|  |  |
| --- | --- |
| QN=1 | Which of the following reasons is sound justification for scheduling or attending a group meeting? |
| a. | You hate to write reports and memos |
| b. | You prefer not to do the research yourself |
| c. | You feel lost without colleagues |
| d. | Group input and interaction are critical |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=2 | Which of the following answers depicts the 3 main elements of a meeting? |
| a. | structure, schedule, chairperson |
| b. | conflict, cohesion, engagement |
| c. | members, leaders, engagement |
| d. | chairperson, agenda, minutes |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=3 | Which of the following criteria should NOT be considered when determining who to invite to a meeting? |
| a. | individuals who will be affected directly by the outcome |
| b. | individuals who disagree or represent minority viewpoints |
| c. | individuals who have the power to implement decisions |
| d. | individuals who are uninvolved in the issues for discussion |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=4 | At what point in a business meeting should group members approve the agenda and minutes? |
| a. | right after the call to order |
| b. | right after routine reports are shared |
| c. | before the discussion of new business |
| d. | right before final announcements by members |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=5 | The person in charge of conducting a meeting is the………. |
| a. | group leader |
| b. | dominator |
| c. | chairperson |
| d. | recorder |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=6 | All of the following strategies are for keeping a meeting moving at a comfortable pace EXCEPT |
| a. | Only begin the meeting until all important group members are present |
| b. | Place a time limit on each agenda item |
| c. | Stay focused on the meeting's goal |
| d. | Schedule another meeting to discuss unfinished business |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=7 | Which of the following labels does NOT represent how member behavior can disrupt a meeting? |
| a. | loudmouth |
| b. | whisperer |
| c. | latecomer |
| d. | summarizer |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=8 | Who is the meeting contributor? |
| a. | sleeper |
| b. | whisperer |
| c. | latecomer |
| d. | reporter |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=9 | The sentence "Let Nemo finish her point first, and then we'll hear other’s opinions" can help a group deal with a member who is……. |
| a. | loudmouth |
| b. | whisperer |
| c. | interrupter |
| d. | quieter |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=10 | The written record of a group's discussion and activities is \_\_\_\_\_ |
| a. | a meeting minute |
| b. | a report |
| c. | an agenda |
| d. | a note |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=11 | Which of the following is bad advice for group meeting? |
| a. | The group should always use a 2/3 vote to ensure the majority rules |
| b. | The group accepts the will of the majority even though some members do not like that decision |
| c. | The group follows an approved agenda that promotes orderly business |
| d. | The group protects the rights of all members by guaranteeing everyone the right to speak |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=12 | Meetings give members a \_\_\_\_\_\_\_\_\_\_\_ that boosts their motivation to implement group ideas and actions |
| a. | real voice in decisions |
| b. | chance to argue |
| c. | time to relax |
| d. | time to chat |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |
| QN=13 | Which of the following is the best example of constructive feedback? |
| a. | Not giving full attention to a customer gives the image that we don’t think he or she is important. |
| b. | I believe that using mobile phone for personal purpose during working hours is not allowed in this company, but it seems like you do not see the real benefit of this policy. |
| c. | You are not paying attention to the customer when you are having a conversation with someone else at the same time. |
| d. | You were trained that you’ll make a more positive corporate impression if you give the customer your complete attention. |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=14 | Which words below show emphasis? |
| a. | Significantly, primarily, especially |
| b. | But, however, by contrast |
| c. | For example, to illustrate, like |
| d. | First, second, last |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=15 | Which words should you use to when you want to give contrast ideas? |
| a. | Significantly, primarily, especially |
| b. | Nevertheless, however, by contrast |
| c. | For example, to illustrate, like |
| d. | First, second, last |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=16 | Which words should you use to when you want to add more ideas? |
| a. | Furthermore, also, similarly |
| b. | Nevertheless, however, by contrast |
| c. | For example, to illustrate, like |
| d. | Therefore, as a result, hence |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=17 | What are good advice for a meeting participants? |
| a. | become angry for no good reason |
| b. | demand much more information than is needed |
| c. | offer much more information than is needed |
| d. | demonstrate professionalism in your verbal and nonverbal interactions |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=18 | Which is TRUE about persuasion? |
| a. | Persuasion is an act or process of presenting arguments to move, motivate, or change your audience |
| b. | Persuasion can be implicit or explicit and only have positive effects |
| c. | Persuasion is forcing people to do as your request |
| d. | Persuasion is an act of leader giving order to followers without considering their will |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 9 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=19 | Which of Maslow's Hierarchy of Needs is primarily met when someone joins an exclusive club or is elected as leader of a prestigious group? |
| a. | Physiological |
| b. | Esteem |
| c. | Love and belonging |
| d. | Safety |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 9 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=20 | Which of Maslow's Hierarchy of Needs is primarily met when a neighborhood watch group forms to deter crime in the community? |
| a. | Physiological |
| b. | Esteem |
| c. | Love and belonging |
| d. | Safety |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 9 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=21 | Which is FALSE about Maslow hierarchy of needs? |
| a. | Maslow's basic need is safety need. |
| b. | Maslow's Hierarchy of Needs ranks critical needs in the following order: physiological, safety, belongingness, esteem, and self-actualization |
| c. | Maslow's basic need is physiological need. |
| d. | Maslow's Hierarchy of Needs includes control, inclusion, and affection needs. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 9 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=22 | Reasons for us to engage in communication are all below EXCEPT |
| a. | Dominate people for personal benefits |
| b. | Understand communication context |
| c. | Understand our identity |
| d. | Meets our need |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 9 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=23 | Laura has an important meeting tomorrow to present her solution to the city People Committee about improving students’ life. Which of the following is good advice for her to prepare herself for the presentation? |
| a. | Use emotional appeals |
| b. | Simplify the students’ problems to make the solution look easy |
| c. | Hide numbers and facts if the committee do not ask |
| d. | Prepare the presentation with relevant data and rehearsal the speech carefully |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 9 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=24 | To produce a good opening in a persuasive message, you should keep it |
| a. | Neutral |
| b. | Negative and impersonal |
| c. | Impersonal |
| d. | Positive and personal |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 9 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=25 | When conducting a meeting, you should |
| a. | Be bold and honest, not afraid to hurt people’s feeling |
| b. | Get every team member to voice out their feeling and opinions |
| c. | Make it as short as possible because time is gold |
| d. | Favor relationships |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=26 | At the end of a meeting, you should |
| a. | Ask a lot of questions to test the team members’ understanding of the discussion |
| b. | Be brief and recapture the key points |
| c. | Be the first to leave the meeting room |
| d. | Take group photo and have conversation with members to build personal relationships with them |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=27 | Eye contact with your team members can be maintained by |
| a. | always looking at a few people |
| b. | always looking at your favourite people |
| c. | always looking at the nearest people |
| d. | looking at every individual in a regular pattern |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=28 | You may maintain less eye contact with audiences who are… |
| a. | very interested in your presentation |
| b. | not showing interest in your presentation |
| c. | want to ask questions |
| d. | new to your team |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=29 | In a communication transaction, feedback represents |
| a. | a group's physical and psychological environment. |
| b. | anything that interferes with or inhibits effective communication. |
| c. | the media through which group members share messages. |
| d. | the response or reaction to a message. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=30 | On her way to an important Friday morning meeting, Susan observes one of the people she supervises speaking harshly to a customer. Susan knows she must offer constructive feedback to the employee, so she decides to |
| a. | concentrate more on her verbal than on her nonverbal message |
| b. | minimize the impact of her criticism by speaking in general terms |
| c. | speak to the employee early Monday morning |
| d. | stress the benefits the receiver will gain by modifying his/her behavior |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=31 | Which type of feedback requests confirmation or clarification of a message, and is often expressed in the form of a question? |
| a. | Evaluative |
| b. | Interpretive |
| c. | Supportive |
| d. | Probing |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=32 | Which type of feedback communicates encouragement in response to a message? |
| a. | Evaluative |
| b. | Interpretive |
| c. | Supportive |
| d. | Probing |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=33 | Which type of feedback communicates sympathy and empathy for the source of the message? |
| a. | Evaluative |
| b. | Interpretive |
| c. | Supportive |
| d. | Understanding |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=34 | The best way to convey friendliness is to…… |
| a. | smile |
| b. | speak slowly |
| c. | tell a joke |
| d. | use a tone of importance |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=35 | David has just been given the task of delivering an oral presentation to the marketing department of the organization he joined two months ago. The first thing David should do is………. |
| a. | analyze the audience |
| b. | determine the purpose of the presentation |
| c. | draft an outline |
| d. | gather supporting data |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 9 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=36 | Michelle is new staff of Marketing department in FPT Software company. Her manager told her to prepare a report to review activity of the department in the last 3 months.  Which type of report is that? |
| a. | Progress |
| b. | Financial |
| c. | Feasibility |
| d. | Needs assessment |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=37 | Susan is a new staff of IT team 3 in FPT Software company. Her senior told her to prepare a report to instruct their Japanese customer how the new app works.  Which type of report is that? |
| a. | Technical |
| b. | Financial |
| c. | Feasibility |
| d. | Needs assessment |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=38 | When preparing report content, you should ask all of the questions below except |
| a. | Whom the report is about and/or prepared for? |
| b. | What was done, what problems were addressed, and the results, including conclusions and/or recommendations? |
| c. | Where the subject studied occurred? |
| d. | How much do your manager pay you to write the report? |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=39 | What is abstract in a report? |
| a. | Title fly |
| b. | Key words to introduce the research topic |
| c. | Introduction part |
| d. | Include aims and outcome of the research |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=40 | What are included in a report abstract? |
| a. | Highlight topic, methods, data, and results |
| b. | A list of the main parts of the report |
| c. | Label, report, features title, author |
| d. | Methodology |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=41 | The solution to a research problem is presented in the report as a part of the |
| a. | appendix |
| b. | conclusion |
| c. | recommendation |
| d. | findings |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=42 | Which of the following is the best example of constructive feedback? |
| a. | Your proposal is disorganized, contains computational errors, and is a writing disaster. |
| b. | You aren’t paying attention to the customer when you are having a conversation with someone else at the same time. |
| c. | Why can’t you stay focus? It is only 10 o’clock in the morning. |
| d. | All the elements of a good proposal are here; they just need to be reordered. By placing the strongest element first, we can capture and hold the reader’s attention. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=43 | Which of the following statements is NOT true of performance appraisals? |
| a. | They may be written directly or indirectly, depending on the situation. |
| b. | They may include humor if audience analysis dictates it will be well received. |
| c. | They should be brief. |
| d. | They should include factual evidence of strong or weak performance. |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=44 | The disadvantage of written messages is that they |
| a. | Can have legal value. |
| b. | Can be revised and edited to ensure they adhere to the principles of business communication. |
| c. | Can be reread and studied, which is important if a message is long, is complex, or has been written in anger. |
| d. | Can be viewed as being more formal, in part because they are permanent. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=45 | Which of the following should be a consideration in determining the formality of a goodwill message? |
| a. | Cost |
| b. | Timeliness in sending the message |
| c. | Length of message |
| d. | Familiarity with the receiver |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 4 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=46 | How should the saying “your understanding was wrong” can be paraphrased into a more positive way? |
| a. | I already explained the case for you more than 3 times. |
| b. | Are you sure about the fact? |
| c. | I can only see mistakes in this. |
| d. | Let us review the facts. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=47 | When writing an email, you should consider your receiver’s educational level and knowledge of the message topic. If your receivers do not work in the same industry with you, you are recommended to use …. |
| a. | technical words |
| b. | nontechnical words |
| c. | words that you know |
| d. | English |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=48 | Which sentence below effectively conveys a positive attitude? |
| a. | Our professional staff will repair your laptop. |
| b. | The store will not open until 10am. |
| c. | I regret to advise that we must the refund request for your keyboard. |
| d. | You cannot be enrolled in your courser course. |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=49 | How can you demonstrate sensitivity to a partner's culture? |
| a. | Avoid discussing any cultural differences |
| b. | Mimic the partner's mannerisms perfectly |
| c. | Start formally before becoming informal |
| d. | Begin informally to help establish rapport |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 8 |
| MIX CHOICES: | Yes |

|  |  |
| --- | --- |
| QN=50 | In order to make good impression to achieve the message goals, positive words convey optimism and confidence are |
| a. | Disapprove, impossible, obnoxious |
| b. | Deny, hateful, not |
| c. | Contradict, fault, unable |
| d. | Favorable, compliment, answerable |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 4 |
| LO: | 10 |
| MIX CHOICES: | Yes |