

SERVICE TO THE CORE @ DR. K



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CoHSS PRESIDENT ELECT'21

COMMUNICATION SKILLS II (ENGL 158) PAST
QUESTIONS

POWERED BY **FRIENDS OF RICHARD KOVOR** (Dr. K)

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Answer all questions in this section on the scannable sheet. The **EMBOLDENED** option is the correct answer.

1. Which of the following is NOT a non-verbal communication cue?

- A posture
- B proximity
- C **credibility**
- D grooming

2. Normally, white collar business executive does...

- A more reading than listening
- B more listening than reading
- C **more writing than listening**
- D equal reading and listening

3. The sender of a message must transform his idea into a medium because...

- A a medium is cheaper to use
- B a medium is faster to use
- C an idea in itself cannot be relayed
- D **an idea in itself cannot be channeled**

4. Which of the following is NOT a good tip for communicating successfully with a global audience?

- A be clear and simple
- B **assume that if the person speaks English, then he will understand what you say in English**

C the fact the person speaks English does not mean he'll understand what you say in English

D Don't ask questions that require a yes or no answer.

5. Which of the following is NOT a potential barrier to communication at the workplace?

A ignorance of personal differences

B resistance to change

C **credibility**

D status expectations

6. Which of the following is NOT an attribute of a successful communicator?

A ability to predict response of audience

B precision

C **credulity**

D congeniality

7. Which of the following does NOT make feedback useful?

A being receptive to others' response

B **encouraging frankness**

C using feedback to improve communication D being receptive of all possible feedback

8. Pick out the odd one:

A defining the purpose for the message

B analyzing the audience of the message

C establishing the main idea of the message

D **selecting the medium for relaying the message**

9. Which of the following is not a good question for testing the purpose of your message?

A is the purpose realistic?

B is this the right time?

C what is the probable reaction to your message?

D **is the purpose acceptable to your organization?**

10. A written message is appropriate when...

- A you want to minimize the chances of distortion
- B you require some documentation**
- C you want to encourage instantaneous interaction
- D the message is complex

11. In the process of communication, the sender's first activity is...

- A encoding the message
- B packaging the message
- C transmitting the message
- D conceiving the message**

12. During the delivery of his paper, Mr. Nkansah maintained eye contact with the audience. He wants to...

- A establish links
- B exude confidence**
- C impart his ideas
- D overcome stage fright

13. Distortion as a communication problem refers to...

- A background noise
- B loss of intended meaning on the recipient**
- C using indecent language when communicating
- D using the wrong channel

14. Which of the following is not necessarily an advantage of the open office?

- A it is cheaper to operate.
- B it is check on untoward behavior.
- C it fosters unity among staff.**
- D it promotes personal interactions between workers and clientele.

15. Which of these cannot pose a significant problem in upward communication?

- A when the educational background of the manager is far above that of his subordinates.**
- B when subordinates assume that management is too busy to pay heed to them.
- C when they fear that they can be victimized or shunned if they complain.
- D when they think management considers them as daft.

16. When a company operates an open-door policy it...

A makes management accessible to all members of staff

B holds regular meetings where salient issues are discussed

C allows workers to drop their complaints into suggestion boxes

D give all workers the chance to take courses in policy formation

17. Business communication is characterized by formality, brevity, deliberate lack of spontaneity and...

A impartiality

B impersonality

C honesty

D impertinence

18. Pick the odd one out

A counseling interviews

B disciplinary interviews

C selection interviews

D investigating interviews

19. The primary objective of a job application letter is to...

A inform the organisation on how qualified you are for the job

B to be considered for future vacancy

C to have your application on a file

D to gain an interview

20. When a man talks to himself...

A it is communication because there is an exchange of ideas.

B it is not communication because there is only a sender.

C it is communication for the speaker uses language.

D no communication is involved since there is no external response.

21. Anything which happens in the space between a speaker and his listener which blocks reception of a message is called...

A dislocation

B noise

C stimulus

D distortion

22. When communication serves to foster good relationship between people, it is...

A therapeutic

B cathartic

C **phatic**

D pragmatic

23. Which of the following people has credibility when he makes a medical claim?

A an actor playing the role of a doctor

B a well-known footballer or boxer

C an illiterate but a very wise old man **D a lecturer in psychology**

24. The skill of communication used most in classroom instruction is...

A listening

B writing

C **speaking**

D reading

25. When the sound of heavy machinery at a nearby work site interferes with listening, it is...

A technical noise

B distortion

C **physical noise**

D information overload

26. A researcher looking for information should necessarily have all the following skills except...

A library skills

B computer skills

C interview skills

D legal skills

27. One of the disadvantages of giving out handouts of speech is that...

A it helps the audience to follow the speech.

B members of the audience may be inattentive.

C it is quite expensive and time wasting to prepare.

D mistakes cannot be corrected for the handout is a permanent record.

28. Which of these is the odd one?

A communication anxiety

B speech anxiety

C speech fright

D communication apprehension

29. Diagonal communication...

A is completely unacceptable because it breaches the official line of communication.

B may be permitted under special conditions when there are time constraints or other emergencies.

C is generally a slight on the middle official who has been excluded.

D should not be practised at all in any organisation because the official line deals adequately with all emergencies.

30. Management information systems involve...

A messages passed from one manager to the other

B the flow of information through an organisation

C messages from superiors to subordinates

D how to deal with unofficial communication at the workplace

31. There are rumours at the workplace about the manager carrying the building materials from the organisation to his private house. This is... communication.

A informal

- B** downward
- C** upward
- D** horizontal

32. After debating a particular issue at a meeting, it is put to the vote. The outcome of the vote is a...

- A motion
- B resolution**
- C proposal
- D communiqué

33. Which of the following is NOT included in a letter of authorization?

- A problem
- B purpose
- C recommendations
- D duration

34. The executive summary is much like the end-summary only that it appears to...

- A be much more detailed
- B cover more than terms of reference
- C be written by the chairman only
- D include all documents needed for the report

35. What is "researching" in Report writing?

- A reading about the problem at the library
- B obtaining relevant and adequate data**
- C identifying the extent of the problem
- D analysing and interpreting the problem

36. Which of the following is a feature of the language of minutes writing? The use of...

- A contractions
- B slang expressions
- C figurative expressions
- D reported speech**

37. A formal meeting should always be preceded by a letter of...

A transmittal

B invitation

C figurative expressions

D reported speech

38. A memorandum...

A usually operates within an organisation

B is a letter which prescribes the condition of services for workers

C has the same features of a formal letter

D offers a column for the recipient's signature

39. A curriculum vitae must have all the following except...

A recipient's address

B an e-mail and website

C referee names and addresses

D nationality

40. The buffer of bad news letter...

A buffers the content

B buffers the negative contents

C gives the reader some pleasure

D none of the above

41. Wrong non-verbal cues used in an oral delivery can cause...

A misunderstanding

B overloading

C noise

D psychological noise

42. Social noise is caused by

A absence of title/heading

B poor audience analysis

C loud speaking

D wrong conclusion/recommendations

43. An organisational chart is a...

A pictorial representation of diagrams

B a pictorial representation of offices

C a representation of officials

D a pictorial representation of the offices or officials from the highest ranking to the lowest

44. Grapevine communication could be all but

A confidential report

B rumour

C official gossip

D information without a known sender or receiver

45. In what three ways is communication helpful to us?

A it is continuous, dynamic and gives social growth

B it is transactional, adaptive and helps in cooperative action

C it helps in personal growth and cooperative action

D it is systematic, intrapersonal in nature and gives good feedback

46. The most effective model of communication is

A the transactional model

B the stimulus response model

C the sender receiver model

D the linear model

47. The major components of communication include all the following but...

A channel

B feedback

C noise

D static

48. In communication, non-linguistic stimuli may include all the following but...

A sounds

B light

C songs

D heat

49. Mental response to external or internal stimuli and the internal processing of information is

A self-communication

B intrapersonal communication

C interpersonal communication

D perception

50. Interpersonal communication can be

A dyadic or small group

B interpretation and reception of stimuli

C reaction to internal stimulus

D sending messages to the public

51. The physiological limitations to the reception of stimuli refers to all but

A touching

B smelling

C hearing

D feeling

52. Optical illusions and in rate limitations and saliences are examples of... under perception

A psychological and emotional limitations

B physiological limitations

C filtering and completing

D biological limitation

53. Filtering and completing, selective perception, experience and emotional states are under... limitation

A psychological and emotional limitations

B medical

C natural

D physiological

54. Self-concept can be defined as ... and ... perception of ourselves that we have derived from our experiences and interaction with others, except

A physical

B physiological

C **psychological** D social

55. Within self-concept, one picks up experiences and interactions from all the following except...

A **significant** B

reference groups C

role groups

D role playing

56. In terms of how self affects communication, which one is the odd one?

A self-fulfilling prophecy

B **selection of messages sent, received and processed**

C attitude towards communication situations

D accepting praise without embarrassment

57. The characteristics of negative self-conception include all the following but...

A **feeling equal to other persons**

B over-responsiveness to praise

C hypocritical attitude

D sensitivity to criticism

58. To improve self-concept, one must

A drop all false masks

B have a pessimistic view towards competition

C **have a feeling that “nobody likes me”**

D not look in the eyes of the audience

59. Response/Feedback can be

A intended or unintended

B inductive

C deductive

D on a minor premise

60. Communication involves these three main components. They are...

A source, channel and the receiver

B message, destination and channel

C **message, sender and feedback**

D message, source and receiver

61. What element in the communication process is a way of evaluating communication?

A channel

B destination

C **response**

D letting information

62. Which type of communication can be termed as "processing of information"?

A **interpersonal**

B intrapersonal

C public communication

D verbal communication

63. Which factor causes the grapevine to thrive in an organisation?

A gossip

B hearsay

C **failure to communicate** D false alarm

64. Reports and questions on implementation of decisions taken can be captured under... on the agenda

A **AOB**

B business of the day

C matters arising

D minutes of the last meeting

65. Which part of the report captures its scope and purpose?

- A recommendations
- B findings
- C procedure
- D **terms of reference**

66. A notice of meetings can be sent in the form of a...

- A report and memorandum
- B letter and reports
- C **reports and minutes**
- D letters and memoranda

67. Speeches or presentations may vary widely according to

- A the recommendation
- B the size and composition of the audience
- C the instructions of the audience
- D the value

68. The major purpose of a curriculum vitae is to...

- A exhibit one's scholarship
- B **market one's suitability for the job**
- C show all that one has done
- D to manipulate the would be employer

69. The main difference between a report and a proposal is that

- A proposals are longer than reports
- B reports are less formal
- C proposals are solicited
- D **proposals are action-oriented**

70. Participants gave Professor Kwao a standing ovation after his lecture. Which of the following account for this action?

- I the speaker did a thorough audience analysis

II most listeners were very close to the speaker

III Professor Kwao has always been a good lecturer and orator

IV there was use of the state-of-art equipment and venue

A I, II and III

B II, III, and IV

C II and III D I and IV

71. Identify which alternative is the best determiner for preparing effective documents?

A a good handwriting

B an attentive audience

C adequate statement of purpose

D encouragement through feedback

72. You perform better at a job interview if

A you know the policies and objectives of the organisation

B your dressing on the day is extra-ordinary

C you are reading to answer all the questions asked

D you know the venue and all the members of the interview panel

73. "At the interview, i spoke English very well. In fact, all answers i gives was collect. Why they said i am not pass is a wonderful me". This speaker fails most probably because

A his grade in English is very good

B the panel used built-in conclusions

C he is linguistically incompetent

D there is very little the interviewers can do for him

74. The introduction of a report serves several functions. Which statement here is one of them?

A it provides essential information at a glance and helps focus our thinking as we read the rest of the report

B it fills gaps, removes doubts and corrects some of the impressions readers are likely to have

C it summarises findings, and tells the reader about what the reporters think their significance may be

D suggestions are made for a course of action based on the data that the reporters have presented

75. What is the major difference between a progress report and an activity report?

A a progress report communicates information on a test or investigation but an activity report focuses on work done

B while a vendor submits a progress report to a client company, an employee submits an activity report to a superior

C a progress report is a formal business letter but an activity report is written on a memorandum

D activity report is used to give information on accidents, equipment failure or work stoppage while progress reports provide permanent records.

76. We often end a formal or business letter as follow...

A greetings, ending, signature

B subscription, compliment, designation

C complimentary close, signature, name **D** identification, signing off, CC

77. After an interview, Serwaah is the only applicant chosen for the post. Which of the following statements accounts for her success?

A She writes to remind each panel members to select her

B she was apt and well dressed

C she writes to thank the chairman of the panel of interviews

D serwaah is well connected politically and socially

78. In writing proposals, it is NOT necessary to do one of the following

A feasibility studies

B environmental impact assessment

C loan repayment schedule

D comprehensive cost analysis

79. A good report must be written in... language

A denotative

B **connotative**

C derivative D symbolic

80. Which of the following is a good report?

A the angles in heaven praise the Lord

B the referee helped Ghana to win gold

C forty engineering students qualified for the next round

D **only blind women will fall for that lousy man**

81. One very important role of reports is to...

A help us voice out our burdens

B make people improve their communication skills

C enable the reader to take informed decisions

D help us determine what other think of us

82. Mr. Neku always succeeds in writing proposals that are approved of. Which of the following is a vital part of his proposals? He always includes...

A **the sustainability of the proposal**

B personal benefits

C miscellaneous expenses

D the names of important persons

83. Good reading skills require all the following but

A **correct non-verbal cues**

B scanning

C skimming

D close reading

84. At a good interview, the candidate could observe all the following except

A **laugh loudly**

B listen intently

C sit upright

D send all relevant documents

85. At a telephone conversation

A **it is good to repeat important details**

- B** it is unnecessary to repeat details
- C** it is wise to keep your identity
- D** it is best to shout for the person to hear

86. Minutes are useful for the following except...

- A keeping records
- B for law court suits**
- C for referencing
- D writing memos

87. Which of the following do you consider to be the best format for a bad news message

- A bad news, buffer, reasons, friendly ending
- B buffer, reasons, bad news, friendly ending
- C bad news, buffer, reasons, friendly ending
- D buffer, bad news, reason, friendly ending.

88. Which of the following do you consider the best format/structure for a favourable response for a claim?

- A good news, middle information which blames a worker, courteous ending
- B middle information which blames a worker, good news, courteous ending
- C good news, middle information which avoids blaming, courteous ending.**
- D middle information which avoids blaming, good news, courteous ending

89. Prof. Owusu realised that his audience could not grasp the main thrust of his speech. This is most likely due to

- A his failure to do a thorough demographic analysis**
- B the audience being prepared to pull his legs
- C his enemies revealing his shortcomings to the people
- D the fact that most of the people were hungry

90. Why is the statement "I told you the wonder club would win, and true to my prediction they did" not a good report?

- A it is written in first person narrative**
- B it contains built-in conclusions
- C the writer seems to know too much in advance

D only the writer's friend heard what he said

91. Why is the chairman at a meeting not allowed to argue with anyone?

A this is to maintain discipline

- B** the chairman is the most important person around
- C** members are supposed to show respect
- D** the chairman always has the last say.

92. The Dean of your faculty comes directly to your classroom to make an announcement. What type of communication flow does his action reflect?

- A** vertical
- B** lateral
- C** diagonal
- D horizontal**

93. Which of the following should precede a formal speech?

- A** rehearsal
- B** orientation
- C** adoption
- D** briefing

94. When meetings are held regularly in an organisation,

- A members can take informed decisions**
- B** senior staff can discover absentees
- C** authority is able to present awards
- D** employers feel their superiority over employees

95. Pick the odd one out:

- A** narrative minutes
- B** action minutes
- C** resolution minutes
- D descriptive minutes**

96. Speakers at a public gathering should master courage in order to overcome what is often encountered as...

A maladjustment

B inferiority complex

C **stage fright**

D high tension

97. A set of activities a reader performs in order to assess the relevance and reliability of the material at hand is referred to as

A skimming

B **previewing**

C rehearsal

D focusing

98. Which of the following statement is NOT true about communication? it is

A geared toward the achievement of specific goals

B human and intentional in nature

C involves encoding and decoding of message

D **always verbal in transmission**

99. The main difference between listening and hearing is that the...

A former is a conscious set while the latter is not

B **latter is a conscious act while the former is not**

C former involves the use of auditing aids

D latter always involves a source and a destination.

100. In a former letter, there is...

A a lot of deference and distance between the writer and the recipient.

B **the use of jargon and contracted forms of verb**

C familiarity expressed between the writer and the recipient

D the mandatory use of pleasantries

101. Minutes may take the following forms except

A narrative

B resolution

C action

D **descriptive**

102. Which of the following statements is TRUE about grapevine form of communication?

- A it is official gossip
- B it is communication within a person
- C it is a conscious spread of non-verbal cues
- D **It has no actual sender or receiver**

103. Which of the following factors account for social noise?

- A **cultural, religious and political background**
- B cultural, religious and geographical location
- C population, education and governance
- D education, bad handwriting and governance

104. Intrapersonal communication

- A involves an exchange between two parties
- B **takes place within an individual**
- C it is an unorthodox approach to get a feedback
- D takes place after giving feedback

105. During meetings, under which of the following titles would you expect reports by committees and sub-committees and briefings by delegations who are assigned duties previously?

- A chairman's opening remarks
 - B **matters arising out of minutes**
 - C main business for the day
 - D any other business
106. Communication becomes effective only when

- A a positive feedback is given
- B **an appropriate feedback is given**
- C interlocutors' voices are audible
- D the intention to communicate is nursed

107. One way of improving upward communication is by

- A leading exemplary life
- B **providing suggestion boxes**

- C organising games among subordinates
- D offering scholarship to workers' wards

108. Which of the following situations does not require a formal letter?

- A application for employment
- B invitation to a meeting
- C **a petition to family members**
- D a request for a leave of absence

109. All the following are purpose of holding meetings except

- A to take decisions
- B to relay information or instructions
- C to initiate participatory problem solving
- D **to attend to individual needs of workers.**

110. A message achieves "congeniality" when it

- A **is in tune with our expectation**
- B builds hope in recipients
- C observes confidentiality
- D is relayed in a serene atmosphere

111. Which of these tasks does a secretary NOT perform in her club?

- A convene meetings
- B writing annual reports
- C presiding over meetings
- D **preparing accounts**

112. Why would a speaker give a preview of the main parts of his speech in his introduction?

- A to establish the right to speak
- B **to stimulate the interest of the audience**
- C to display his scholarship
- D to secure the prompt response to the audience

113. Identify the most authoritative communication channel from among the following

A downward channel

B upward channel

C horizontal channel

D the grapevine

114. The difference between listening and hearing is that the former

A involves a conscious effort

B requires positive feedback

C depends on productive skills

D needs occasional prompting

115. At which stage(s) does message distortion largely occur?

A nursing the intention

B encoding and decoding

C interpretation of the message

D nursing the intention and encoding

116. Which of the following complimentary closes is conventionally paired with the salutation, "Dear Sir"?

A yours truly

B yours' faithfully

C yours faithfully

D your's faithfully

117. Feedback in the communication process does all the following except that

A it enables the sources to know why the message was received

B it enables the sender to ascertain if the receiver understood the message

C it enables the source to know the next line of action to take

D it allows the sender to know if the message got to its destination

118. Ethnocentrism is an example of

A technical noise

B psychological noise

C physical noise

D social noise

119. The casting vote can only be used at a meeting when

A there is an issue to be voted on

B there is a tie in the voting process

C someone is absent and another person has to vote for him

D members have to vote two times on the same issue

120. Which of the following parts feature in the long special report but does not reflect in the short formal report?

A terms of reference, findings, bibliography, appendix

B title fly, title page, letter of transmittal, letter of authority

C title fly, letter of submission, bibliography, appendix

D title page, title fly, conclusion, bibliography

121. The relevance of methodology, bibliography, and appendix in the long special report is

A to make the report formal

B to lend credibility to the methodology used

C to lend credibility to the findings made in the report

D to distinguish the long report from a short formal report

122. Which of the following is NOT true about the grapevine form of communication?

A it can be eradicated as a form of communication

B its source cannot be determined

C it contains half-truths

D it spreads information in all direction

123. Which of the following features in letters but does not reflect in memos?

A signature

B name of the sender of the letter

C reference number

D subscription

124. Which of the following forms of minutes are most suitable for court proceedings?

A narrative minutes

B action minutes

C verbatim minutes

D resolution minutes

125. An agenda can best be described as a list of

A issues to be transacted at a meeting

B items, in order of preference, to be followed at a meeting

C issues, in order of preference, to be discussed at a meeting **D items to be discussed at a meeting**

126. The relevance of the job selection interview covers all the following except that it

A enables the interviewer to select the best qualified applicant.

B enables the employer to assess the intelligence of the interviewer.

C gives employer the opportunity to confirm his impressions about the applicant.

D enables the interviewer to assess the intelligence of the interviewee.

127. The title of the minutes normally contains

A the name of the organisation, the day and date of meeting, the venue and time of the meeting.

B the title minutes, name of the organisation, the date, venue, and the time of the meeting.

C the title minutes, the name of the organisation, the type of meeting, the day and date of the meeting, the venue and time of the meeting.

D the name of the organisation, the type of meeting, the date of the meeting, the venue and time of the meeting.

128. The signature of authentication of a memo is written

A at the end of the memo

B beside the name of the recipient

C after the name of the writer

D anywhere the writer deems convenient

129. Pick the odd one out of the following

A impersonal communication

B intrapersonal communication

C introspective communication

D interpersonal communication

130. When we go to class for lectures, what type of listening do we do most?

A appreciative listening

B emphatic listening

C informational listening

D evaluative listening

131. Which of the following is true about listening?

A we need to train ourselves to listen well

B listening and hearing are the same

C listening is primarily a passive activity

D listening means agreement and obedience

132. "Look me in the face and tell me again that you are coming from a board meeting at this hour". This statement is likely to come from a(n)

A adult

B daughter

C superior

D associate

133. The main objective of a confrontational interview is to

A select the best person for a job

B embarrass the interviewee

C show how a person reacts under pressure

D help screen candidates when they are too many

134. Handouts have the following disadvantage except

- A it helps the audience to be inattentive
- B people may even absent themselves
- C it eliminates the need for note taking
- D **it serves as a permanent reference**

135. All of the following refer to the arrangement of power structures in an organisation except...

- A hierarchy of authority
- B lines of authority
- C chain of command
- D **participatory structures**

136. The letter that accompanies a report is known as...

- A terms of reference
- B **letter of transmittal**
- C hierarchy of authority
- D memorandum of understanding

137. Which is the first step in the communication process?

- A horizontal communication
- B vertical communication
- C **diagonal communication**
- D downward communication

138. One of the most critical illiteracies of the 21st century is

- A media literacy
- B **information literacy**
- C technological literacy
- D functional literacy

139. One of the disadvantage of non-verbal communication is

- A its diagonal nature
- B the humour it creates
- C **its potential ambiguity**

D its comic and interesting nature

140. The following are all problems of reading except

A lack of comprehension

B the death of the reading culture

C ineffective reading instruction

D **sentence reversals in reading**

141. Minutes which record in detail the proceedings at a meeting is

A **narrative minutes**

B action minutes

C resolution minutes

D a combination of C and B

142. The basic skill of communication most used in life is

A reading

B listening

C writing

D **speaking**

143. Most advertisement appeal to our

A **senses**

B emotions

C reason

D sentiments

144. One of the greatest barriers to listening is

A Our short attention span

B the disturbance if friends

C **message overload** D mental distractions

145. When we break a job to be undertaken into small parts, what we have done is known as

A specialisation

B **division of labour**

C hierarchy of authority

D division of function

146. If a reader wants an idea as to the contents of an article he does so through

A browsing

B editing

C scanning

D **skimming**

147. Conversations, letters, speeches, manuals are avenues through which

A needs are expressed

B marketing companies reach out to customers

C the entrepreneur ensures that his staff is well motivated

D appraisals are given to subordinates

148. Konkontiba met Odehyee his friend at a pool party. He waved at Odehyee and moved on to have a drink. Konkontiba's non-verbal communication meant to

A ignore Odehyee

B **acknowledge the presence of Odehyee**

C Spite Odehyee

D to forestall a rather long chat with Odehyee

149. Identify the option which best illustrates credibility.

A the Headmaster of Oguaa Senior High School has announced that members of staff who do not have their Master Degree would be forced to proceed on voluntary retirement.

B the security officer has instructed all students to contribute money towards the purchase of security dogs.

C **the Head Potter has instructed all students to lock their doors before leaving for lectures.**

D the Managing Director's wife instructed all workers to eat at her canteen.

150. In order to ensure that his wife's canteen is patronised by students, the headmaster instructed all food vendors at the school to sell only sachet water and biscuits. This situation illustrates...

- A congeniality
- B perceived authority
- C **perceived intention**
- D perceived congeniality

151. The lizard that fell from the high Iroko tree praised itself for surviving that height. The lizard here is practising...

- A interpersonal communication
- B ultrapersonal communication
- C **intrapersonal communication**
- D impersonal communication

152. Another name for impersonal communication is...

- A **mass communication**
- B one-on-one communication
- C objective communication
- D large audience communication

153. What interpretation would you give to the behaviour of a listener who narrows his eyes as he listens to a story from a friend?

- A **mistrust**
- B admiration
- C amazed
- D surprised

154. Which one of these is not a pointer to personal problems which can pollute the atmosphere of work?

- A a worker who comes to work drunk and unkempt

- B a stickler of time who starts play truant
- C an efficient messenger who demands money from clients
- D **a secretary who puts on gloves and eyelashes to work**

155. A potent index to one's personality is realised through his/her...

- A brisk proven acts
- B attitude to work
- C **grooming and dress code**
- D curriculum vitae

156. Communication occurs when...

- A the sender and the receiver have shared meaning of the message.**
- B the receiver gives feedback to the sender.
- C the sender uses the right channel of communication.
- D when the message is congenial to the receiver.

157. As Professor Tenteh lectured, a black bird flew into the class, perched on his head and chirped for three minutes before flying away. This constitutes...in communication.

- A superstitious noise
- B technical noise
- C psychological noise
- D **physical noise**

158. Which one of these is a good personal attribute of an office worker?

- A preparedness to work beyond the official working hours.**
- B exercising for thirty minutes after close of work.
- C socialising with friends after work.
- D initiating the lifestyle of the C.E.O

159. It is imperative for a good leader to...

- A exude confidence
- B be a problem solver
- C have a vision and a mission
- D **be self-serving and upright**

160. Mr. Akoto is the general manager of Kaiser Goldfields Limited. He is humble and honest. What makes him exhibit these qualities?

A He wants people to respect his views

B All great leaders are humble

C to enable his subordinates to approach him without fear

D the mere thought of the possibility of failing his subordinates is humbling

161. The CEO of Nsorhew Saftey Wears and Boots Company, Kumasi has employed fifty workers to his company. How can he ensure the rational co-ordination of the activities of the workers in order to achieve the goals for which Nsorhwe Safter Wear and Boots Company was established?

A through the division of labour and function as well as through a hierarchy of authority.

B through assigning functions to qualified personnel.

C by delegating authority to experienced members fo staff and monitoring their activities.

D by organising in-service training for staff.

162. The administrator of Jack and Jill School was directed by his boss to find out why enrolment has dwindled and submit a survey report. We have here an example of...

A address of organisation holding the meeting

B A.O.B

C agenda of meeting

D signature of chairman

163. Mr. Ntiamoah, the CEO of Ntiamoah Company has introduced suggestion boxes into the company so that staff can submit suggestions. This desire is to...

- A encourage the harnessed use of diagonal communication
- B improve horizontal communication
- C improve upward communication**
- D improve downward communication

164. One of the characteristics of an official document is that...

- A it is written by professionals
- B it is bereft of personal references**
- C it is read only by company secretaries
- D it is written in response to an earlier communication

165. All these are ways in which self-concept effect communication except in terms of

- A self-fulfilling prophecy**
- B the selection of messages
- C attitudes towards communication situations
- D social and psychological history

166. Pick the odd one out

- A feeling equal to other persons**
- B over-responsiveness to praise
- C sensitivity to criticism
- D hypercritical attitudes

167. People are assessed not only for the subject they speak on, or what facts they have but also for how the mass of information has been

- A illustrated
- B selected
- C organised**
- D analysed

168. Another name for the initiator of a communication process is

- A source**

B receiver

C public speaker **D** commentator

169. The element of communication called "the channel" is made up of

A packaging and transmission of information

B giving and receiving information

C listening and talking of information

D observing and analysing information

170. In communication, you must show all the following but

A adequate knowledge of the subject

B observe interpersonal expectations

C conform to rules of language

D be prepared to assess the initiator

171. Under chronemic non-verbal communication is

A relation with appointed time

B eye contact between people

C friendly and a warm touch

D facial expression

172. Types of interviews include...interviews

A probing

B leading

C employment **D** mirror

173. The stages of effectiveness listening are; hearing, choosing what to hear, concentrating, understanding, feedback and ...

A recall

B education

C differentiation

D referral

174. Intensive listening is associated with...

A knowledge

B instructions

C conversation

D information

175. Pick the odd one out

A gives access to information

B enables us to cross-check information

C helps us to do revision

D helps us to think aloud

176. Class reading refers to the... and ... paying of attention to...

A active, enjoyable, reading

B skimming, scanning, books

C thorough, detailed, text

D locating, familiarisation, books

177. Some reading faults result from

A reading under psychological stress

B memorisation of vocabulary

C retention of read passages

D enchantment of left to right eye movement

178. Formality is the nature of relationship between people and also one's attitude to the conduct of things around one. Therefore the levels of formality are...

A colloquial

B familiar

C informed **D formal**

179. A feature of the formal level of communication is

- A **strict grammar**
- B picture square imagery
- C emotional attachment
- D profuse use of adjectives adverbs

180. In order to communicate effectively in the written mode, one must do all the following but

- A prepare well
- B outline one's message carefully
- C think personally
- D **practise one's speech**

181. One way to improve self concept is to

- A invent theories about one
- B **drop all false masks**
- C be with people
- D create room for gossip

182. The V.C has been asked to recommend a group of students for a scholarship. Which of the following is NOT one of things he will include?

- A the duration of the course
- B how much money is involved
- C what courses the students will study
- D **the beauty of the university campus**

183. Which of the under-listed is recommended as the language of a report?

- A connotative
- B denotative
- C emotive
- D **informal**

184. In writing a formal letter, we have to be careful with the format. Identify the most modern of the structures below

- A indentation
- B full back**
- C semi-block
- D quarter block

185. A student provided "culture" as a barrier of effective communication and was marked wrong. Which of the following is the most appropriate reason for his error?

- A culture is not a barrier**
- B the question is clearly not stated
- C the examiner did not follow the marking scheme
- D culture is only as aspect of noise

186. Which of the statements below is true of human communication?

- A women are more communicative**
- B you cannot not communicate
- C colour does not distort messages
- D space is an aspect of verbal communication

187. It is necessary to think critically and seriously before a statement is made. This is mostly because...

- A you cannot unmake yourself
- B one cannot apologise enough
- C even if you are forgiven, it doesn't help
- D communication is irreversible**

188. "There is going to be an outpouring of the Holy Spirit today" is NOT a report because

- A no one can see the spirit
- B it does not deal with the real world**
- C we cannot report on spiritual things
- D only spiritual man can deal with spiritual matters

189. Why would you advise your friend to wear decent clothes?

A they can become offensive

B **clothes communicate without words**

C the world today frowns on indecency

D it matters much among the youth

190. During a meeting, participants noticed that the secretary was simply looking on instead of writing. What could have accounted for her attitude?

A she might be physically exhausted

B the topic under discussion might be boring

C **she must have been writing resolution minutes** D the secretary probably lost track of proceeding

191. We normally do not include... in the minutes of an emergency meeting.

A other matters

B **matters arising**

C opening prayer

D attendance list

192. Mrs. Ossei received a standing ovation after her presentation. It was because...

A she knew how to preach very well

B many of those in the audience were her communication skills students

C she did a thorough demographic analysis to know the aspiration of the people D **being a lecturer of communication skills, she knew how to capture the hearts of the people**

193. "When i mets the panel, i did spoke collect English but they says i do not qualified". Which of the reasons below is the most likely reason for the disqualification?

A the panel decided to disqualify him

B only those who did spoke English passed

C **this candidate is linguistically incompetent**

D the candidate's mother tongue had been a great obstacle

194. Why is spoken language not part of non-verbal communication?

A it involves no symbols

- B non-verbal communication does not use signals
- C there is use of words**
- D non-verbal communication is culture specific

195. A good report need not...

- A necessarily be true
- B come from the reporter
- C contain political terms**
- D come from a minister of religion

196. Point out the ODD item in the following

- A environments impact assessment
- B feasibility studies
- C progress report
- D communication barrier**

197. Impersonal communication is...

- A formal
- B informal**
- C divisive
- D contained

198. Pick the odd one out

- A progress report
- B short report
- C mission report**
- D research report

199. A sales representative speaks to her customer about the prices of various provisions available. This type of communication is

- A retrospective communication
- B intrapersonal communication
- C interpersonal communication
- D impersonal communication**

200. Which of the following is NOT a form of noise

A physical noise

B social noise

C **descriptive noise**

D technical noise

201. Communication an organisation is fully utilised realised when ...

A information is floated about in the organisation

B suggestion boxes are placed at the entrance

C grapevine is enhanced

D **information always reach its intended target without it being tampered with**

202. Giving a recipient more than what he can digest in the available time is referred to as

A congestion

B distortion

C **overloading**

D interference

203. All the mediums listed below improve upward communication EXCEPT

A the use of suggestion box

B holding regular meetings

C keeping an open door policy

D **conducting regular roll call**

204. If you are inviting someone to come and deliver a talk, you need to tell him the following expect...

A the topic to be treated

B the date, time and place

C the duration D **what to say**

205. Which of the following is not true about meetings

A they can be formal or informal

B they can be executive or general

C they may be a platform or decision-taking

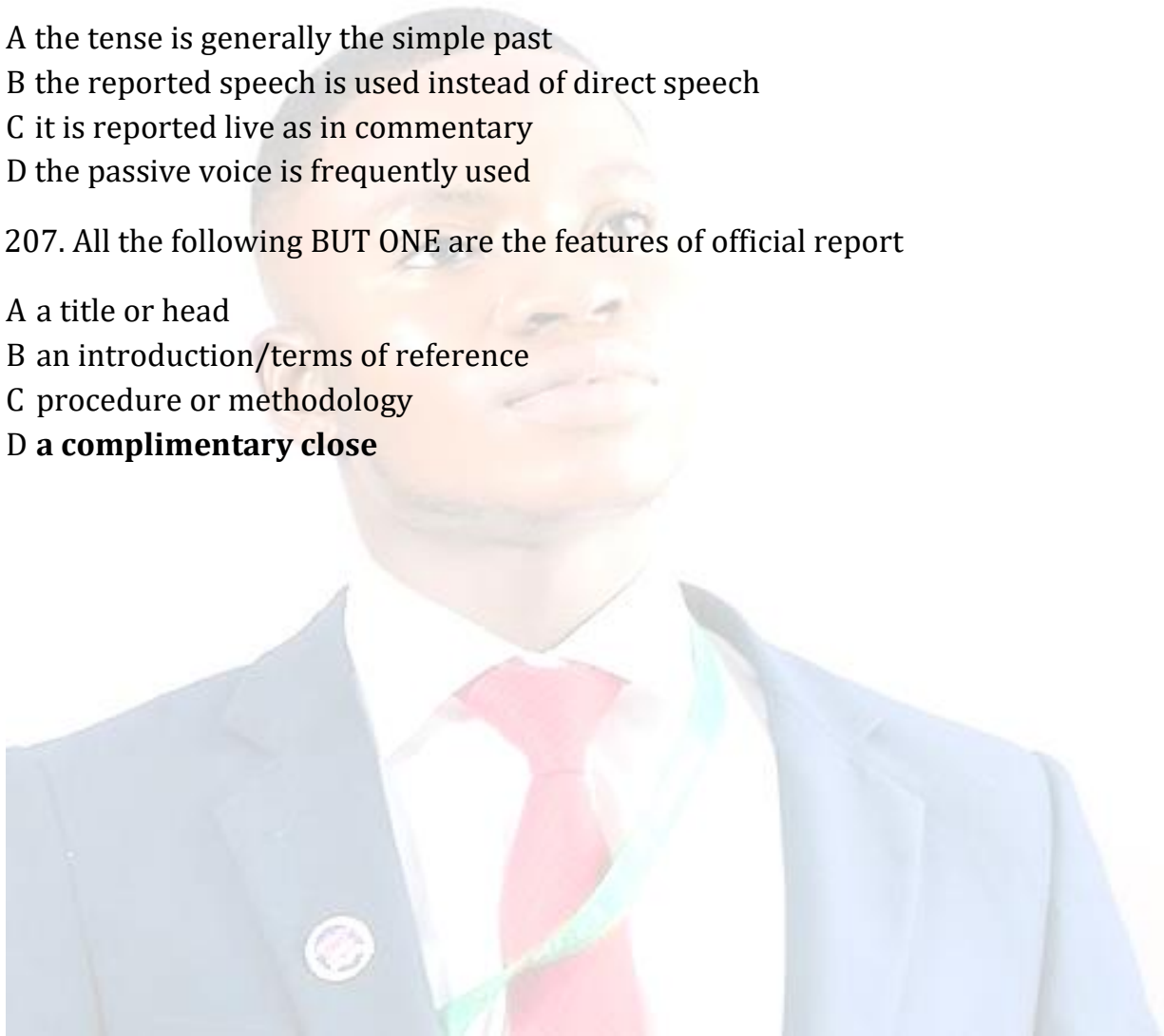
D the date, time and venue are not crucial

206. All the following are true about minutes except...

- A the tense is generally the simple past
- B the reported speech is used instead of direct speech
- C it is reported live as in commentary
- D the passive voice is frequently used

207. All the following BUT ONE are the features of official report

- A a title or head
- B an introduction/terms of reference
- C procedure or methodology
- D **a complimentary close**



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