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| *Indicate the answer choice that best completes the statement or answers the question.* |

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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.   |  |  |  | | --- | --- | --- | |  | a. | perceptual barriers | |  | b. | organizational barriers | |  | c. | body language barriers | |  | d. | physical barriers | |

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| 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.   |  |  |  | | --- | --- | --- | |  | a. | physical barriers | |  | b. | language barriers | |  | c. | perceptual barriers | |  | d. | organizational barriers | |

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| 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.   |  |  |  | | --- | --- | --- | |  | a. | perceptual barrier | |  | b. | language barrier | |  | c. | organizational barrier | |  | d. | physical barrier | |

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| 4. In the context of American culture, which of the following is one of the dos for better listening?   |  |  |  | | --- | --- | --- | |  | a. | If you receive text messages or emails, just give them a quick glance. | |  | b. | Use your extra mental capacity to summarize what the speaker is saying. | |  | c. | Ignore the body language of the speaker and focus on the verbal content. | |  | d. | Frown to convey your doubts regarding the point the speaker is making. | |

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| 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?   |  |  |  | | --- | --- | --- | |  | a. | Clerks | |  | b. | Executives | |  | c. | Hourly employees | |  | d. | Junior managers | |

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| 6. \_\_\_\_\_ has high channel richness, and especially with state-of-the-art equipment, it conveys much of the richness of actually being there.   |  |  |  | | --- | --- | --- | |  | a. | Emailing | |  | b. | Videoconferencing | |  | c. | Blogging | |  | d. | Texting | |

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| 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 \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | ethnicity bias | |  | b. | nationality bias | |  | c. | age bias | |  | d. | gender bias | |

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| 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:   |  |  |  | | --- | --- | --- | |  | a. | avoiding the use of slang. | |  | b. | evaluating his audience. | |  | c. | being concise. | |  | d. | avoiding bias. | |

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| 9. In the context of business communication, identify a true statement about American culture.   |  |  |  | | --- | --- | --- | |  | a. | It considers nonverbal cues, such as smiling and nodding, deterrents to effective communication. | |  | b. | It demonstrates negative age bias toward old people. | |  | c. | It considers sustained eye contact with superiors a sign of disrespect. | |  | d. | It associates youth with laziness and dependence. | |

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| 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?   |  |  |  | | --- | --- | --- | |  | a. | Evaluate your audience | |  | b. | Avoid bias | |  | c. | Avoid the use of slang | |  | d. | Be concise | |

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| 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?   |  |  |  | | --- | --- | --- | |  | a. | Age bias | |  | b. | Gender bias | |  | c. | Disability bias | |  | d. | Ethnicity bias | |

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| 12. Which of the following statements is true of business emails?   |  |  |  | | --- | --- | --- | |  | a. | They should be used for sending private messages. | |  | b. | Attachments should be used wherever possible. | |  | c. | Descriptive and detailed emails should be used to provide the reader with ample information. | |  | d. | Response to emails should be as prompt as possible. | |

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| 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.   |  |  |  | | --- | --- | --- | |  | a. | engaging question | |  | b. | metaphor | |  | c. | startling statistic | |  | d. | anecdote | |

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| 14. If you encounter a hostile questioner while giving a presentation, you should avoid:   |  |  |  | | --- | --- | --- | |  | a. | reestablishing eye contact once you have answered the question. | |  | b. | pausing for a deep breath before proceeding to answer. | |  | c. | using body language that implies you do not wish to interact with the questioner. | |  | d. | agreeing to disagree with the questioner and instead seek approval. | |

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| 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.   |  |  |  | | --- | --- | --- | |  | a. | audience involvement | |  | b. | a startling statistic | |  | c. | an engaging question | |  | d. | a simile | |

**Answer Key**

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| 2. a |

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| 3. b |

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| 7. d |

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| 8. c |

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| 9. b |

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| 10. d |

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| 12. d |

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| 13. d |

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| 14. a |

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| 15. b |