Chapter Name:Chp 1 Communication The Role

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| |  | | --- | | **1 Effective communication plays \_\_\_\_\_\_\_ role in the success of every professional and personal relationship.** | | |  |  | | --- | --- | |  | A vital | |  | A loyal | |  | An alliance | |  | None of the above | | |
| |  | | --- | | **2 The basic communication model consists of five elements of communication: sender, receiver \_\_\_\_\_\_\_, channel and feedback.** | | |  |  | | --- | --- | |  | Mailer | |  | Memo | |  | Message | |  | None of the above | | |
| |  | | --- | | **3 In successful communication, the message is** | | |  |  | | --- | --- | |  | Necessarily what the sender intends it to be | |  | What the receiver perceives | |  | Any one of the above | |  | None of the above | | |
| |  | | --- | | **4 To ensure effective communication, the sender must** | | |  |  | | --- | --- | |  | Compose the message carefully | |  | Evaluate the ways in which the message can be interpreted | |  | Both of the above | |  | None of the above | | |
| |  | | --- | | **5 Sender can ensure whether the contents of the message were correctly communicated through** | | |  |  | | --- | --- | |  | Questions | |  | Answers | |  | Feedback | |  | None of the above | | |
| |  | | --- | | **6 In effective communication, the message travels from one point to another via a \_\_\_\_\_\_\_\_ of communication.** | | |  |  | | --- | --- | |  | Feedback | |  | Channel | |  | Criticism | |  | None of the above | | |
| |  | | --- | | **7 The\_\_\_\_\_\_ element of effective communication, feedback, describes the receiver's response or reaction to the sender's message.** | | |  |  | | --- | --- | |  | First | |  | Central | |  | Last | |  | None of the above | | |
| |  | | --- | | **8 At every stage in effective communication, you have to ensure that the\_\_\_\_\_\_ and choice of medium are appropriate to the purpose, audience, and material.** | | |  |  | | --- | --- | |  | Timing | |  | Volume | |  | Kind | |  | None of the above | | |
| |  | | --- | | **9 To communicate your message effectively, please make the language clear, specific, accurate, and appropriate to the** | | |  |  | | --- | --- | |  | Audience | |  | Purpose | |  | Material | |  | Each one of the above | | |
| |  | | --- | | **10 Written communication should be invariably spell-checked and the latest edition of dictionary referred; whenever there is \_\_\_\_\_\_ doubt about correct meaning of a term or word.** | | |  |  | | --- | --- | |  | Aniota of | |  | Technical | |  | Critical | |  | Inherent | | |
| |  | | --- | | **11 There are seven communication attributes, and they are: -1) Complete; 2) Concise; 3) Considerate; 4) Concrete: 5) Clear; 6) Courteous and 7) xxx.** | | |  |  | | --- | --- | |  | Common | |  | Correct | |  | Conscious | |  | Coherent | | |
| |  | | --- | | **12 A message is \_\_\_\_\_\_\_ when it gets your message through in the fewest possible words, keeping in mind all the other qualities of effective communication.** | | |  |  | | --- | --- | |  | Concise | |  | Common | |  | Complete | |  | Complete | | |
| |  | | --- | | **13 Keeping the receiver in mind while preparing the message is what defines the quality of \_\_\_\_\_\_\_\_\_\_ in effective communication.** | | |  |  | | --- | --- | |  | Concise | |  | Common | |  | Complete | |  | Consideration | | |
| |  | | --- | | **14 Compared to nonverbal communication, verbal communication is \_\_\_\_\_ to understand.** | | |  |  | | --- | --- | |  | Difficult | |  | Easy | |  | Longer | |  | None of the above | | |
| |  | | --- | | **15 One characteristic of nonverbal communication is that it** | | |  |  | | --- | --- | |  | Is highly structured | |  | Lacks in formal structure | |  | Does not permit distortion | |  | None of the above | | |
| |  | | --- | | **16 You find that each group you have to communicate with has its own need, interest and desires. This fact is expressed by “\_\_\_\_\_\_\_\_\_” characteristic of communication.** | | |  |  | | --- | --- | |  | Segmented | |  | Specific | |  | Multi-Channel | |  | Two-Way | | |
| |  | | --- | | **17 If you want to ensure action on the message you convey, then it has to be repeated until you are certain it has reached and absorbed by the listeners. This is one reason why your communication needs to be** | | |  |  | | --- | --- | |  | Frequent | |  | Specific | |  | Multi-Channel | |  | Two-Way | | |
| |  | | --- | | **18 Every communication requires three critical components; a sender, a message, and a** | | |  |  | | --- | --- | |  | Medium | |  | Medium | |  | Result | |  | Recipient | | |
| |  | | --- | | **19 \_\_\_\_\_\_\_\_\_ is the main component of communication process as it permits the sender to analyse the efficacy of the message.** | | |  |  | | --- | --- | |  | Purpose | |  | Medium | |  | Feedback | |  | None of the above | | |

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| |  | | --- | | **1 In business world, larger volume of communication is\_\_\_\_\_\_\_. And it is either oral or written.** | | |  |  | | --- | --- | |  | Verbal | |  | Nonverbal | |  | Organizational | |  | None of the above | | |
| |  | | --- | | **2 In the current competitive business environment, \_\_\_\_\_ communication is critical for effective decision making process.** | | |  |  | | --- | --- | |  | Verbal | |  | Nonverbal | |  | Written | |  | Oral | | |
| |  | | --- | | **3 For clarity and \_\_\_\_\_\_\_\_\_\_\_ all financial and business decisions are written and duly approved.** | | |  |  | | --- | --- | |  | Legality | |  | Ease in implementation | |  | Courtesy | |  | Brevity | | |
| |  | | --- | | **4 Do not just tell people "\_\_\_\_\_\_\_"; tell them "why, how, and where their job fits into the larger picture", too.** | | |  |  | | --- | --- | |  | Work | |  | What | |  | When | |  | Which | | |
| |  | | --- | | **5 Remember, \_\_\_\_\_\_ communication is a personal and immediate means of oral communication.** | | |  |  | | --- | --- | |  | Face-to-face | |  | Group | |  | Telephone | |  | None of the above | | |
| |  | | --- | | **6 It is proved that always being ready to\_\_\_\_\_ is a key to successful communication.** | | |  |  | | --- | --- | |  | Speak | |  | Stop | |  | Listen | |  | None of the above | | |
| |  | | --- | | **7 \_\_\_\_\_\_\_\_ : This service is also known as Instant Messaging Communication** | | |  |  | | --- | --- | |  | Teleconference | |  | Texting | |  | Video telephoning | |  | None of the above | | |
| |  | | --- | | **8 Normally video conferencing program relies on Internet-based audio chat and webcam feeds. The participants' personal computers should have 1) \_\_\_\_\_\_\_\_; 2) Webcams and 3) Video capture cards.** | | |  |  | | --- | --- | |  | Monitors | |  | Microphones | |  | MS Office software | |  | None of the above | | |
| |  | | --- | | **9 If you need 1) Words; 2) Voice; 3) Visuals; 4) Face ; 5) Body Language and 6) Presence for your communication, you have to go to \_\_\_\_\_\_\_ for medium of communication.** | | |  |  | | --- | --- | |  | Face-to-face | |  | Video Conference | |  | Texting | |  | Telephone | | |
| |  | | --- | | **10 HR managers consider \_\_\_\_\_\_\_\_\_\_ as a major advantage of grapevine in their offices.** | | |  |  | | --- | --- | |  | Slow speed | |  | Valuable feedback | |  | Uncorroborated data | |  | None of the above | | |
| |  | | --- | | **11 When you select \_\_\_\_\_\_\_\_ as medium for communicating written messages, the speed of communication entirely depends upon the receiver of the communication.** | | |  |  | | --- | --- | |  | Courier | |  | Fax machine | |  | e-mail | |  | None of the above | | |
| |  | | --- | | **12 Use of \_\_\_\_\_\_\_\_ as a means of communication for written messages is fast disappearing form business communication.** | | |  |  | | --- | --- | |  | Courier | |  | Fax machine | |  | e-mail | |  | None of the above | | |
| |  | | --- | | **13 Your expression of gratitude or congratulations would be more effective if delivered formally** | | |  |  | | --- | --- | |  | Through mail or a courier | |  | Over telephone | |  | During video conference | |  | None of the above | | |
| |  | | --- | | **14 \_\_\_\_\_\_\_ runs a perpetual risk of actually being slower as a communication mode.** | | |  |  | | --- | --- | |  | Mobile phone | |  | Text messaging | |  | e-mail | |  | None of the above | | |
| |  | | --- | | **15 HR managers consider \_\_\_\_\_\_\_\_\_\_ as a major disadvantage of grapevine in their offices.** | | |  |  | | --- | --- | |  | Speed | |  | Valuable feedback | |  | Uncorroborated data | |  | None of the above | | |