

Q1: Choose the correct answer from the following choices:

1. Exchanging information and ideas through written, speech or visual means or any combination of the three is _____:

- a) Internet
- b) Community
- c) Communication
- d) Telecommunication

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2. It considered as a written communication:

- a) Notice
- b) Negotiation
- c) Over the phone
- d) Oral.

3. Nodding, Facial Expressions and Gestures are:

- a) Written communication
- b) Spoken communication
- c) Non-verbal communication
- d) Verbal communication

4. _____ is a formal communication which information transmitted among people at the same level on organization chart.

- a) Downward communication.
- b) Upward communication.
- c) Horizontal communication.
- d) None of the above.

5. what are the purposes of Oral communication:

- a) To increase the profit of the organization.
- b) To gain new customers.
- c) To inform, evaluate and meet human needs.
- d) To increase market shares of the company.

6. lack of feedback, Difficult language and selecting wrong channel are:

- a) Advantages of communication.
- b) Overcoming barriers.
- c) Disadvantages of communication.
- d) Barriers to communication.

7. Information could be transmitted within the organization through:
- e) Downward communication.
 - f) Upward communication.
 - g) Cross channel communication.
 - h) All of the above
8. Communication network in an organization is divided into:
- a) Formal communication.
 - b) Formal and informal communication
 - c) Internal communication
 - d) Internal and external communication
9. Feedback means:
- a) Receiver's response to the message sent
 - b) A message which been sent
 - c) Conjunction with a spoken word
 - d) A and B
10. _____ is Interaction between members of the same organization:
- a) External communication
 - b) Formal communication
 - c) Internal communication
 - d) Informal communication

Q2: Draw the model of communication: