess the situation better and plan ahead
- Understand and appreciate the team's concerns and challenges
- Work hand-in-hand where required, to resolve challenges and ensure continuity of work
- All of the above

CONTINUE

Question 19/25

A well written User Story helps you describe a feature from the _____ perspective.

Select the correct option(s) and click Submit.

Software team

End user

Product Owner

Developer

CONTINUE

Question 20/25

Readers value and share Social Media content that is _____.

Select the correct option(s) and click Submit.

Sensational and dramatic

Trustworthy

Connected to their beliefs

Clear

CONTINUE

Getting your Content First Time Right

Question 21/25

Select the elements that do not indicate the logical structure of content in a document:

Select the correct option(s) and click Submit.

Illustrations

System of Headings

Glossary

Table of Contents

CONTINUE

Getting your Content First Time Right

Question 22/25

00

Choose the message that provides accurate and complete details to help the user take appropriate action.
Select the correct option(s) and click Submit.

- Enter a valid date.
- Incorrect date format. Provide a valid input.
- Incorrect date format. Enter date in the DD/MM/YY format.
- None of the above

CONTINUE

QUESTION 23 OF 25

Question 23/25

Which of the following informs the user most accurately about the outcome of an action.

Select the correct option(s) and click Submit.

Records updated

All customer records updated successfully

You can check your updated records now.

None of the above

CONTINUE

Question 24/25

Which of the following details would you not expect in a Technical Specifications document?

Select the correct option(s) and click Submit.

- Server architecture
- Data conversion specs
- Task procedures
- Data flow diagrams

CONTINUE

Ensuring your Content FIRST TIME Right

Question 25/25

A User Message is displayed when there is a possibility or occurrence of a system error and:
Select the correct option(s) and click Submit.

- Provides proactive guidance
- Helps users to rectify their errors
- Helps reduce number of calls made to the support desk
- All of the above

FINISH

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 1/25

Choose the guidelines that you will adopt to write clear user messages that will help your users:

Select the correct option(s) and click Submit.

Use a polite and supportive tone that does not blame users.

Use alphanumeric codes for all your user messages and avoid details

Use similar messages for similar situations.

Provide a message only if required

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 2/25

You can do the following to enable quick scanning of your content and ensure rapid understanding:
Select the correct option(s) and click Submit.

- Use simple language
- Use a system of lists and headings to provide a logical structure
- Use new words and terminology to showcase your vocabulary and impress your readers
- Present content using tables, graphs, flowcharts and other illustrations

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 3/25

Choose the message that provides a precise description of the action that the user is required to take:

Select the correct option(s) and click Submit.

Incorrect PIN code

Invalid entry

Enter a valid 6-digit code

None of the above

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 4/25

00:

Susan is articulating the findings of a legacy application study, in an Analysis Report. She has found that the application is no longer able to cater to the current operational needs. Select the sentences she should use in her Analysis Report to present a clear analysis:

Select the correct option(s) and click Submit.

- Xilica should do some serious thinking on its future course of action.
- The existing system at Xilica operates in a batch mode, which catered to the requirements when the company commenced operations in 2015.
- The system used by Xilica is extremely outdated, very slow and uses an outmoded form of processing. It cannot keep pace with current operational needs.
- The existing system needs to be upgraded, or a new system developed, to cater to the current business needs and work volumes.

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 5/25

Select the message that sets the right tone in a formal email message:

Select the correct option(s) and click Submit.

We need to act fast. I don't think we are anywhere near a solution.

The document is nowhere near completion. When can we talk?

I have some feedback on the document. Can we discuss at noon today, so that we can update the document and submit it by end of the day.

All of the above

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 6/25

You require information regarding an asset from the Knowledge Officer by EoD. Which of the following options would you use?
Select the correct option(s) and click Submit.

- Where can I find templates for Knowmax? I require the info ASAP please.
- Where can I find templates for Knowmax? Plz send the info by EoD.
- I am creating the Project Profile for my project and I need to upload it by tomorrow. Please let me know the location of the template by EoD.
- None of the above

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 7/25

0

While writing a long email message, you should:
Select the correct option(s) and click Submit.

- Break the text into logical paragraphs
- Keep the sentences short.
- Use tables and listed items as much as possible.
- Provide an elaborate introduction and share the objectives of the email

CONTINUE



Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 8/25

00:1

Of the following, choose the message that will help users quickly understand the requirement and provide the right input when they enter details in the User Account Info field:
Select the correct option(s) and click Submit.

Avoid using invalid characters

Avoid using special characters

Use only alphanumeric characters

All of the above

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 9/25

00:

A high-severity Ticket has come into your queue. The resolution requires a long process, and therefore, is taking time. The user has sent a complaint regarding the time taken to resolve the issue. What be the most appropriate response?

Select the correct option(s) and click Submit.

- This is a complex ticket and the process is time consuming. I will let you know when it is resolved.
- I am working on the ticket. I will keep you posted on the progress.
- I apologize for the inconvenience. I am working on your ticket. The issue will be resolved in the next hour.
- Concern noted. Will revert shortly.

CONTINUE

Question 10/25

Choose the Warning message that clearly specifies the problem, and guides the user about the appropriate action that can be taken.
Select the correct option(s) and click Submit.

- You will lose your data if you quit now. Click Yes or Cancel.
- Are you sure you want to quit now? This will result in loss of data. Click Yes or Cancel.
- All updates to customer information will be lost if you quit now. Click Yes to save or Cancel to proceed.
- All of the above.

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 11/25

Given that items on a list should have a parallel structure, identify the odd item in the following list:

Select the correct option(s) and click Submit.

Create customer records

Modification of customer records

Delete customer records

Save customer records

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 12/25

Given below is an example of content that is well-articulated and easy to understand. From the list below, choose the elements that enable effective articulation in this context.

Highlights of TCS's Solution

The experience of working with EmPower for five years has provided TCS with an in-depth understanding of people, processes, systems and the work culture at EmPower.

Specifically, TCS's experience with the four mission-critical systems – Materials Management, Transmission & Distribution, Billing, and Financial Accounting, coupled with product implementation will:

- Reduce the effort required for the initial Gap Analysis by about 40% (from 8 person months to 4.5 person months)
- Reduce the duration of the entire assignment by about 20%

Select the correct option(s) and click Submit.

- Short and simple paragraphs that focus on one key idea each, help quick understanding
- Use of a bulleted list helps to quickly scan through the information provided
- The heading indicates the focus of the section clearly, and the reader knows what to expect
- All of the above

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 13/25

Include anecdotes, analogies and interactive scenarios when you present, as this helps you to:

Select the correct option(s) and click Submit.

Amuse your audience

Ensure your audience is attentive

Ensure a high recall value

Manage time effectively

CONTINUE

Question 14/25

Alex is working on a message that will be displayed to the users of an online banking portal. Which of these messages should he use to help his users know the status accurately?

Select the correct option(s) and click Submit.

- Wait... I Don't refresh!
- This transaction is in progress. Wait!
- We are processing your request. Please do not quit or refresh the page.
- Any of the above

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 15/25

User messages must be written in language that is:

Select the correct option(s) and click Submit.

- Polite
- Clear and concise
- Unbiased
- All of the above

CONTINUE

Using all capital letters in your content could indicate:

Select the correct option(s) and click Submit.

Headings

Emphasis

Shouting

Highlighting

CONTINUE

Question 17/25

In a Software Requirements Specification document, which of these sentence constructions would be most appropriate?
Select the correct option(s) and click Submit.

- The system reads Clearance Values mentioned in the data file.
- The system will read Clearance Values mentioned in the data file.
- The system would read Clearance Values mentioned in the data file.
- None of the above

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 18/25

00

Choose the message that clearly conveys the status of an action to the user:

Select the correct option(s) and click Submit.

- Booking components not processed completely. Please try again later.
- Loading!!! This might take several minutes.

Your booking is not yet processed completely due to a temporary system error. We are trying to process your booking offline. You can try retrieving your booking details after 15 minutes.

- Oops!! Bad command. Please try later.

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 19/25

00:15

You are creating a blog post that provides tips to create content that works on Social Media. Which of the following titles would you choose for your post, to increase the number of views:
Select the correct option(s) and click Submit.

How to create a blog

5 Easy Tips to Create Content that will go Viral

Useful tips to create content that works on Social Media

All About Creating a Successful Blog

CONTINUE



Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 20/25

00:1

It is okay to send flame email if it is only a joke.

Select the correct option(s) and click Submit.

True

False

CONTINUE

Question 21/25

0

Your audience's perception of you and your personal or business brand is based on:

Select the correct option(s) and click Submit.

- How many visuals are part of your Social Media posts
- The values you stand for, and whether these resonate with your audience
- Your articulation style
- None of the above

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 22/25

00:1

In an email message, abbreviations and acronyms can be used:

Select the correct option(s) and click Submit.

As required, without the expanded forms

Sparingly with expanded forms at the first instance of usage

When the receiver is aware of the expanded form of the terms

None of the above

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 23/25

0

Beginning your Social Media post or a Presentation with an anecdote or a short story is an excellent way of connecting with your audience.
Select the correct option(s) and click Submit.

True

False

CONTINUE

Articulating for Positive Outcomes - Using the Right Tone, Style and Structure

Question 24/25

00:14:08

Which of the following sentences is not appropriate in a formal document?

Select the correct option(s) and click Submit.

- The drawbacks identified by the preliminary study indicate complex problems in the system.
- As XML is pretty vast and is beautifully structured, it will work well for us in this context.
- TCS will implement its existing Problem Management process to identify and eliminate potential problems.
- None of the above

CONTINUE

Question 25/25

A training programme that interests you has been announced on Khome after a fairly long time, after several requests from you in the past. You are commenting on the post. Which of the following would be the most appropriate.

Select the correct option(s) and click Submit.

That's a rather long wait, I must say! Thank you for finally announcing the programme!!! Registered for it, and look forward to attending it.

Glad to see the training programme announced. I have been looking forward to attending this. Thank you for considering my request!

I requested for this training multiple times. Thank you for considering the request finally and scheduling it now! I certainly look forward to attending it, after this long wait!

Any of the above

FINISH

Presenting Content to Highlight Value-add and Show Impact

Question 1/25

Geographic Infographics can be used to:

Select the correct option(s) and click Submit.

- Capture regional data
- Depict and analyze trade patterns, climate, population across regions
- Depict a model that shows specific problems and provides the solution
- Communicate and visualize a workflow

CONTINUE

Presenting Content to Highlight Value-add and Show Impact

Question 2/25

Select the elements that indicate the logical structure of content in a document:

Select the correct option(s) and click Submit.

Illustrations

System of Headings

Glossary

System of Paragraphs

Table of Contents

Index

CONTINUE

Presenting Content to Highlight Value-add and Show Impact

Question 3/25

Select the elements that help to enhance readability and presentation of content in a document.
Select the correct option(s) and click Submit.

- Headings
- Paragraphs
- Lists
- All of the above

CONTINUE

Presenting Content to Highlight Value-add and Show Impact

Question 4/25

Colour combinations such as Red-Green, Orange-Blue, Red-Blue can be used in business presentations as they offer sufficient contrast.
Select the correct option(s) and click Submit.

- True, because these colour combinations are striking and vibrant
- True only when the slide background does not use dark colours
- False, these are warm colours and are not suitable for formal business presentations

CONTINUE

Presenting Content to Highlight Value-add and Show Impact

Question 5/25

Using a template helps you to ensure uniformity in the style and layout of the documents:

Select the correct option(s) and click Submit.

True

False

CONTINUE

Presenting Content to Highlight Value-add and Show Impact

Question 6/25

Visuals often enhance the effectiveness of Articulation because:

Select the correct option(s) and click Submit.

Visuals can be processed faster

Visuals are easier to recall

Visuals can help you refer to key content easily

All the above

CONTINUE



9. Segment to highlight value add and show impact

Question 7/25

Your audience will not benefit from your presentation if you:

Select the correct option(s) and click Submit.

Follow a high pace of delivery

Cover all points required by the audience

Have no time for a Q&A session

Are a confident speaker

CONTINUE

Question 8/25

Bar charts are most suitable for:

Select the correct option(s) and click Submit.

Presenting sequential information

Demonstrating improving trends

Making comparisons

Representing relationships of people or things

CONTINUE



Presenting Content to Highlight Value-add and Show Impact

Question 9/25

In a business presentation:

Select the correct option(s) and click Submit.

- Use complete sentences and dense paragraphs, to ensure that the intent is clear and the coverage is complete
- Use bulleted lists to convey key points
- Use visuals for quick understanding and impact
- All of the above

CONTINUE

Question 10/25

To logically distinguish one heading level from the other, visual clues can be provided. You can:

Select the correct option(s) and click Submit.

Use different font size/rule for lower levels

Use different section numbering for different heading levels

Use different colours for different heading levels

Use different font styles for different heading levels

CONTINUE

Presenting Content to Highlight Value-add and Show Impact

Question 11/25

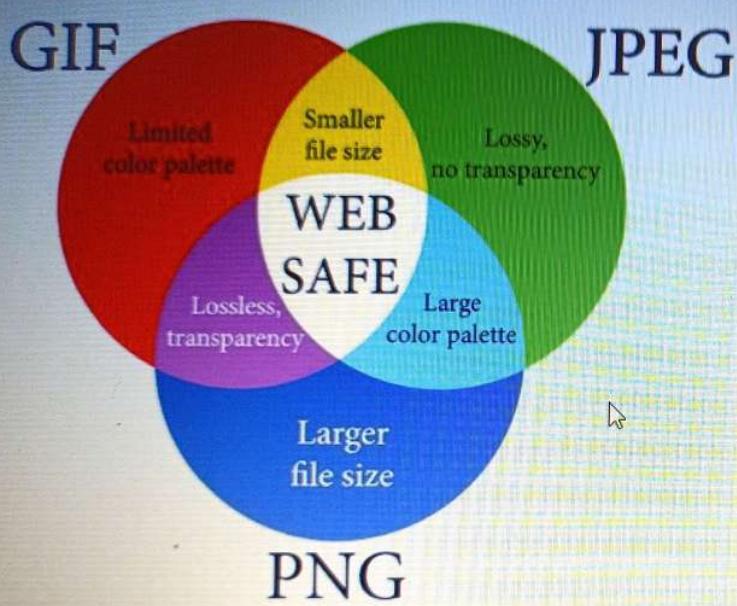
Select the techniques that help to enhance readability and aid quick understanding of your content.

Select the correct option(s) and click Submit.

- Effective use of white space
- Breaking down of dense paragraphs into lists
- Consistently formatted tables
- All of the above

CONTINUE

In what context would you be able to use the following illustration:



Select the correct option(s) and click Submit.

- To represent the differences between a set of objects



Select the correct option(s) and click Submit.

To represent the differences between a set of objects

To represent the similarity between a set of objects

To represent the differences between different image formats

Both a and b

CONTINUE

→ **Showing Content to Highlight Value-add and Show Impact**

Question 13/25

When providing information about project milestones or project schedule, it would be most appropriate to use a:

Select the correct option(s) and click Submit.

Tabular format

Pie chart

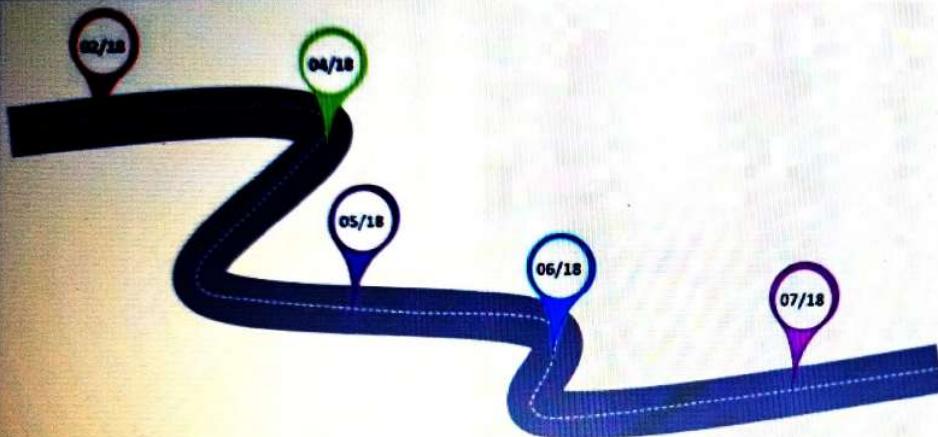
Gantt chart

Bar chart

CONTINUE

Question 14/25

You found this illustration in your project information repository. In which of the scenarios listed below would you use this?



Select the correct option(s) and click Submit.

- To depict a project plan with goals and timelines
- To depict roles and responsibilities in a project
- To depict a sequential process
- None of the above

Question 15/25

Tables are used to:

Select the correct option(s) and click Submit.

Convey simple information in a complex way

Convey complex information in a simple way

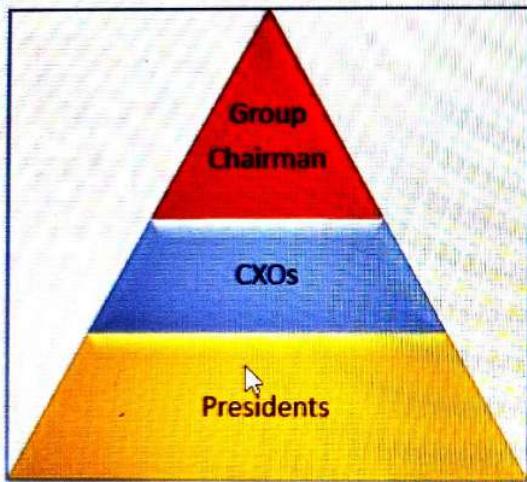
Both a and b

 CONTINUE

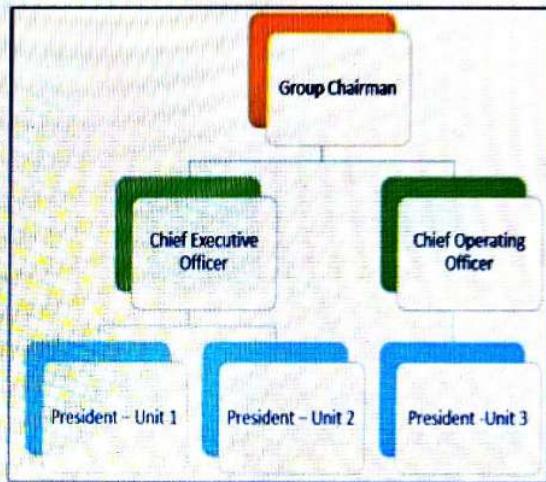
Question 16/25

Which of the following options would you choose to illustrate hierarchy?

A

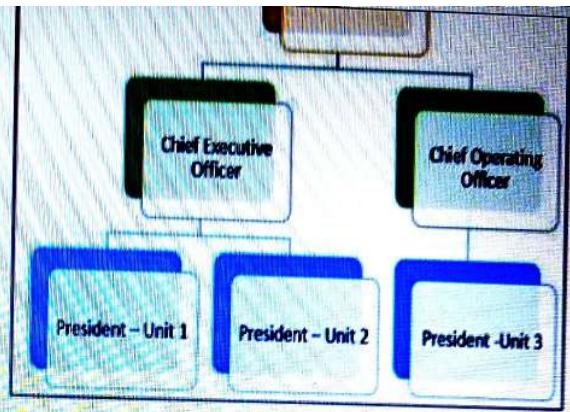
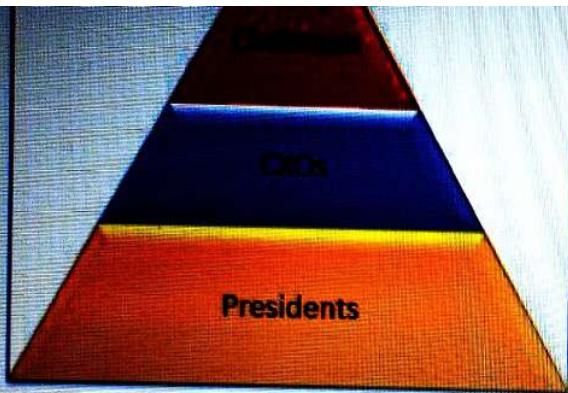


B



Select the correct option(s) and click Submit.

- Only A, because a pyramid structure is the most unambiguous way of representing reporting and hierarchy
- Both A and B, because the relationship between entities and the levels of hierarchy are clearly depicted in both.



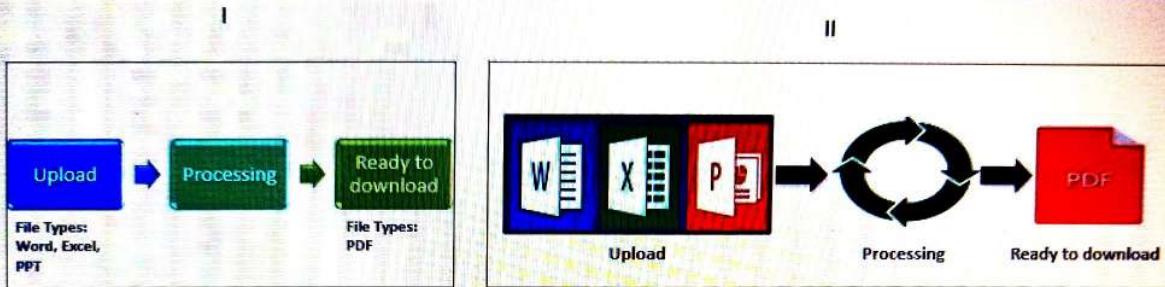
Select the correct option(s) and click Submit.

- Only A, because a pyramid structure is the most unambiguous way of representing reporting and hierarchy
- Both A and B, because the relationship between entities and the levels of hierarchy are clearly depicted in both.
- Only B, because there is scope to add more elements at each level and make it clear and comprehensive.
- Neither A nor B can be used to represent hierarchical data

CONTINUE

Question 17/25

Your team member has given you two options to represent the File Conversion process. Which of the following options would you choose, and why?



Select the correct option(s) and click Submit.

- I, because the text here helps remove ambiguity, and makes the illustration simple and easy to understand
- II because its size is less than I
- II because using relevant icons along with the text makes the context very clear, and aids quick comprehension
- II because it is more colorful and eye-catching

Presenting Content to Highlight Value-add and Show Impact

Question 18/25

Colours like Red and Orange symbolize warmth or high energy and make your presentations and visuals look vibrant. They can be used for corporate presentations in a bus
Select the correct option(s) and click Submit.

True

False

CONTINUE



Presenting Content to Highlight Value-add and Show Impact

Question 19/25

When you have more than one team member working on your project documentation, you can do the following to ensure uniformity across all the documents:
Select the correct option(s) and click Submit.

- Get each team member to create a template. You can then choose the one with the best layout and presentation, and use this for all the documents.
- Share the customer-provided or TCS template with all team members to ensure uniformity.
- Ensure that all team members focus on the content of the document. Layout and presentation of the document do not matter.
- None of the above

CONTINUE

Presenting Content to Highlight Value-add and Show Impact

Question 20/25

Select the techniques that help to enhance the presentation of content in a status report.

Select the correct option(s) and click Submit.

Effective use of white space

Appropriate text highlighting convention

Graphs presenting trends

None of the above

CONTINUE

Question 21/25

Effective use of Infographics can help you:

Select the correct option(s) and click Submit.

- Connect with your target audience
- Persuade, impress and influence perceptions
- Increase brand awareness and reach
- All of the above

CONTINUE



Question 22/25

Infographics are very effective because:

Select the correct option(s) and click Submit.

They enhance brand awareness

Combine text with visual elements, conveying complex information in a concise way

They are easily read, understood and remembered

Enable quick tracking and analysis

CONTINUE

Presenting Content to Highlight value-add and Show Impact

Question 23/25

The purpose of visual aids in presentations is to:

Select the correct option(s) and click Submit.

Convey information clearly and accurately

Enable correct interpretation

Convey the presenter's thoughts and feelings

Enable audience to retain the information

CONTINUE

Presenting Content to Highlight Value Add and Show Impact

Question 24/25

For a text-only slide, what is the recommended ratio for text to white space on a presentation slide?

Select the correct option(s) and click Submit.

50% text, 50% white space

90% text, 10% white space

10% text, 90% white space

None of the above

CONTINUE

Question 25/25

Pie charts help you to:

Select the correct option(s) and click Submit.

Present sequential information

Demonstrate improving trends

Represent relationships of people or things

Show the relationship of parts to a whole

FINISH