1. Goals of business communication: Building............... Reducing Conflict, Sharing Information, Ideas and Feelings Relationships
2. There are many times that an organization has to seek the help of media - print and \_\_\_\_\_\_\_\_\_. Electronic
3. Communication Process: Encoding - Message - Channel - Decoding – Feedback
4. When a person exercises his or her right to speak by speaking, it is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. transition relevance phase
5. " "" Be relevant "" is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_." Maxim of Relation
6. Identify the run-on sentence: My professor read my paper she said it was excellent.
7. Choose the wrong characteristic of good listening body posture does not have an impact on the state of mind
8. It is a range of theoretical knowledge that a person exhibits. Op2
9. secondary audience Humility and simplicity
10. Which type of listening is also called ' Empathetic Listening' ? Therapeutic Listening
11. Memorised speech and prepared speech are synonymous. They mean the same. Ethos
12. Pathos evaluates
13. \_\_\_\_\_\_\_\_\_\_\_\_ is like a road map. Topic Sentence
14. Which of the following is not a step in taking notes? Revision
15. Think on your feet This may not work out while addressing a multicultural/ multilingual audience. So, the presenter must bear the audience' s comfort in mind in every presentation.
16. Choose the characteristic of good listening Every learner shall put in some conscious efforts and acquire them.
17. Choose the appropriate question word for the given sentence: John is writing a letter. \_\_\_\_\_\_\_\_ is John writing? What
18. Dispreferred responses should be \_\_\_\_\_\_\_\_ in a conversation. avoided wherever possible
19. Choose option that appropriately fits into the context: Before that day, we \_\_\_\_\_\_\_\_\_\_\_ of traveling to Japan had never thought
20. Negotiation is a means by which: Treaty is signed
21. Stakeholder Demographic
22. rative negotiation is alternatively called: Win-win negotiation
23. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ introduced the maxims of conversation. H.P. Grice
24. In a personal interview for job the recruiter ------------- a potential employee for prospective employment. Evaluates
25. The rehearsal before the job interview makes: the mind very clear about many things
26. Which part of the feasibility report deals with the background of the report? Terms of Reference
27. If the audience consists of experienced people, then which approach should be best followed? Media Res
28. An academic poster is a -\_\_\_\_\_\_\_ \_\_\_\_\_\_ to your research. Visual guide
29. Comprehensive and instructive documentation is: almost as important as creating the software itself
30. What does the first paragraph of the letter of application mention? Details of the post you are applying for and the reference to the ad
31. Why are the terms perfectionist or hardworking not acceptable in a CV, cover letter or biosketch? These terms are outdated and further, they smack of arrogance or a sidey attitude.
32. During the job interview, it is very important to show \_\_\_\_ and confidence in your voice: Enthusiasm
33. How should a letter in response to a complaint start? It should acknowledge the mistake on the part of the seller and apologise for the same.
34. The number of slides for the presentation comes under the stage Planning and Preparation
35. What is the main purpose of a status report? It provides reasons for a problem or issue, its consequences, and possible solutions.
36. The project manager is the \_\_\_\_\_\_\_\_\_. principal investigator
37. " "" Payment details shall be, as decided in our telephone conversation. "" In which letter would you find this statement? CHOOSE THE MOST APPROPRIATE ANSWER." Letter placing orders
38. What is the communication skill involved in a proposal? polite negotiation
39. What is a timeline? It is a series of events in one' s life usually arranged in chronological sequence.
40. Which of the following is the preferable format of a memo? To, From, Subject, Date, CC
41. Structure of a poster: Introduction, main body, conclusion, references
42. What do conclusions in a status report refer to? They offer inferences based on the findings.
43. We understand that customer satisfaction is your topic priority and hope that you will cater to the same. WHICH TYPE OF LETTER DEALS WITH THIS STATEMENT? The last part of a complaint letter