1. A good communicator should  
   (A) dominate the listener with complex vocabulary  
   (B) listen actively and respond appropriately  
   (C) display emotions without restraint  
   (D) avoid feedback from the receiver
2. In effective communication, non-verbal cues are important because they  
   (A) contradict the spoken message consistently  
   (B) provide additional meaning or reinforce verbal messages  
   (C) are universally irrelevant across cultures  
   (D) should be entirely ignored in professional settings
3. For achieving clarity in communication, one should  
   (A) deliberately complicate the message to display knowledge  
   (B) tailor the message according to the audience’s understanding  
   (C) always use jargon irrespective of listeners  
   (D) focus only on speed of delivery
4. During negotiation, an effective strategy is to  
   (A) avoid listening to the counterpart’s perspective  
   (B) focus only on one’s own goals without compromise  
   (C) maintain composure and persuasive clarity  
   (D) use language that is harsh and confrontational
5. Redundancy in communication should be understood as  
   (A) the failure to convey the essence of a message  
   (B) repetition that enhances understanding and retention  
   (C) unnecessary exaggeration in all forms of discourse  
   (D) an intentional distortion of meaning
6. In interpersonal communication, empathy helps by  
   (A) dismissing the concerns of the receiver  
   (B) enabling understanding of the receiver’s perspective  
   (C) weakening the credibility of the speaker  
   (D) preventing the sender from adjusting the tone
7. A message distorted by noise refers to a situation where  
   (A) only physical surroundings hinder speech  
   (B) both external and psychological factors obstruct meaning  
   (C) the speaker intentionally misleads the receiver  
   (D) clarity of the sentence is enhanced by distraction
8. Feedback in communication is essential because it  
   (A) is irrelevant in one-way communication models  
   (B) confirms whether or not the message has been understood  
   (C) distracts the speaker from main ideas  
   (D) signals unquestioned agreement with the sender
9. Cultural sensitivity in communication means  
   (A) imposing one’s own cultural values on others  
   (B) ignoring linguistic variations across communities  
   (C) respecting and adapting to cultural differences in the audience  
   (D) considering cultural issues as barriers to interaction
10. Effective communication in a team requires  
    (A) withholding information for personal advantage  
    (B) encouraging openness and collaborative dialogue  
    (C) avoiding eye contact during discussions  
    (D) permitting only one person to express opinions