**Roll No: 20P-0101**

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**BCS-2D**

**Class Activity: 2**

1.                  A conversation between two people is called a

a.       Blend

**b.      Dyad**

c.       Union

d.      Pairing

2.                  Most organizational communication exists between

a.       project/program purposes

b.      Unions

**c.       Individuals**

d.      All of the above

3.                  Conflict occurs when two parties feel that

a.       They don’t understand one another

**b.      Each cannot achieve its goals or desires if the other does**

c.       One tries to force to do something the other doesn’t want to do

d.      They do not talk about the conflict

2.                  Messages can be understood

a.       Only one way

**b.      In different ways**

c.       Only be the receiver

d.      When there is no conflict

3.                  One of the best way to improve communication is to

a.       Increase nonverbal cues

b.      Decrease nonverbal cues

**c.       Use feedback**

d.      Avoid conflict

4.                  In a organization, communication should move in what direction?

a.       Upward

b.      Downward

c.       Horizontally

**d.      All of the above**

5.                  Which of the following requires a clear and open exchange of information.

a.       Orating

**b.      Persuasion**

c.       Manipulation

d.      Evaluating

6.                  Motivation requires

**a.      Knowing what the other person wants**

b.      Compliments of another’s work

c.       Raises

d.      Bonuses

7.                  On the job, motivation may be tied to

a.       Pay

b.      Work recognition

c.       Responsibility

**d.      All of the above**

8.                  Managing conflict requires

a.       Analytical skills

b.      Behavioral skills

c.       Skills in relating to people

**d.      All of the above**

9.                  Before managing conflict, a person must

a.       Know what it is about

b.      What is at stake

c.       What it could lead to

**d.      All of the above**

10.              There are how many stages of turning a group into a team?

a.       One

b.      Two

c.       Three

**d.      Four**

 True/False

Test

1. True\_\_\_\_\_\_        The ability to relate to other people is a sign of a good communicator.

2. True\_\_\_\_\_\_        One of the best ways to improve message reception is to reduce the number of messages

sent.

3. False\_\_\_\_\_\_        Communication should only move down the hierarchy to be effective.

4. True\_\_\_\_\_\_        Conflict occurs when two parties feel that each cannot achieve its goals or desires if the

other does.

5. False\_\_\_\_\_\_        Motivation of employees can only be accomplished through wages.

6. True\_\_\_\_\_\_        Managing conflict requires both analytical and behavioral skills.

7. True\_\_\_\_\_\_        Effective organizational communication occurs when people feel they are free to speak to

those they need to communicate with.

8. True\_\_\_\_\_\_        By considering all the ways a message could be interpreted, you eliminate poor

communication.

9. False\_\_\_\_\_\_        organizations can communicate.

10. False\_\_\_\_\_\_       A dyad is having a conversation with yourself.