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| 1. Michael has excellent oratory skills. He is well-spoken and very innovative. However, people are often distracted by his odd mannerisms while speaking, such as his constant foot movement, his slouched posture, and his habit of biting nails. In the given scenario, people get distracted because of \_\_\_\_\_ to communication. |
| 2. In the context of communication barriers, \_\_\_\_\_ can range from a document that looks like a wall of type to a room that's freezing cold. |
| 3. Fiona, an industrial psychologist, is asked to give a presentation on the benefits of healthy colleague relationships to the employees of a textile company. In her presentation, Fiona uses various technical terms, all related to the subject of psychology, because of which the employees find it difficult to understand her and quickly lose interest in the presentation. In the given scenario, the employees of the textile company face a(n) \_\_\_\_\_ to communication. |
| 4. In the context of American culture, which of the following is one of the dos for better listening? |
| 5. In the context of the various roles employees take up in an organization, who among the following is most likely to spend a lot of their time listening? |
| 6. \_\_\_\_\_ has high channel richness, and especially with state-of-the-art equipment, it conveys much of the richness of actually being there. |
| 7. Olivia, the CEO of a company, generally uses words such as "she" and "her" to refer to managers and other employees. She also uses feminine examples in her presentations to the entire company. As a result, the male employees of the company feel excluded. Given this information, it can be concluded that Olivia shows \_\_\_\_\_. |
| 8. Jeffery is asked by his supervisor to prepare a presentation on company policies for the orientation program. Jeffrey covers all essential topics and removes any unnecessary information to avoid confusion. In the given scenario, Jeffery is: |
| 9. In the context of business communication, identify a true statement about American culture. |
| 10. Kenneth prepares a PowerPoint presentation for the board meeting by adding only the essential information and discarding any unnecessary details that could confuse the board members. He ensures to keep his sentences short but not at the expense of completeness. In the given scenario, which of the following communication guidelines is Jeffrey following? |
| 11. Michael takes his business partner Denver, who hails from a South Asian country, for dinner to a fine-dining restaurant. He assumes that being a Christian, Denver would not have a problem with consuming alcohol. However, Michael is unaware that Denver is a teetotaler. Which of the following biases does Michael show in the given scenario? |
| 12. Which of the following statements is true of business emails? |
| 13. Before starting a presentation on the employee healthcare initiative of his company, Leonard shares a real-life incident involving one of his friends who had benefited from the healthcare policy provided by her office. In the given scenario, Leonard uses a(n) \_\_\_\_\_ to open his presentation. |
| 14. If you encounter a hostile questioner while giving a presentation, you should avoid: |
| 15. Jake begins his presentation on malnutrition by giving an estimate of the amount of food that is wasted every day in the country. This makes the audience more attentive and responsive throughout Jake's presentation. In the given scenario, Jake uses \_\_\_\_\_ to open his presentation. |