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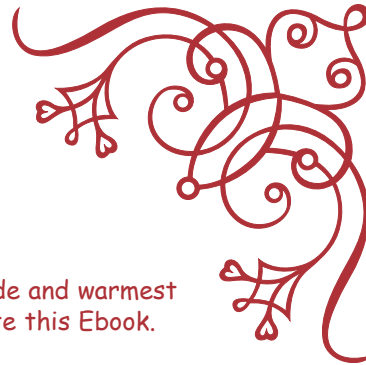
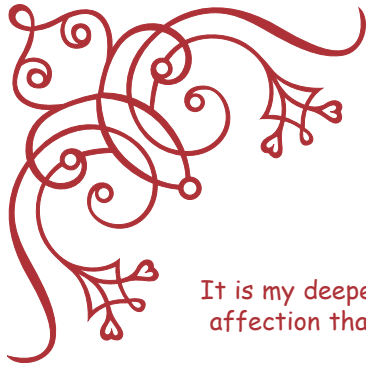
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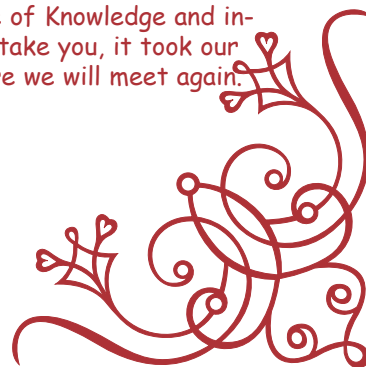
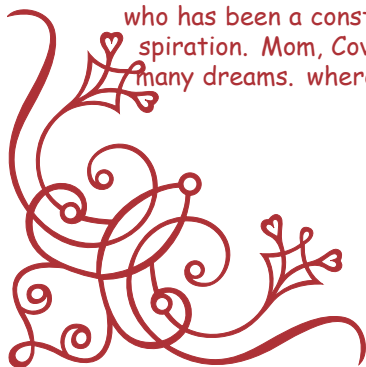


This E-book is dedicated to the loving memory of my mother:
my guiding light, my shining star,
forever



It is my deepest gratitude and warmest
affection that I dedicate this Ebook.

To my mother JOYTSNA CHANGDER
who could not see this Ebook.



who has been a constant source of Knowledge and in-
spiration. Mom, Covid did not take you, it took our
many dreams. wherever you are we will meet again.



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Preface

This book presents a comprehensive collection of over **1,20,000 multiple-choice questions (MCQs)** covering the complete syllabus of **UGC NET Paper 1**. The questions have been carefully organized chapter-wise and topic-wise to facilitate systematic learning, regular practice, and effective revision.

Prepared in accordance with the latest syllabus, this question bank is intended to help learners strengthen their conceptual understanding, improve speed and accuracy, identify areas requiring further study, and build confidence through continuous practice.

This book is particularly useful for:

1. UGC NET and Junior Research Fellowship (JRF) aspirants.
2. State Eligibility Test (SET/SLET) candidates.
3. Assistant Professor recruitment examinations.
4. Ph.D. entrance examinations.
5. University students and research scholars.
6. Teachers and educators seeking practice material.
7. Candidates preparing for other competitive examinations covering teaching aptitude, research aptitude, reasoning, communication, information and communication technology, and higher education.

The primary objective of this book is to provide an extensive repository of practice questions that supports self-learning, systematic revision, and exam-oriented preparation. Whether used for daily practice, mock tests, or last-minute revision, this question bank serves as a valuable companion throughout the preparation journey.

Every effort has been made to ensure the accuracy, relevance, and quality of the contents. Suggestions and constructive feedback from readers are always welcome and will help improve future editions.

Narayan Changder

July 2026

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1. Unit-IV: Communication

1.1 Fundamentals of Communication

1.1.1 Communication Aptitude

1. What is the innate talent or predisposition for language learning called?
(A) Aspect
(B) Contingency
(C) Aptitude
(D) Autonomy
2. You may have a(n) ___ for music if you can quickly learn a song and sing it well without practice.
(A) Attitude
(B) Skill
(C) Aptitude
(D) Interest
3. Language is important because it allows us to ___ with each other.
(A) Ignore
(B) Exclude
(C) Communicate
(D) Overrule
4. Which of the following tasks Amit cannot perform using the internet?
(A) Reading book
(B) Watching video
(C) Go for walk
(D) Talk to his friends
5. "Its hot and sunny out today!" is a declaration of
(A) Climate
(B) What clothes to wear
(C) Weather
(D) None of above
6. How can local governments improve disaster preparedness in their communities?
(A) Enhance training, communication, planning, collaboration, and community education.
(B) Reduce funding for emergency services
(C) Focus solely on infrastructure improvements
(D) Limit community involvement in planning
7. What is the way that something is done or expressed, that shows the personality or preferences of the person who does it?
(A) Style
(B) Conciseness
(C) Clarity
(D) Tone

8. Your sister talks you into doing her chores for a month in return for her desserts for the month IS an example of managing a persuasive message.
(A) True
(B) False
9. People exchange information by different means of ____
(A) Drums
(B) Communication
10. Father figure of the concept of communicative competence. Person who coined the term
(A) Hymes
(B) Chomsky
(C) Canale & Swaine
(D) Skinner
11. The purpose of the speech will help you identify ideas that will support your main idea or message.
(A) True
(B) False
(C) All the above
(D) None of the above
12. Personal computer is a major device used by people to ____
(A) Communicate
(B) Conferencing
(C) Audio-video conferencing
(D) None of above
13. What should you know before placing a call?
(A) Who you want to contact
(B) How to pronounce their name
(C) What you want to say
(D) All of the above
14. When people ____, they pass their thoughts or information to others.
(A) Invention
(B) Patent
(C) Communicate
(D) Telegraph
15. An inherent ability
(A) Correlation
(B) Personality tests
(C) Aptitude
(D) Case study
16. During gymnastics practice, Daniel hears another gymnast use the term "cowboy" to describe a specific action. This is an example of which communication code?
(A) Idiom
(B) Jargon
(C) Gesture
(D) Dialect
17. A communication style refers to:
(A) The manner in which a person expresses ideas
(B) The dress code for company events
(C) The number of chairs in meeting rooms
(D) The monthly office supply budget
18. What is the internet used for?
(A) Online shopping only
(B) The internet is used for communication, information sharing, and various online activities.
(C) Social media for entertainment
(D) Video streaming exclusively
19. How does the degree of influence vary in communication transactions?
(A) Per transaction
(B) It does not vary
(C) Per person
(D) Per day
20. A speaker who believes that time should be part of an audience analysis, what would be included for considerations?
(A) How much time has been allotted or assigned
(B) What world or local events might be occurring the same day as the speech

- (C) Whether the speech should be in the morning or after lunch, at the beginning or at the end of shared segment of time
(D) All of the above
21. The meaning of 'Coherent' is ____
(A) To attract someone's attention
(B) Reacting quickly and positively
(C) Logical and well-organized speech
(D) Able to speak a language smoothly
22. All of the following are important to the interviewer's decision-making process except ____.
(A) How well you express yourself
(B) The image you present
(C) How many questions you ask
(D) Your body language
23. A set of rules that govern data communication between the sender and receiver is called
(A) Rule
(B) Protocol
(C) Law
(D) Option
24. What are different ways to communicate online?
(A) Emails
(B) Videos (vlogs)
(C) Online diaries (blog)
(D) All of the above
25. Which type of test measures capacity or general ability to learn FL/SL?
(A) Diagnostic Test
(B) Aptitude Test
(C) Placement Test
(D) Progress Test
26. Adrian is planning a business message and is deciding what kind of language is appropriate, what depth of explanation is needed, and whether the tone should be formal or informal. What prewriting task is Adrian completing?
(A) Responding to the audience profile
(B) Identifying the task and purpose
(C) Organizing his message
(D) Gathering information through research
27. Meaning DCE
(A) Data Commercial Equipment
(B) Data Cooperation Unit
(C) Data Communication Unit
(D) Data Cancellation unit
28. To get this job, you need to be ____ in English and Cantonese.
(A) Fluent
(B) Enthusiastic
(C) Keen
(D) Motivated
29. What is the primary function of a Switch?
(A) Facilitating communication within networks
(B) Creating a boundary between networks
(C) Repeating a signal from one medium to the other
(D) Grouping 1's and 0's into chunks
30. Client interaction in professional settings mainly requires
(A) Soft skills
(B) Programming ability
(C) Equipment handling
(D) Mathematical accuracy
31. Writing a report for work, presenting at a company-wide meeting, or crafting an email to a co-worker are all examples of professional communication.
(A) True
(B) False
32. The tests designed to predict future performance is?
(A) Aptitude test.
(B) Norm referenced test.
(C) Criterion referenced test.
(D) Achievement test.

33. Communication is a learned skill.
(A) True
(B) False
34. It is easy for me to communicate with other people when:
(A) I share common interests with them.
(B) I do not understand their language.
(C) There is a lot of background noise.
(D) I am feeling very nervous.
35. We can send message through mobile phones.
(A) True
(B) False
(C) All the above
(D) None of the above
36. The meaning of 'Articulate' is ____
(A) Able to express ideas clearly
(B) To attract someone's attention
(C) To summarize briefly
(D) Not open in speech, keeping thoughts private
37. The area near the university, but not part of the university
(A) Neighbor places
(B) Off-site
(C) Outer limits
(D) Off-campus
38. Assertive communicators tend to have naturally high (a).
(A) Self-esteem
(B) Anxiety
(C) Aggression
(D) Passivity
39. "To conclude our meeting, we have agreed to hire two new staff." This is a ____
(A) Conclusion statement.
(B) Greeting.
(C) Complaint.
(D) Request.
40. Which technology is used for faster communication speed?
(A) Telegraph
(B) Internet
(C) Fax machine
(D) Postal service
41. Which phrase can be used to ask someone to consolidate their thoughts into a single message?
(A) Can you consolidate your thoughts into a single message?
(B) Can you consolidate your report into an email?
(C) Can you consolidate your ideas in writing?
(D) Can you consolidate your feedback into a document?
42. What is the primary purpose of using signals in communication?
(A) To entertain
(B) To send information
(C) To create noise
(D) To generate light
43. A signal is a way to transmit ____ by means of gesture, action, sound, or other means.
(A) Money
(B) Information
(C) Time
(D) Light
44. Attn. means
(A) Attitude
(B) Attention
45. Communication requires acquisition of knowledge and critical thinking skills.
(A) Communication is dynamic.
(B) Communication is competence-based.
(C) Communication is influenced by ethics.
(D) Communication is affected by culture.

46. It is a conference in which participants in different locations are able to communicate with each other in sound and vision.
(A) Video Conferencing
(B) Audio Conferencing
(C) E-conferencing
(D) None of above
47. A good ____ should enter into any conversation with a flexible, open mind. Be open to listening to and understanding the other person's point of view, rather than simply getting your message across.
(A) Dictator
(B) Communicator
(C) Monologuer
(D) Debater
48. What is the primary purpose of information technology?
(A) To automate all business processes without human input.
(B) To restrict access to sensitive information.
(C) To facilitate the processing, storage, and communication of information.
(D) To enhance the aesthetic appeal of digital content.
49. What is the overall role of a supervisor?
(A) To manage student grades
(B) To conduct research
(C) To teach classes
(D) To communicate organizational needs
50. You should prepare for a video interview in much the same way you would prepare for an inperson interview.
(A) TRUE
(B) FALSE
Explanation: Video interviews and face-to-face interviews often follow a similar pattern. Dress as a business professional and be ready to answer typical interview questions, as well as ask your own questions.
51. This refers to the passing of information from one organism to another using signals
(A) Communication
(B) Language
(C) Comprehension
(D) Inferences
52. What is the definition of transmitting?
(A) Means to send from one to another
(B) Understands the exact information
(C) Occurs only if the receiver understands
(D) None of above
53. The human computer
(A) Sam Pitroda
(B) Shakuntala Devi
(C) Charles Babbage
(D) None of above
54. A message beneath a message is labelled as
(A) Sub-text
(B) Inter-text
(C) Internal text
(D) Embedded text
55. How does a smartphone help in our daily life?
(A) Transferring thoughts
(B) Sending messages to friends who live far away
(C) Instant transport
(D) Energy generationTagsITEEA-17.3/5.F
56. The meaning of 'Clarify' is ____
(A) To make something easier to understand

(B) Talking in a confused or lengthy way
(C) To talk to someone who does not listen
(D) To stop someone from speaking
57. When we no longer use communication to communicate but to communicate about communication, what is it called?
(A) Conversation
(B) Meta-communication
(C) Paralanguage
(D) Pragmatics

58. Students should be involved in the process of creating parent communication newsletters/announcements.
(A) True
(B) False
59. Audience-centered communication is based on objective, fact-based information, not etiquette or other social norms.
(A) TRUE
(B) FALSE
60. What is the primary use of the internet?
(A) Streaming movies
(B) Communication and information access
(C) Social media gaming
(D) Online shopping
61. The establishment of effective school-home communication has grown more complex as ____ has changed.
(A) First call
(B) Healthy
(C) Society
(D) Phone call
62. A transfer of information, ideas, thoughts and messages. It involves a sender, a receiver, a code and a language that is understood by both the sender and receiver.
(A) Information
(B) Communication
(C) Information and Communication Technology
(D) Technology
63. Why are greetings important?
(A) They are essential to social interaction
(B) They are essential for initiating a request
(C) They demonstrate that you are aware of other people
(D) They are essential for giving directions
64. The meaning of 'Jargon' is ____
(A) To describe something clearly
(B) Paying careful attention to something
(C) Special words used in a specific field
(D) To talk about the most important topic immediately
65. Choose the antonym of "taciturn":
(A) Quiet
(B) Talkative
(C) Silent
(D) Reserved
66. Which of the following is an example of initiating contact with a client?
(A) Ignoring the client
(B) Offering assistance in a gym environment
(C) Discussing unrelated topics
(D) Avoiding greetings
67. Some people ____ an opinion of a company based on first impressions, so the attitude and behaviour of reception staff is very important.
(A) Manage
(B) Form
(C) Keep
(D) Work
68. Which part of an argument presents "the other side of the argument"?
(A) Claim
(B) Counterclaim
(C) Evidence
(D) Reasoning
69. Which one is an example of a reason to support a claim?
(A) I need a larger allowance because I don't have enough money for lunch or transportation.
(B) I need a larger allowance.
70. Which is the most likely reason for why Egyptians held the SCRIBES in such high regards?
(A) They were high in the social class structure

- (B) They made communication easier between people
(C) They invented papyrus
(D) They often became Pharaohs
71. A police officer might say "I was UTL the D&D suspect; I'm back 10-8." meaning that the officer was unable to locate a person suspected to be drunk and disorderly, and now he or she can be marked as back in service and ready for a new assignment when needed. What is this an example of?
(A) Cliche
(B) Jargon
(C) Euphemism
(D) Connotation
72. Speaking is a combination of verbal and non-verbal means.
(A) True
(B) False
73. He never says what he thinks or shows what he feels. How can any body be so ___?
(A) Articulate
(B) Fluent
(C) Reserved
(D) Extrovert
74. According to the book of Applying Communication Theory for Professional Life, that the most intriguing ___ of corporate life is how often organizational members stress the importance of communication
(A) Certainty
(B) Paradoxes
(C) Standard
(D) Understanding
75. Which of the following is NOT a communicative competence?
(A) Morphological
(B) Social
(C) Linguistic
(D) Operational
76. Which of the following is NOT a main consideration in communication?
(A) WORDS
(B) SYMBOLS
(C) ACTIONS
(D) FASHION
77. What types of skills are extremely important for an applicant to use effectively during an employment interview?
(A) Occupational
(B) Communication
(C) Management
(D) Educational
78. Test which measures a student's talent for learning language; predicts future performance.
(A) Diagnostic test
(B) Cloze test
(C) Aptitude test
(D) Direct testing
79. Share data with others
(A) Data
(B) Evidence
(C) Data table
(D) Communicate
80. Alexander Graham Bell was known for developing methods to make which of the following faster and easier?
(A) Transportation
(B) Cooking
(C) Communication
(D) Manufacturing
81. Bad grammar speaks louder than your ___?
(A) Image
(B) Intended message
(C) Intelligence
(D) Professionalism

82. As we grow older, we are exposed to conversations that maybe done with different approaches based on situations and factors such as educational background or degree of closeness/ relationship.
- (A) True
(B) False
83. People who speak English as a second or third language ____
- (A) Are fewer than native English speakers.
(B) Outnumber speakers of English as a native language.
- (C) Use English for international communication only.
(D) None of above
84. Which invention by Alexander Graham Bell significantly transformed global communication?
- (A) Airplane
(B) Methods for crop improvement
(C) Telephone
(D) Submarine

1.1.2 Meaning of Communication

1. This is defined as "purposefully and actively exchanging information between two or more people to convey or receive the intended meanings through a shared system of signs and symbols".
- (A) Communication
(B) Encoding
(C) Talking
(D) None of above
2. The following phrase can have more than one implied meaning
- (A) Send an email
(B) No way!
(C) Stand your ground
(D) Select your dessert
3. Communication, according to George Terry, is an exchange of ____
- (A) Facts
(B) Money
(C) Mobile
(D) Books
4. What is the meaning of the Latin word "communis" where communication is derived from?
- (A) Talk
(B) Common
5. What is the transmission of information and meaning from a sender to a receiver?
- (A) Communication
(B) Transmission
(C) Encoding
(D) Decoding
6. News or knowledge received or given is ____
- (A) Data
(B) Information
7. The process of transferring messages and ideas from one person to another is known as?
- (A) Texting
(B) Communication
(C) Email
(D) Talking
8. Which statement least defines communication?
- (A) Communication happens between two people.
(B) One cannot not communicate.
(C) Communication does not need feedback.
(D) Communication requires feedback.
9. In a meeting, your colleague says, "Let's table this discussion for now." What does "table" mean in this context?
- (A) To start the discussion immediately

- (B) To postpone the discussion
 - (C) To summarize the discussion
 - (D) To finalize the discussion
10. Communication can be defined as
- (A) The messages that are being communicated.
 - (B) Verbal and nonverbal responses.
 - (C) The transactional process of creating meaning.
 - (D) The process of interpretation.
11. Communicating is sharing of ideas and information about what you have discovered in Science.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
12. Language is a system of symbols which are sounds, gestures, or written characters that represents objects, actions, events, and ideas.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
13. What does 'Pick up the phone' mean? Fill in the blank: To make a ____ (e.g., "It can help to pick up the phone for communication").
- (A) Phone call
 - (B) Sandwich
 - (C) Drawing
 - (D) Appointment
14. Semantics
- (A) Sociolinguistic conventions that help us decide what to say to whom, how to say it, and when to say it.
 - (B) Concerns the goals of language and the ways we choose words and sentences that are the best fit for the speaking situation.
 - (C) The linguistic system that relates to the conventions for grouping words together.
 - (D) The linguistic representation of events, feelings, ideas, and objects, as well as the relations among these phenomena.
15. Communication highlights that people should only pay attention to messages.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
16. Communication is defined in the text as a
- (A) A skill needed primarily in formal settings and only rarely in informal settings
 - (B) Process of sharing information
 - (C) Natural ability of every human being
 - (D) Debate between two people
17. Exchange of meaning between sender and receiver defines
- (A) Communication
 - (B) Instruction
 - (C) Information storage
 - (D) None of above
18. The ability to communicate through language and speech separates ____ from animals
- (A) Humans
 - (B) Animals
 - (C) Plants
 - (D) Non living things
19. To pass thoughts or information to others
- (A) Communicate
 - (B) Gossip
 - (C) Whisper
 - (D) Speak
20. Communication is the art of creating and sharing ideas for a specific purpose.
- (A) TRUE
 - (B) FALSE

21. The act of sharing a message, thought, or idea so that it is accurately received and understood is called what?
- (A) Communication
 - (B) Feedback
 - (C) Body language
 - (D) Etiquette
22. Inter was originated from latin word “inter” which means
- (A) Mid
 - (B) Between
 - (C) Middle
 - (D) Eme lang to yawa
23. All of these are true and define the word communication except:
- (A) A large group of people
 - (B) The way we understand ourselves and the world around us
 - (C) The way we express ourselves and handle our needs
 - (D) The way we connect with the people around us
24. The act of transmitting or exchanging information or opinions is ____
- (A) Announcement
 - (B) Proclamation
 - (C) Communication
 - (D) Declaration
25. To transmit means to
- (A) Go to lunch
 - (B) Send
 - (C) Go west
 - (D) Call
26. At the end of the lesson, the learners will be able to: Define communication.
- (A) Communication is the process of exchanging information between individuals.
 - (B) Communication is the study of numbers and their operations.
 - (C) Communication is the art of painting and sculpture.
 - (D) Communication is the process of cooking food.
27. Communication is BEST defined as
- (A) Speaking to someone of a different language
 - (B) Exchange of data/information
 - (C) Bossing someone around
 - (D) None of above
28. It is an act of transmitting messages. It is a process whereby information is exchanged between individuals using symbols, signs or verbal interactions. It is important in order to gain knowledge.
- (A) Communication
 - (B) Information
 - (C) Technology
 - (D) Media
29. What do you understand by the term communication?
- (A) Process to convey our thoughts to others
 - (B) Process to earn money
 - (C) Process to do plantation
 - (D) None of these
30. Mark was sick of getting a dozen annoying e-mails with jokes from Sally every day. He wrote a sloppy reply letting her know that he wasn't allowed to receive silly e-mails at school. What does the word "sick" 's connotation in the first sentence of this story?
- (A) Full
 - (B) Nauseous
 - (C) Fed up with
 - (D) Bored
31. What do you think does the speaker mean when he/she says “Can you open the door?”
- (A) The speaker wants to know if I have ability to open the door.
 - (B) The speaker is requesting me to open the door.

- (C) The speaker does not make sense.
(D) The speaker is asking me question
32. The word "Communication" has been evolved from two Latin Words. Those words are —
(A) Communic & Communicare
(B) Communis & Communicare
(C) Communis & Communication
(D) Communication & Communicare
33. What is considered as Communication?
(A) Speaking
(B) Jumping
(C) Running
(D) Eating
34. It is a Latin word which means "to share" or "to make common."
(A) To share
(B) Comunicare
(C) Communicate
(D) I will communicate
35. What is communicaiton?
(A) A written document used in business
(B) A one-way act of speaking to a crowd
(C) A personal emotion-sharing technique
(D) A process of sharing information between two or more people
36. Kelly wants to know the denotative meaning of the word fireplace. She is seeking its —
(A) Literal meaning
(B) Personal connotation
(C) Subjective meaning
(D) Emotional association
37. What shift occurred in the study of communication as social psychology began to expand in academic institutions?
(A) Definitions of communication expanded to include social and psychological contexts
(B) Focus shifted solely to legal proceedings
(C) Rhetoric was no longer taught
(D) Communication became less important
38. What is the two-way process involving the orderly exchange of ideas, feelings, and attitudes between individuals that leads to a response?
(A) Business
(B) Affair
(C) Communication
(D) Transaction
39. What is the act of transmitting messages called?
(A) Communication
(B) Information
(C) Data
(D) Technology
40. The process of talking or writing to another person is called —
(A) Calculation
(B) Lamination
(C) Communication
(D) Malfunction
41. What is the connotative meaning of the word CHILD?
(A) Calmness
(B) Innocence
(C) Knowledge
(D) New beginning
(E) Protective
42. Choose the best definition of communication.
(A) Communication is the transmission of information from one individual or group to another.
(B) Communication is the transmission of data from one individual or group to another person.
(C) Communication is the transmission of ideas from one individual or group to another.
(D) Communication is the transmission of information and meaning from one individual or group to another.

43. The exchange of information through the use of words or actions is (2 Mark)
- (A) Active listening
 - (B) Body language
 - (C) Communication
 - (D) Aggressive
44. It is a process of sharing and conveying messages or information from one person to another within and across channels, contexts, media, and cultures
- (A) Communication
 - (B) Elements
 - (C) Speech
 - (D) Context
45. It is a process of exchanging of information, ideas, thoughts, feelings, and emotions through speech, writing, signals, and behavior.
- (A) Message
 - (B) Essay
 - (C) Communication
 - (D) Process
46. Sad has a ____ connotation.
- (A) Positive
 - (B) Negative
 - (C) Neutral
 - (D) Green eggs and ham
47. Talking or writing to someone is known as ____
- (A) Cooperation
 - (B) Communication
 - (C) Entertainment
 - (D) None of the above
48. The term communication is derived from the term
- (A) Communis
 - (B) Comunico
 - (C) Communicate
 - (D) None of the above
49. A process of conveying information from the sender to the recipient of a message using various media is the definition of ____
- (A) Leadership
 - (B) Motivation
 - (C) Sending message
 - (D) Communication
50. Language is often defined as a tool of communication.
- (A) True
 - (B) False
51. True or False: All messages are a representation of a reality.
- (A) True
 - (B) False
52. Communication is the process of conveying information so there is a mutual understanding.
- (A) True
 - (B) False
53. The meaning of 'To put someone in the picture' is ____
- (A) Looking directly at someone while speaking
 - (B) To give someone all necessary information
 - (C) Able to influence people's opinions
 - (D) To make someone uncertain
54. The exchange of information by speech, signals or writing
- (A) Encode
 - (B) Decode
 - (C) Communication
 - (D) Feedback
55. According to ____, "Communication is the process of using messages to generate meaning." Who are they?
- (A) Jimenez and Alparo, 2000, p.1
 - (B) Ober and Newman, 2013
 - (C) Palta and Baran, 2011, p. 4
 - (D) Pearson et. al, 2011

56. Some communication theorists find the meaning generated by silence direct, while others appreciate the meaning of silence in its ambiguity.
(A) True
(B) False
57. COMMUNICATE means sharing or exchange information or ideas.
(A) True
(B) False
(C) All the above
(D) None of the above
58. It is the process of transmitting messages, information, ideas, or feelings from one person to another.
(A) Communication
(B) Pronunciation
(C) Enunciation
(D) Dictation
59. A. Basics of Communication-Communication is best defined as
(A) Speaking fluently
(B) Exchange of information and understanding
(C) Giving instructions
(D) Writing messages
60. The phrase: 'I'm writing to apologize for' means that
(A) I am asking for appreciation
(B) I want to say: I am sorry
(C) I want to say: I am thankful
(D) There is no correct answer
61. The meaning of correct communication below is ____
(A) Talks
(B) A condition where two or more people talk to each other
(C) Sending and receiving messages between two or more people so that the intended message can be understood
(D) Discussion
62. What does it mean when we say that language is arbitrary?
(A) Words have intrinsic connections to the things they represent.
(B) Words carry meaning only because people have agreed upon them.
(C) Words always have the same meaning in every context.
(D) Words are based on universal natural laws.
63. It is the transmission of thoughts from one mind to others.
(A) Turn-taking
(B) Communis
(C) Communication
(D) Feedback
64. Communication uses symbols for the expression of its ideas
(A) True
(B) False
65. Communication happens when
(A) The message is only properly crafted
(B) The message is properly crafted and sent
(C) The message has helped created meaning to someone
(D) None of the above
66. Where does the precise meaning of a word originate?
(A) Within the word itself
(B) Within its tradition and history
(C) Within us as senders and receivers
(D) Within the object or idea it symbolizes
67. Exchange of thoughts, ideas, or information is called ____
(A) Communication
(B) Body language
(C) Texting
(D) Talking

68. Why is it important to understand the symbolic nature of language when communicating with speakers of different languages?
- (A) Different languages use different words to symbolize the same object.
 - (B) All languages use the same words for the same objects.
 - (C) Symbolism is not important in language.
 - (D) Language is only about pronunciation.
69. Information is broadly defined as
- (A) The communication or reception of knowledge or intelligence
 - (B) Knowledge that is disseminated using technology
 - (C) Selection of knowledge, compiled into reports
 - (D) Data that is processed and stored by machines
70. Communication is the exchange of information between a sender and a receiver.
- (A) True
 - (B) False
 - (C) -
 - (D) -
71. Which connotation is most NEGATIVE (-)? Mike ___ us to go to the funny house. He kept bothering us until we agreed to go.
- (A) Nagged
 - (B) Reminded
72. Communication is
- (A) Sending and Receiving messages
 - (B) A computer
 - (C) A Language
 - (D) Type of a transport
73. "In complete agreement" can be the meaning of:
- (A) Proxy vote
 - (B) Punctual
 - (C) Unanimous
 - (D) Mandatory
74. According to the text, communication can be defined as the transmission of ___ from one individual or group to another.
- (A) Verbal and nonverbal messages
 - (B) Information and meaning
 - (C) Verbal messages
 - (D) Sounds
75. In the context of communication, the correct meaning of presentation is ___
- (A) Demonstrate communication skills
 - (B) Exposing ideas, notions, understanding to others
 - (C) Offer goods or services to others
 - (D) Demonstrate the ability to invite
76. Communication meaning
- (A) To connect with people
 - (B) To share our ideas
 - (C) To tell some information
 - (D) All of these
77. What do you call on the process of exchanging messages, thoughts, feelings, and ideas from one person to another?
- (A) Communnication
 - (B) Cummunication
 - (C) Communication
 - (D) Communicasion
78. To process of talking or writing to another person is called ___
- (A) E-mail
 - (B) Communication
 - (C) Fax
 - (D) Newspaper
79. The method of exchanging thoughts, feelings, knowledge, and information through speech, writing, and actions is known as
- (A) Class system
 - (B) Legal framework
 - (C) Communication
 - (D) Social hierarchy

80. Select the definition that best matches the term "Communications":
(A) The quality of being suitable for paid work
(B) The name of a job or position
(C) The exchange or imparting of information or news
(D) An itemized list or catalog of goods or property
81. Relates to the meaning of words and symbols, ensuring that the message is understood as intended.
(A) Syntax
(B) Pragmatics
(C) Semantics
(D) None of the above
82. This refers to the process of conveying information from one person to another.
(A) Communication
(B) Decoding
(C) Encoding
(D) Sending
83. The same meaning: "Where are you off too?"
(A) Where have you been?
(B) Where are you going?
(C) Where do you want?
(D) None of above
84. According to the text, who were among the first to systematically study and write about speech?
(A) Modern communication scholars
(B) Ancient Greek philosophers like Plato and Aristotle
(C) Scientists in the 20th century
(D) Roman emperors
85. Business communication
(A) Transfer of information in understandable format
(B) Getting Feedback
(C) Transformation of Information
(D) Idea generation
86. The process of exchanging information through speech, gestures, or writing is
(A) Speaking
(B) Messaging
(C) Communication
(D) Management
87. Phuc: Are you kidding? We didn't see you there. We tried to call you but couldn't get through. Nick: I couldn't call you either. My battery was flat. Closest meaning. flat = ____
(A) Had no electrical power left
(B) Made jokes
(C) Did that again
(D) Happened again
88. To convey means
(A) To love
(B) To share
(C) To care
(D) To communicate or make known.
89. What aspect of communication is emphasized in its basic definition?
(A) The need for technology
(B) The requirement of formal language
(C) The sending of information from one person or group to another
(D) The use of non-verbal cues
90. What is the definition of communication?
(A) Exchanging news, information, or ideas
(B) Can be verbal or nonverbal
(C) Connecting between people or places
(D) All of the above
91. The prefix contra- means ____
(A) Challenge
(B) Without
(C) Against
(D) Not

92. Communicating is a skill to describe an action, object or phenomenon using words or graphic symbols such as tables, graphs, diagrams or models.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
93. Which of the following best defines communication?
- (A) Sending emails to friends
 - (B) A process of exchanging information and ideas
 - (C) Using gadgets to connect
 - (D) Watching videos online
94. Communication is mainly about building:
- (A) Humor
 - (B) Confidence
 - (C) Understanding and Connection
 - (D) Vocabulary
95. The agreed-upon meaning or dictionary meaning is called the
- (A) Connotative meaning
 - (B) Dictative meaning
 - (C) Denotative meaning
 - (D) Official meaning
96. Symbols are shared understandings about the meanings of certain words, attributes or objects.
- (A) True
 - (B) False
97. It is the deliberate or accidental transfer of meaning
- (A) Communication
 - (B) Globalization
 - (C) Communication process
 - (D) Communication essentials
98. The exchange of information is called ____
- (A) Gossip
 - (B) Noise
 - (C) Communication
 - (D) None of above
99. The exchange of information between senders and receivers.
- (A) Jargon
 - (B) Communication
 - (C) Active listening
 - (D) Email
100. Define the following term: communication
- (A) The process of exchanging information with others by sending and receiving messages.
 - (B) A type of physical exercise involving movement.
 - (C) A mathematical operation used in statistics.
 - (D) A method of cooking food using steam.
101. The process of exchanging thoughts and messages between two or more people is the definition of ____
- (A) Eye Contact
 - (B) Communication
 - (C) Conflict
 - (D) Communion
102. The exchange and transfer of meaning is
- (A) Language
 - (B) Communication
 - (C) Speaking
 - (D) Writing
103. Communicative strategies are plans, ways or means of sharing information which are adopted to achieve a particular social, political, psychological, or linguistic purpose.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above

- 104.** What is language primarily used for?
(A) To create art
(B) To write stories
(C) To communicate ideas and feelings
(D) To perform music
- 105.** Original meaning of the word communication
(A) To share a secret
(B) To share knowledge
(C) To share privately
(D) To share publically
- 106.** Communication is an act of transferring information and messages from one person to another through any means.
(A) TRUE
(B) FALSE
- 107.** Communication refers to sharing of information from one place to another
(A) TRUE
(B) FALSE
- 108.** The word “memo” is a short form for:
(A) Memory
(B) Memorizing
(C) Memorandum
(D) Members order
- 109.** “Communication” means
(A) Reading, writing, and arithmetic
(B) Speaking, writing, or acting
(C) Exchanging thoughts, messages, or information
(D) Teaching a school subject
- 110.** To share information with someone, to exchange knowledge or information
(A) Community
(B) Kosher
(C) Communicate
(D) Tradition
- 111.** According to Ernery, Ault and Agee-
*communication is the art of transferring —
from person to person.
(A) Information, ideas and attitudes
(B) Skills and expertise
(C) Voice and body movements
(D) Talent and information
- 112.** The denotation is the — meaning of a word.
(A) Emotional
(B) Literal
(C) Incorrect
(D) Opposite
- 113.** A process of exchange of facts, ideas, and opinions and a means that individuals or organizations share meaning and understanding with one another is —
(A) Business
(B) Community
(C) Communication
(D) Sharing
- 114.** Which is a synonym for Denotation
(A) Definition
(B) Word
(C) Emotion
(D) Tone
- 115.** This is seen when a particular effect is sought from either the speaker, the listener or both.
(A) Locutionary
(B) Illocutionary
(C) Perlocutionary
(D) None of these
- 116.** Communication is the act of sharing of ideas, facts, opinions, thoughts, messages or emotions to other people verbally or nonverbally to create mutual understanding.
(A) True
(B) False

117. It is the exchange of thoughts, feelings, expressions and observations among people. It can also be defined according to its form and use.
- (A) Communication
 - (B) Philosophy
 - (C) Anthropology
 - (D) Empowerment Tech
118. ____ is the process of sending and receiving messages by speaking, writing or using some other medium.
- (A) Communication
 - (B) None of these
 - (C) Personal Communication
 - (D) All of the above
119. Email stands for
- (A) Electronic Mail
 - (B) Electronic Messaging
 - (C) E-Messages
 - (D) None of above
120. State True or false."Communication is a message misunderstood"
- (A) True
 - (B) False
121. Denotative meaning is ____ meaning of a word.
- (A) Literal
 - (B) Personal
 - (C) Individual
 - (D) Subjective
122. Which of the following best shows communication as information?
- (A) "The Philippine Normal University was founded in 1901."
 - (B) "I'm so happy to have you in my life."
 - (C) "Come on! You can do it!"
 - (D) None of above
123. Communication is the creation of shared misunderstanding through interaction of two or more people.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
124. The term communis dervied from ____ word.
- (A) Greek
 - (B) Latin
 - (C) Chinese
 - (D) English
125. When we talk or write to someone, it is known as ____.
- (A) Calculation
 - (B) Communication
 - (C) Means of communication
 - (D) None of above
126. The "e" in "email" stands for what?
- (A) Express
 - (B) Electronic
 - (C) Easy
 - (D) Eager
127. What does the Latin word 'communicare' mean?
- (A) To share
 - (B) To convey
 - (C) To understand
 - (D) To express
128. Phuc: Hi Nick. What happened today? We were waiting for ages and you never showed up!Nick: Hi Phuc. Well I wanted to ask you the same question.Closest meaning: showed up = ____
- (A) To wait for a very long time
 - (B) To arrive
 - (C) Ro succeed in talking to someone on the phone
 - (D) To watch the film

129. Which of the following terms refer to words that can elicit emotional responses, resulting in a message that is distorted and altered?
- (A) Nonverbal communication
 - (B) Therapeutic communication
 - (C) Connotative meaning
 - (D) Shared meaning
130. Communication is the process or means by which information is exchanged
- (A) T
 - (B) F
131. Communication is sharing thoughts, ideas, and information.
- (A) True
 - (B) False
132. Connotation-a word's emotional meaning: suggestions and associations that are connected to the word
- (A) False
 - (B) True
133. Communication comes from the Latin word ____ which means "to impact", "share", or "make common".
- (A) Communist
 - (B) Columbus
 - (C) Communicare
 - (D) Communus
134. The word Communication is derived from the word ____
- (A) Communicate
 - (B) Communicare
 - (C) Communicire
 - (D) Communicade
135. What is a theory of communication?
- (A) A way to define how people should interact with each other in various social contexts
 - (B) A way to understand or explain what communication is and what people are doing when they communicate
 - (C) A way to exercise human agency in communication situations
 - (D) A way to predict and control social behavior when people communicate with each other
136. People interacting in ways that at least one of the parties involved understands as messages is called ____
- (A) Message
 - (B) Communication
 - (C) Media
 - (D) Fragmentation
137. Communication can only be conveyed in the form of signs.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
138. Communication means when we share ____
- (A) Food
 - (B) Toys
 - (C) Ideas or information
 - (D) Screen
139. What does it mean to "Summarize" in communication?
- (A) To provide detailed information
 - (B) To bring a message to a close and reemphasize main points
 - (C) To give negative feedback
 - (D) To create a visual design
140. The action by a sender that influences the behaviour of a receiver is called ____
- (A) Learning
 - (B) Talking
 - (C) Communication
 - (D) None of above
141. The exchange of thoughts, opinions or information by speech, writing, or behaviour
- (A) Feedback

- (B) Communication
(C) Channel
(D) None of above
- 142.** The exchange of information through signs, symbols, and behaviors is ____
(A) Communication
(B) Listening
(C) Empathy
(D) Non verbal behavior
- 143.** The exchange of information or opinions
(A) Speaking Clearly
(B) Interview
(C) Communication
(D) None of above
- 144.** Language is a human system of communication that uses arbitrary signals, such as voice sounds, gestures, and/or written symbols.
(A) True
(B) False
- 145.** Communication is defined as ____
(A) A response to a sender
(B) An unnecessary skill
(C) Sending and receiving messages
(D) A one way process
- 146.** What is communication in its simplest form?
(A) Exchanging recipes between chefs
(B) Exchanging messages between sender and receiver
(C) Exchanging goods in a marketplace
(D) Exchanging passwords between computers
- 147.** What does this sentence mean?"Sending short, to-the-point messages is as old as the hills."
(A) People started to send short messages quite recently.
(B) People have been sending short messages for a very long time.
(C) Hills are like text messages.
(D) Hills are very old.
- 148.** If you tell somebody something, you have forever robbed them of the opportunity to discover it for themselves. Which philosophy is this founded on?
(A) Constructivism
(B) Essentialism
(C) Pragmatism
(D) Progressivism
- 149.** The exchange of thoughts, messages, or info by speech, writing, signals or behavior.
(A) Communication
(B) Self-Disclosure
(C) Feedback
(D) Listening
- 150.** What is the vocabulary word for:the act of expressing oneself, verbally or non-verbally, so that the message is clearly understood.
(A) Communication
(B) Paraphrase
(C) Misunderstanding
(D) None of the above
- 151.** It is the process of exchanging information and messages.
(A) Transportation
(B) Heritage
(C) Communication
(D) Transmission
- 152.** The process of exchanging information through words or actions is known as
(A) Active listening
(B) Body language
(C) Communication
(D) Aggressive behavior
- 153.** Which statement best defines communication?
(A) It is the exchange of messages through common systems of signs and symbols.

- (B) It is the use of language in sharing information.
(C) It involves at least two persons.
(D) It is the art of creating ideas.
- 154.** Why is language considered symbolic?
(A) Each word represents a particular object or idea, but does not constitute the object or idea itself.
(B) Each word is an exact replica of the object it describes.
(C) Language is only used for artistic expression.
(D) Words never change their meaning over time.
- 155.** Communication is the process or way we convey a thought or feeling to someone.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
- 156.** As per Newman and Summer Communication is the Exchange of
(A) Facts
(B) Opinion
(C) Emotions
(D) All the Above
- 157.** The process of conveying information through speaking, writing, or visual means is known as ____
(A) Transportation
(B) Calculation
(C) Communication
(D) Decoration
- 158.** Word BLOG is combination of two words-
(A) Web-log.
(B) Wave-log.
(C) Web-blog.
(D) Wed-lock.
- 159.** The origin of the word communication is
(A) Communicate
(B) Communicare
(C) Computer
(D) Compute
- 160.** When you pass your thoughts or information to others you ____
(A) Communicate
(B) Invention
(C) Patent
(D) Technology
- 161.** These people are communicating.
(A) True
(B) False Edit
- 162.** Meaningful communication explains that interaction between two or more people influence each other's behavior.
(A) True
(B) False
- 163.** People originally assigned ____ labels to objects in order to communicate ideas; as new objects are made; new words or symbols are created to aid communication.
(A) Arbitrary
(B) Indigenous
(C) Simple
(D) Personal
- 164.** What is the meaning of proper communication function in leadership function?
(A) The process of two-way communication between environments.
(B) The process of exchanging thoughts or information in order to create an atmosphere of mutual understanding and good human relations.
(C) The process of understanding between everyday human relationships
(D) The process of exchanging information in an organization.

- 165.** What did classical authors think about “communication”
- (A) Communication happened regardless of the culture
 - (B) For communication to happen, there should be a common code: language
 - (C) Communication depends on many factors
 - (D) None of the above
- 166.** Communication does not use symbols to represent ideas.
- (A) True
 - (B) False
- 167.** Talking or writing to someone is known as communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 168.** A text is:
- (A) Something with pictures only
 - (B) Something with words and pictures
 - (C) Media with printed matter only
 - (D) Anything that carries meaning
- 169.** Interrupt and Voice Your Disagreement To voice means ____
- (A) To make noise
 - (B) To speak up
 - (C) To cheer up
 - (D) To clear sound
- 170.** Communication is the act of effectively sharing information between two people, or groups of people, so that it is effectively understood.
- (A) True
 - (B) False
- 171.** Context is critical to understanding communication because:
- (A) It helps interpret the meaning behind words and actions.
 - (B) It always makes communication more formal.
 - (C) It eliminates the need for nonverbal cues.
 - (D) It ensures everyone agrees on the message.
- 172.** How you communicate reflects who you are as a person.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 173.** When does communication occur?
- (A) When there is a message to be shared and a medium to share it
 - (B) When someone is thinking alone
 - (C) When a message is written but not sent
 - (D) When a person is reading a book silently
- 174.** ____ is an exchange of facts, ideas or emotions by two or more persons.
- (A) Communication
 - (B) Verbal communication
 - (C) Non Verbal communication
 - (D) Combination
- 175.** Communication is not an act of creating and sharing information, ideas, thoughts, feelings, views amongst the people to reach a common understanding.
- (A) True
 - (B) False
- 176.** It is a process of sharing and conveying messages from one person to another.
- (A) Verbal
 - (B) Intercultural
 - (C) Communication
 - (D) Culture
- 177.** How is communication best described?
- (A) Sending and receiving information
 - (B) Only creating new data
 - (C) Silent observation without exchange
 - (D) Deleting data from the system

178. The definition for communication is:
- (A) Talking.
 - (B) Saying what you feel.
 - (C) Exchange of information through words or actions.
 - (D) Gossip.
179. What is an important tip to remember about speech, language and communication?
- (A) Speech is necessary for communication to occur
 - (B) You can use language without communicating
 - (C) Language and communication are synonymous
 - (D) None of the above
180. What is the exchange of information, thoughts, ideas, and feelings called?
- (A) Communication
 - (B) Translation
 - (C) Meditation
 - (D) Calculation
181. How is communication defined in the material?
- (A) A one-way process of information delivery
 - (B) A process of exchanging meaningful messages through common symbols
 - (C) A formal method of business correspondence
 - (D) A system of non-verbal cues
182. Select the word that means: to share information?
- (A) Pattern
 - (B) Communicate
 - (C) Explanation
 - (D) Transfer
183. What does 'Vishwas' mean in the context of human relationships?
- (A) Doubt
 - (B) Trust
 - (C) Authority
 - (D) Competition
184. The exchange of thoughts, feelings, and beliefs between two or more people
- (A) Communication
 - (B) Conflict resolution
 - (C) Refusal skills
 - (D) Advocacy
185. One language, or a combination of two or more languages.
- (A) An identified sender and receiver
 - (B) Common language and grammar
 - (C) Speed and timing of delivery
 - (D) Confirmation or acknowledgment requirements
186. Exchange of ideas between two or more persons is ____
- (A) Communication
 - (B) Understanding
187. Communication can be defined as the exchange of information, feelings, thoughts and ideas.
- (A) True
 - (B) False
188. Identify the relationship: cat: kitten:: dog: ____
- (A) Puppy
 - (B) Bark
 - (C) Leash
 - (D) Bone
189. ____ is the transferring of a message from the sender to the receiver, who understands the message
- (A) Communication
 - (B) Message
190. How many published definitions of communication have there been since the systematic study began in colleges and universities?

- (A) Less than 10
(B) About 50
(C) More than 126
(D) Exactly 100
- 191.** The term “communication” comes from the Greek word “communicare, “ which means “to share or make something common.”
(A) True
(B) False
- 192.** The literal or primary meaning of a word
(A) Connotation
(B) Denotation
- 193.** Lea told Sam that it's very hot, So, Sam opened the window in their room. The scenario presented is considered under what part of a study in linguistic?
(A) Semantics
(B) Pragmatics
(C) Discourse
(D) Syntax
- 194.** The word Communication is derived from the ____ word ‘Communicare’.
(A) Greek
(B) Latin
(C) French
(D) English
- 195.** Which word has a NEGATIVE Connotation for the definition:look steadily
(A) Gaze
(B) Stare
- 196.** The process of exchanging information, ideas, thoughts and feelings is referred to as ____
(A) Empathy
(B) Communication
(C) Cooperation
(D) Telepathy
- 197.** Denotation is the ____ of a word.
(A) Emotion
(B) Burnt lasagna
(C) Feeling
(D) Dictionary definition
- 198.** It means sharing and exchanging messages, information, ideas, and feelings for mutual understanding.
(A) Receipt
(B) Communication
(C) Language
(D) Channel
- 199.** What does “speak your mind” mean?
(A) Say what you think honestly
(B) Lie to avoid conflict
(C) Use your imagination
(D) Speak in a foreign language
- 200.** What does ”intra-” mean
(A) Outside
(B) Surrounding
(C) Within
(D) Cavity
- 201.** What is communication?
(A) Talking with each other
(B) Expressing views, thoughts or ideas
(C) For having fun
(D) Verbal and non-verbal
- 202.** Relationship level of meaning is ____
(A) Expresses the relationship between communicators
(B) Expresses the content being shown in communication.
- 203.** What term describes the exchange of information between two or more individuals?
(A) Active Listening
(B) Information Sharing
(C) Communication
(D) Message Transmission

204. It pertains to a systematic use of symbols to create and exchange information, messages and meaning.
- (A) Media
 - (B) Communication
 - (C) Mass Communication
 - (D) Technology
205. What is the main purpose of language?
- (A) Language is primarily a tool for writing and documentation.
 - (B) Language helps us express ourselves, share thoughts, and connect with others.
 - (C) Language is only used to communicate with people from different countries.
 - (D) Language is a complex puzzle that requires constant deciphering.
206. Communication means to "___" or "to make common".
- (A) To share
 - (B) To hide
 - (C) To separate
 - (D) To ignore
207. Communication is the ___ of thoughts, opinions, or information by speech, writings or signs.
- (A) Non verbal expression
 - (B) Interchange
 - (C) Idea
 - (D) Verbal expression
208. Which of the following is the interchange of thoughts, opinions or information by speech, writing or signs?
- (A) Communication
 - (B) Discussion
 - (C) Transmission
 - (D) Research
209. "The act of giving, receiving, or exchanging information"
- (A) Source
 - (B) Communication
 - (C) Receiver
 - (D) Oral Communication
210. Connotation and Denotation are two ways to describe the meanings of ___
- (A) Planets
 - (B) Birds
 - (C) Words
 - (D) Sentences
211. ___ means sharing what we learned.
- (A) Prediction.
 - (B) Hypothesis
 - (C) Communication.
 - (D) Trial.
212. The ___ of the word dog is "a canine", however the connotation of the word dog can mean "a detestable person".
- (A) Connotation
 - (B) Denotation
 - (C) Annotation
 - (D) Notice
213. "Communication is a systematic process which individuals interact with and through symbols to create and interpret meanings." Who state this meaning?
- (A) Wood
 - (B) Tierney
 - (C) Newman and Sumer
 - (D) Little

1.1.3 Nature of Communication

1. Which characteristic reflects the nature of business communication as systematic?
- (A) Avoiding any written documentation
 - (B) Relying only on informal hallway talks
 - (C) Sending spontaneous messages at random times
 - (D) Following defined channels and feedback loops

2. According to our AIM module, which of the following is NOT true?
- (A) You can communicate without language.
 - (B) You can use language without communicating.
 - (C) You can use language without speech.
 - (D) You can use speech without communicating.
 - (E) You cannot communicate without speech.
3. It is the definition of communication except
- (A) Communication involves transaction
 - (B) Communication is done only through speaking with others
 - (C) Communication is sharing ideas among a group of people
 - (D) Communication is a transfer of messages from one person to another
4. Lovely is a social media influencer. Every week, she posts vlogs about her latest adventures which includes shopping, food trips, beauty tutorials, and travels. This situation shows that communication is
- (A) Dynamic
 - (B) Purposive
 - (C) Systemic
 - (D) Adaptive
5. What is the role of respect in communication?
- (A) To avoid communication
 - (B) To foster positive interactions
 - (C) To confuse others
 - (D) To make statements
6. ___ cannot be said to belong to any particular language.
- (A) Sentences
 - (B) Propositions
 - (C) Utterances
 - (D) Referents
7. There are times when you enjoy communicating and other times when you avoid it. What does this suggest about communication in daily life?
- (A) Communication preferences can vary depending on the situation.
 - (B) People always enjoy communicating in every situation.
 - (C) Avoiding communication is never a good idea.
 - (D) Everyone communicates in the same way all the time.
8. Communication can only take place between two or more points, person etc
- (A) True
 - (B) False
9. True or false: All messages are constructions.
- (A) True
 - (B) False
10. What are relationships based on?
- (A) Giving food
 - (B) Playing video games
 - (C) Communicating
 - (D) None of the above
11. Communication doesn't include feelings and emotions.
- (A) True
 - (B) False
12. How are the email system and the pony express the same?
- (A) They help people communicate
 - (B) They both use electricity
 - (C) They both use animals to help communication
 - (D) None of above
13. In analog mass communication, stories are
- (A) Static
 - (B) Dynamic
 - (C) Interactive
 - (D) Exploratory

14. Communication is dynamic because human perception can change overtime.
(A) TRUE
(B) FALSE
15. Communication is a ____ Process
(A) One way
(B) Two way
(C) None
(D) None of above
16. Communication is the process of sending and receiving messages through verbal means only.
(A) True
(B) False
17. What nature of communication is referred to when it says that communication can be verbal (spoken or written words), nonverbal (through actions) or both verbal or nonverbal at the same time?
(A) Dynamic
(B) Interactive
(C) Process
(D) Symbolic
18. According to Wood (2003), communication is a ____ process.
(A) Complicated
(B) Systematic
(C) Problematic
(D) None of above
19. What is being inferred. Sending short, to-the-point messages is as old as the hills.
(A) People started to send short messages quite recently.
(B) People have been sending short messages for a very long time.
(C) Hills are like text messages.
(D) None of above
20. Communication is more than just talking face to face?
(A) True
(B) False
21. Communication has its own identity because it is in itself an essence of man and it can exist without man but a man cannot exist without it.
(A) TRUE
(B) FALSE
22. Communication is a ____ process in which messages are sent and received between people.
(A) Reciprocal
(B) Linear
(C) Isolated
(D) Random
23. Why can organizations no longer rely on one-way communication methods?
(A) It is no longer legally permitted.
(B) Stakeholders expect interactive and responsive communication.
(C) Stakeholders no longer consume media.
(D) One-way communication is more expensive.
24. Communication is always a ____ way process.
(A) One
(B) Two
(C) Three
(D) Four
25. The aspect of the message that evokes an emotional response (positive or negative) is a
(A) Source factor
(B) Message/nature factor
(C) Characteristic of the audience
(D) None of above
26. Communication is interactional and transactional if the speaker is the only source of the message.
(A) True
(B) False
(C) All the above
(D) None of the above

27. We are always communicating; even when sleeping.
(A) Not possible
(B) Not sure
(C) Yes
(D) Maybe
28. Communication is both intentional and unintentional.
(A) True
(B) False
29. Unlike diaries, blogs are public in nature.
(A) True
(B) False
30. Nature of Communication which means that-communication cannot be avoided even the other party does not want to communicate. We are still communicating even without a word by just responding with our actions or expression.
(A) INTERACTION
(B) Vital
(C) Irreversible
(D) Inevitable
31. The following statements describe communication except for one. Which is the odd one out?
(A) Communication is a process.
(B) Communication occurs between two or more people (the speaker and the receiver).
(C) Communication is always shared and spoken.
(D) Communication can be expressed through written or spoken words, actions (nonverbal), or both spoken words and non-verbal actions at the same time.
32. True or False: Communication is more than just talking face to face?
(A) True
(B) False
33. Communication is a static process
(A) True
(B) False
34. Communicating can solve our problems but sometimes, it can also create problems.
(A) True
(B) False
(C) All the above
(D) None of the above
35. Your manner of communication defines what kind of speaker you are.
(A) True
(B) False
(C) All the above
(D) None of the above
36. If the person speaking means exactly what the words indicate, he or she is being
(A) Inferential
(B) Literal
37. Every type of communication is affected by its —
(A) Context
(B) Reception
(C) Transmission
(D) Non-regulation
38. Nature of Communication that means good-communication is important because effective communication can impact your experience in a workplace, home, or anywhere-every day, every minute, on a ground level. It can significantly influence the people around you through the use of words and visuals.
(A) Inevitable
(B) Irreversible
(C) Vital
(D) Interactive
39. It is the nature of communication. 1. Communication is a process. 2. Communication occurs between two or more people. 3. Communication can be expressed through words

- or actions. 4. Communication portrays sympathy.
- (A) 1234
(B) 123 only
(C) 2 and 3 only
(D) 1 and 2 only
40. The store cashier greets you by saying: "How are you today?" Even though you're having a bad day, you say: "I'm fine, thank you." Your response is an example of a ____
- (A) Spontaneous expression
(B) Constructed message
(C) Scripted message
(D) Semantic message
41. Which is not a nature of communication?
- (A) Communication is a process.
(B) Communication only involves speakers.
(C) Communication is systemic.
(D) Communication is symbolic.
42. Roger said the report was significant; Heather contradicted him, saying that all the information presented was ____
- (A) Contemporary
(B) Objective
(C) Irrevocable
(D) Immaterial
43. It is a systematic process in which people interact with and through symbols to create and interpret meanings.
- (A) Message
(B) Communication
(C) Meanings
(D) Interaction
44. Along with the extensive revamp in most aspects of human life, ways of communication also change.
- (A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
45. When is it possible to NOT communicate.
- (A) When you are silent.
(B) Sitting with your head down.
(C) Standing in front of a door.
(D) Never.
46. A project manager has very little project experience but he has been assigned as the project manager of the new project. Because he will be working in matrix organization to complete his project, he can expect communications to be:
- (A) Simple
(B) Open and accurate
(C) Complex
(D) Hard to automate
47. Communication is a two way process.
- (A) True
(B) False
48. Effective educational leaders understand that:
- (A) Effective communication is not necessary in practical school situations.
(B) Through practical school situations, communication cannot be experienced.
(C) Through practical school situations, they can experience both the meaning and feelings of a message being communicated.
(D) Meaning cannot be communicated.
49. Communication is as old as man himself.
- (A) True
(B) False
50. In a scientific study, researchers observed that meerkats use different alarm calls for different predators. What does this suggest about their communication?
- (A) It is complex and specific
(B) It is random and unpredictable
(C) It is simple and uniform
(D) It is ineffective

51. Communication involves transaction.
(A) TRUE
(B) FALSE
52. Language is a code.
(A) True
(B) False
(C) All the above
(D) None of the above
53. Communication is not a learned skill.
(A) True
(B) False
54. A person or group outside of the organization that will need more background information about the message topic than an internal person or group.
(A) Internal audience
(B) External audience
(C) Formal audience
(D) Publishing audience
55. Academic language is focused on multiple forms of communication and is broader than just a focus on "correct" usage.
(A) True
(B) False
56. Which of the following best describes that communication is transactional?
(A) How each party gets something through the giving and receiving of messages.
(B) The emotional temperature of the relationship.
(C) Whether or not the semantic meaning is correct.
(D) None of the above.
57. The dynamic and evolving nature of language in TV programs and movies ensures that:
(A) Language remains static and unchanging
(B) The audience is not engaged
(C) Language reflects contemporary linguistic trends
(D) Cultural references are excluded
58. In communication we are also using strategies depending on the situation, the need and the speaker
(A) TRUE
(B) FALSE
(C) MAYBE
(D) I DON'T KNOW
59. What is true regarding written instructions?
(A) They are always better than verbal instructions.
(B) They are not a substitute for verbal instructions
(C) They are legally required for all aspects of drug therapy.
(D) They are necessary in order to avoid one-on-one communication.
60. The ability to communicate is innate in humans.
(A) True
(B) False
(C) All the above
(D) None of the above
61. When the message is kept simple and people can understand it, it is a
(A) Source factor
(B) Message/nature factor
(C) Characteristic of the audience
(D) None of above
62. In olden days, the means of communication was very slow.
(A) True
(B) False
(C) All the above
(D) None of the above
63. It is the nature of communication to have feedback mechanism.
(A) True
(B) False

64. Communication is as natural as ____
(A) Driving
(B) Writing
(C) Breathing
(D) Swimming
65. The difference between a formal and an informal argument is in the ____
(A) Claim
(B) Rhetorical devices
(C) Persuasiveness
(D) Burden of proof
66. Communication is always a ____ way process.
(A) ONE
(B) TWO
(C) THREE
(D) FOUR
67. The statement "you cannot not communicate" means
(A) Communication is inevitable, we communicate 24/7
(B) You chose when you communicate and when you don't
(C) You can't communicate
(D) None of the above
68. Humans are regarded as social beings who always feel the need to interact or connect
(A) True
(B) False
69. The traditional methods of sending information were ____
(A) Fast
(B) Very fast
(C) Very slow
(D) None of the above
70. "Silence speaks." This statement explains what we mean when we say that
(A) Communication should not be loud.
(B) Quiet people are usually better communicators than are aggressive people.
(C) Communication is ongoing or continuous.
(D) The hearing impaired are effective communicators.
71. What is NOT an example of communication?
(A) Texting your friend to plan brunch.
(B) Cooking alone in your apartment.
(C) Asking your roommate for help cleaning.
(D) Giving a thumbs up to your coach.
72. Communication is usually a ____ way process.
(A) One
(B) Two
(C) Three
(D) Four
73. Communication is always intentional.
(A) YES
(B) NO
74. Communication happens anytime, anywhere.
(A) True
(B) False
75. Describe the expression-"leaders are distant and remote"
(A) Not easy to get to know or communicate with.
(B) Control every employees by himself / herself.
(C) Leaders are always listened to their subordinates.
(D) Leaders are easy to get to know or communicate with.
76. Which term does not accurately describe communication?
(A) Dynamic
(B) Ongoing
(C) One-way
(D) Interactive
77. Communication can be positive or negative?
(A) True

- (B) False
(C) All the above
(D) None of the above
78. Wikis does not facilitate asynchronous communication in giving users a platform to produce, edit, and debate information whenever it's convenient for them.
(A) TRUE
(B) FALSE
79. Messages are carried by symbols ____
(A) In a few communication situations
(B) In written, but not in spoken, communication
(C) In all communication situations
(D) Only in face-to-face communication
80. Communication mainly relies on spoken language.
(A) True
(B) False
(C) All the above
(D) None of the above
81. According to the text, what is a limitation of viewing communication only as the transmission of information?
(A) It does not address the various needs we have as human beings.
(B) It makes communication too complex.
(C) It focuses only on written messages.
(D) It ignores the importance of technology.
82. The term professional communication refers to the various forms of speaking, listening, writing, and responding carried out both in and beyond the workplace, whether in person or electronically.
(A) True
(B) False
83. Communication is a/an ____ process.
(A) One time
(B) Rare
(C) Optional
(D) Continuous
84. Which statement best describes the nature of communication?
(A) It happens only through spoken words
(B) It is a process of exchanging ideas verbally or nonverbally
(C) It occurs only in formal settings
(D) None of above
85. The duration of the interaction of expression of wants/needs tends to be
(A) Lengthy with an emphasis on initiating information transfer
(B) Limited with emphasis on initiating interaction
(C) Lengthy with an emphasis on initiating interaction
(D) Limited with an emphasis on greetings
86. Communication has largely ____
(A) Developed
(B) Failed
(C) Evolved
(D) None of These
87. Communication is a ____ in which people interact with and through ____ to create and interpret ____
(A) Systemic, process, symbols, meaning
(B) Systematic, process, mediums, meaning
(C) Logical, process, media, meaning
(D) None of above
88. Researchers have noted that some mothers treat the burps or smiles of their infants as though they are intentional messages.
(A) True
(B) False
89. A communication climate describes:
(A) The overall tone and openness in workplace interactions
(B) The air temperature in the office building

- (C) The seating plan for new employees
(D) Staff preferences for decorations
90. Which of the following is not an ancient means of transmitting information?
(A) Town crying
(B) Bush burning
(C) Prints
(D) Drum beating.
91. In a modern office setting, which of these best describes the capabilities of their information and communication systems?
(A) Transfer of artistic styles only
(B) Transfer of physical items like books and tools
(C) Transfer of information from human to human, machine to human, and vice versa
(D) Transfer of energy sources
92. What is a key advantage of working in an agency?
(A) Focus only on internal communication within one company.
(B) Limited involvement in project planning and client strategy.
(C) Exposure to multiple clients and diverse communication tasks.
- (D) Guaranteed work-life balance and fixed working hours.
93. Structured system of signs, sounds, gestures, and marks used and understood to express ideas and feelings among people within a community, nation, geographic area, or cultural tradition.
(A) Language
(B) Encoding
(C) Rumors
(D) Collaborative style
(E) Formal groups
94. According to the passage, communication ____ people and shapes how they interact, influence, express themselves, build relationships, and solve problems within society.
(A) Connects
(B) Divides
(C) Isolates
(D) Separates
95. An open-door policy encourages:
(A) Employees to share concerns freely with leaders
(B) Workers to arrive earlier for meetings
(C) Offices to remain unlocked at night
(D) Customers to visit restricted areas

1.1.4 Characteristics of Communication

1. How does language appear to be symbolic?
i. Full of meaning which may only be understood by the people.
ii. Is not understood by the member of the same culture
iii. Uses symbols such as words, sounds, images, body language to convey meaning
(A) I and iii
(B) Ii and iii
(C) Iii only
(D) I, ii and iii
2. Communication is irreversible.
(A) TRUE
(B) FALSE
- (C) All the above
(D) None of the above
3. In communication, both verbal and nonverbal can be used at the same time.
(A) True
(B) False
4. Effective communication is a characteristic of an effective healthcare team.
(A) True
(B) False
5. ____ 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
6. This communication principle tells us that our past experiences can be a platform of our present communication and that our present communication can be a point of reference for our future communication.
- (A) Communication has no opposite.
 - (B) Communication is influenced by ethics.
 - (C) Communication is dynamic.
 - (D) Communication is affected by culture.
7. Neutral messages communicate simple facts neither positive or negative.
- (A) True
 - (B) False
8. Communication is all of the following except:
- (A) Purposeful
 - (B) Culturally determined
 - (C) Assumed
 - (D) Contains a relationship dimension
9. The spoken mode is often associated with everyday registers while the written mode is strongly associated with academic registers.
- (A) TRUE
 - (B) FALSE
10. The fact that silence is a form of communication demonstrates that communication is
- (A) Irreversible
 - (B) Situated
 - (C) Has a purpose
 - (D) Continuous
11. Why is written communication considered more formal than oral communication?
- (A) It is dynamic and allows for immediate feedback.
 - (B) It requires careful preparation and provides a clear record.
 - (C) It is used in conversations and speeches.
 - (D) It is less time-consuming than oral communication.
12. Time-bound messages are:
- (A) Limited by time or deadlines
 - (B) An unrelated opinion
 - (C) A biased emotional reaction
 - (D) A vague and confusing phrase
13. Which is NOT a characteristic of good speech?
- (A) Coherence
 - (B) Ambiguity
 - (C) Brevity
 - (D) Relevance
14. E-mail has become a standard mode of communicating in organizations because ____
- (A) It's fast.
 - (B) It's easy to use.
 - (C) It's cheap.
 - (D) It's fast, cheap, and easy to use.
15. Communication is a complex process which involves the intermingling of elements of language complying with the rules of sounds, of words and of grammar. Which feature of language described in this premise?
- (A) Languages changes
 - (B) Language as a system
 - (C) Language as symbolic
 - (D) Language as conventional
16. Is the extent to which a medium represents all the information available in the original message
- (A) Richness
 - (B) Interactivity
 - (C) Completeness
 - (D) Openness

17. Knowing in what setting do we need to be more formal or informal is a characteristics of
- (A) Linguistic competence
 - (B) Discourse competence
 - (C) Sociolinguistic competence
 - (D) Strategic competence
18. We can neither take back something we have said nor erase the effect of what we have done.
- (A) Communication has no opposite.
 - (B) Communication is dynamic.
 - (C) Communication is affected by culture.
 - (D) Communication is unrepeatable and irreversible.
19. Which is NOT a characteristic of informative communication?
- (A) It shows clarity.
 - (B) It shows accuracy.
 - (C) It is compelling.
 - (D) It is meaningful and interesting.
20. Which characteristic would be best for a career in journalism and broadcasting?
- (A) Bias
 - (B) Objectivity
 - (C) Influence
 - (D) Technical
21. Anika is giving a speech to a diverse audience. She notices that some listeners are from different cultural backgrounds, so she changes her language and examples to suit them. Which characteristic is Anika demonstrating?
- (A) Self-awareness
 - (B) Adaptability
 - (C) Physical needs
 - (D) Instrumental needs
22. A sales brochure claims a product does something it cannot. This problem violates which characteristic?
- (A) Novelty
 - (B) Veracity
 - (C) Mechanically correct
 - (D) Keen observation
23. Which of the following are characteristics features of communication? a) communication involve exchange of ideas, facts and opinions. b) communication involves both information and understanding. c) communication is a continuous process. d) communication is a circular process.
- (A) A, b and c
 - (B) A, b, and d
 - (C) B, c, and d
 - (D) A, b, c and d
24. Which of the following is an example of a continuous source?
- (A) Digital television station
 - (B) My voice
 - (C) Smartphone
 - (D) Enigma machine
25. Which of the following is not a characteristic of communication?
- (A) It aims at exchanging information
 - (B) It is a social activity
 - (C) It may not lead to any response or reaction
 - (D) None of above
26. As a process, communication is characterized as:
- (A) Adaptive
 - (B) Dynamic
 - (C) Static
 - (D) Verbal
 - (E) Intrapersonal
27. Prior to communicating, the devices must agree on how to communicate. They must also format the message in a way that is understandable. Same with humans as well. If someone uses the English language, but poor sentence structure, the message can easily be misunderstood.
- (A) True
 - (B) False

28. What is a primary characteristic of the internet?
- (A) It is a tool for internal communication
 - (B) It is used only for business purposes
 - (C) It is accessible to everyone
 - (D) It is a private network
29. Which of the following is a key characteristic of communication that enhances organisational effectiveness?
- (A) One-way communication from leaders to employees.
 - (B) Open, transparent, and two-way communication.
 - (C) Restricting information flow to prevent misinterpretation.
 - (D) Communicating only in written form to avoid verbal conflicts.
30. Which of the following is NOT a characteristic of a communicatively competent person?
- (A) Ability to express feelings clearly
 - (B) Using slang in all situations
 - (C) Polite disagreement
 - (D) Understanding cultural differences
31. True or False: Openness, honesty, clarity, timeliness, and accountability are all characteristics of transparency in communications.
- (A) True
 - (B) False
32. What do all signals used to communicate have in common?
- (A) They all involve light waves
 - (B) They all send information
 - (C) They all use printed words
 - (D) They all use a series of sounds
33. A characteristic of impersonal communication is:
- (A) Emotional exchange
 - (B) Two-way discussion
 - (C) Personal connection
 - (D) One-way information
34. Which of the following are the characteristic features of communication
- (A) Communication is a continuous process
 - (B) Communication is a circular process
 - (C) Communication involves exchange of ideas, facts and opinions
 - (D) All of the above
35. E-mail messages have benefits and risks; some risks occur because e-mail messages travel, intentionally or unintentionally, long distances.
- (A) TRUE
 - (B) FALSE
36. ___ Communication is ___ because relationships are influenced and reshaped by each interaction.
- (A) Learned
 - (B) Transmitted
 - (C) Unavoidable
 - (D) Continuous
37. Voice variation includes inflection. This is best described as
- (A) How fast or slow the speaker's message is delivered
 - (B) Changes in volume, pace, and tone
 - (C) The degree of loudness of the speaker
 - (D) Accurate pronunciation of words
38. He is quite ___ and doesn't share much.
- (A) To hear it on the grapevine
 - (B) To beat about the bush
 - (C) Reserved
 - (D) Coherent
39. ___ Communication is ___ because we become better communicators over time through practice and experiences.
- (A) Transmitted
 - (B) Learned
 - (C) Transactional
 - (D) Unavoidable

40. Which characteristic of healthy family relationships is described as 'Open, honest, and respectful sharing of thoughts and feelings'?
- (A) Communication
 - (B) Discipline
 - (C) Financial Support
 - (D) Tradition
41. A single punctuation mark could alter the message of your e-mail.
- (A) TRUE
 - (B) FALSE
42. The message is supported by facts, figures and real-life examples. It means that communication is ____
- (A) Considerate
 - (B) Concrete
 - (C) Polite
 - (D) Complete
43. Which characteristic reflects the nature of business communication?
- (A) Purely verbal without written channels
 - (B) Casual tone regardless of culture
 - (C) Random and unstructured delivery
 - (D) Purpose-oriented and audience-focused
44. True or False: Messages have their own language, forms and symbol systems
- (A) True
 - (B) False
45. What is the quality of being clear and easy to understand, see, or hear?
- (A) Report
 - (B) Clarity
 - (C) Audience
 - (D) Format
46. A delayed response in Interactive Communication is BEST shown by:
- (A) Commenting on a blog post hours later
 - (B) Participating in a live Zoom discussion
 - (C) Exchanging messages instantly on chat
 - (D) Having a face-to-face debate
47. Which of the following would NOT be considered a trait of business correspondence?
- (A) Clear
 - (B) Concise
 - (C) Lengthy
 - (D) Courteous
48. It is said that communication could be verbal or nonverbal that is why we constantly relay message. This means that communication is ____
- (A) Complex
 - (B) Inevitable
 - (C) Irreversible
 - (D) Contextual

1.1.5 Objectives of Communication

1. A memo to employees about the COO's retirement and the search for a new COO primarily serves to:
- (A) Foster goodwill
 - (B) Establish a policy
 - (C) Convey information
 - (D) Create a record
2. What is the function of communication in this situation, "Sheila delivers her valedictorian address?"
- (A) Control
 - (B) Emotional Expression
 - (C) Motivation
 - (D) Social Interaction
3. What is the main purpose of employee communication within organizations?
- (A) Increase the employee turnover
 - (B) Strengthen employee commitment and morale
 - (C) Monitor employee performance

- (D) Enhance financial productivity
4. Purpose helps determine whether a presentation should inform, persuade, or entertain.
- (A) True
(B) False
5. Which of the following is NOT a goal in communicating negative news?
- (A) Explaining clearly and completely
(B) Maintaining friendly relations
(C) Being fair
(D) Demonstrating the company's superiority
6. What is the primary objective of the strategies to communicate progression?
- (A) To memorize vocabulary
(B) To improve writing skills
(C) To develop technical skills
(D) To enhance communication progression
7. The goal of communication between a sender and a receiver is understanding of the message being sent.
- (A) YES
(B) NO
8. Identifying the purpose in communication is important in order to decide what approach and structure are most appropriate to use. It requires the speaker to know their audience, understand their topic and realize the ___ of their communication.
- (A) Goal
(B) Economics
(C) Exchange
(D) Distribution
9. One goal of bad news communication is to:
- (A) End relationships
(B) Create conflict
(C) Reduce trust
(D) Maintain relations
10. When the Ministry of Transport tries to educate people that failing to use a seat belt is considered a safety risk and can cause death, it is an example of a marketing communication programme designed to ____
- (A) Inform
(B) Reassure
(C) Persuade
(D) Differentiate
11. Whether your goal is to inform, persuade, or promote goodwill, the catchiest words you can use in your business writing are "you" and "your."
- (A) T
(B) F
12. It is a general purpose wherein we wish to convince the audience about a new product or idea
- (A) To inform
(B) To persuade
(C) To entertain
(D) None of above
13. Which of the following statements shows communication used for regulation or control?
- (A) "Take your medicine before you go to bed."
(B) "I'm so happy to have you in my life."
(C) "Would you like to go to church with me?"
(D) None of above
14. What is the ultimate objective of the communication process?
- (A) To entertain the sender
(B) To transmit information as quickly as possible
(C) To confuse the receiving party
(D) To ensure the receiving party understands the intended message
15. Communication informs.
- (A) True
(B) False

16. What is the role of communication in educating people?
- (A) It helps widen knowledge
 - (B) It complicates learning
 - (C) It limits knowledge
 - (D) It has no impact
17. The main purpose of communication is-
- (A) To fight
 - (B) To share thoughts and feelings
 - (C) To play
 - (D) To ignore others
18. Through communication, we cannot fulfill our short-term goals and long-term goals.
- (A) True
 - (B) False
19. What is a major purpose of persuasive communication?
- (A) To entertain the audience only
 - (B) To change or shape others' responses
 - (C) To confuse the target audience
 - (D) To avoid logical reasoning
20. Giving a presentation at work about what your department has accomplished this year is an example of which purpose?
- (A) Express
 - (B) Inform
 - (C) Persuade
 - (D) Request
21. Which is the best reason schools generate and communicate information every day?
- (A) Many people need timely updates
 - (B) Students enjoy constant messages
 - (C) Rules require hourly emails
 - (D) Websites must be kept busy
22. Which goal of communication BEST points to the idea of seeking cooperation, respect, and trust?
- (A) To seek understanding
 - (B) To demand action
 - (C) To elicit response
 - (D) To establish goodwill
23. At both the nonverbal stage (use of gestures, facial expression) and verbal stage (use of language), people with Autism are more likely to communicate for the purposes of having their needs met and less likely to communicate for —
- (A) Social need
 - (B) Social expression
 - (C) Social context
 - (D) Social pleasure
24. We communicate in order to:
- (A) To educate, to inform, to entertain, to gather knowledge
 - (B) To establish relationships and to influence others
 - (C) To Solve problems
 - (D) All of the above
25. Below are the objectives of a business presentation —
- (A) Demonstrate talent to the audience
 - (B) Informing business messages to the audience
 - (C) Teaching science to the audience
 - (D) Introducing history to the audience
26. Which example best illustrates communication as motivation?
- (A) "You're on the right track. Keep up the good work."
 - (B) "The Philippine Normal University was founded in 1901."
 - (C) "Take your medicine before you go to bed."
 - (D) None of above
27. Which of the following is NOT a purpose of communication?
- (A) It connects the gaps among persons involved.
 - (B) It narrows down issues and addresses it.

- (C) It offers solution to the community problems.
(D) It paves a way to conflict.
28. Which of the following is NOT a purpose of informative presentations?
(A) To give specific information about products, procedures, rules, and regulations
(B) To include supporting facts and material
(C) To describe new concepts and ideas in a business
(D) To entertain the audience with jokes
29. A type of communication that is fact-based. This defines which term?
(A) Jargon
(B) Attribution
(C) Informative
(D) Enunciation
30. An invitation from your dentist to make your next cleaning appointment which be which of the following purposes?
(A) Instruct
(B) Persuade
(C) Request
(D) Inform
31. What is the purpose of using questions in communication?
(A) To confuse others
(B) To gather information
(C) To make statements
(D) To avoid communication
32. Persuasive presentations aim to change attitudes or behaviors.
(A) True
(B) False
33. Choose the answer that LEAST describes the reasons to learn good communication skills.
(A) To work collaboratively with others in the workforce
(B) For emergency purposes
(C) To earn a college degree
(D) To argue with our parents
34. The aims of Press Release is ____
(A) To advertise a product
(B) To sell a product
(C) To publicize your event, product or news.
(D) To invite people
35. Kezia saw her mom crying because of financial problems that their family is currently facing. She tried to comfort and motivate her mom that everything will be alright, and they would overcome their problems. Kezia loves her mom so much, so she made sure that her mom would not feel that she is alone. What purpose of communication did Kezia use in the situation?
(A) To Discover
(B) To Relate
(C) To Persuade
(D) To Play
36. Communication is used to ____.
(A) Deceive, fool, or swindle
(B) Persuade, inform, or enlighten
(C) Inform, critique, or respond
(D) Inform, persuade, or entertain
37. Why are memorandums essential in organizations?
(A) They help in reducing costs
(B) They ensure all members are informed and aligned with objectives
(C) They increase employee salaries
(D) They replace face-to-face meetings
38. What is one of the primary uses of communication in a business context?
(A) To create advertisements
(B) To manage finances
(C) To express facts, figures, and ideas
(D) To conduct market research

39. What is the most important factor when determining the message?
(A) Purpose
(B) Novelty
(C) Interest
(D) Impact
40. What is the main goal of strategic communication planning?
(A) To eliminate the need for audience research
(B) To develop a structured approach for achieving communication objectives
(C) To focus on short-term results
(D) To create advertising content
41. What is not included in the communication objectives below is ____
(A) Change attitude
(B) Change opinion
(C) Changing behavior and society
(D) Change style
42. What is the primary objective of written communication?
(A) To create lengthy documents
(B) To confuse the audience
(C) To entertain the reader
(D) To express ideas with clarity and precision
43. Which is the objective of data communication?
(A) To spread the information widely
(B) To carry on the culture of language
(C) For the recipient to understand the information of the messenger
(D) In order to develop communication intermediary
44. What is the main purpose of using email in business communication?
(A) To send irrelevant information
(B) To avoid face-to-face interaction
(C) To send relevant and timely information
(D) To use as a casual chat tool
45. Which goal is a realistic goal?
(A) Become invisible.
(B) Become a super hero
(C) Become a doctor
(D) Learn to fly
46. Elise's communication goal and whether she met her goal can be described as:
(A) To clearly express her ideas, and she met her goal.
(B) To avoid communication, and she did not meet her goal.
(C) To confuse her audience, and she met her goal.
(D) To persuade others, but she did not meet her goal.
47. Indigenous tribes / isolated communities using digital communication to gain a voice and defend their cultures from exploitation e.g ____ International
(A) Society
(B) Survival
48. What is the primary purpose of communication?
(A) To confuse others
(B) To entertain
(C) To create noise
(D) To exchange information
49. It is a general purpose wherein we intend to amuse the audience
(A) To inform
(B) To persuade
(C) To entertain
(D) None of above
50. Which of the following least supports the purpose of communication?
(A) Providing data
(B) Providing information
(C) Providing inspiration
(D) Providing control
(E) Providing insight

51. What is the purpose of maintaining open communication with participants and staff?
- (A) To ensure proper hydration
 - (B) To teach proper technique
 - (C) To clarify safety rules, expectations, and procedures
 - (D) To increase activity intensity
52. What is the primary purpose of communication tools in an organization?
- (A) To entertain employees
 - (B) For smooth organizational functioning
 - (C) To reduce the number of employees
 - (D) To increase workload
53. What is the primary objective of lateral or horizontal communication in an organization?
- (A) To establish authority and control
 - (B) To facilitate coordination and teamwork
 - (C) To communicate with external stakeholders
 - (D) To create organizational policies
54. Goals of effective communication EXCEPT
- (A) Develop trust
 - (B) Personal interest
 - (C) Facilitate client understanding
 - (D) Encourage acceptance of responsibility
55. The goal of business and personal communication is to build a
- (A) Distant relationship
 - (B) Working relationship
 - (C) Negative relationship
 - (D) Positive relationship
56. List purposes of business communication.
- (A) To obtain or share information
 - (B) Build goodwill and image
 - (C) To persuade and build relationships
 - (D) All of the Above
57. Which activity establishes and operates social relationships between people or between people and social factors to meet certain needs?
- (A) Communication
 - (B) Transmission
 - (C) Persuasion
 - (D) Negotiation
58. Which of these is NOT!!!! one of the three main intents of communication?
- (A) Behavioral regulation (influencing someone else's behavior)
 - (B) Point-to-Point Correspondence
 - (C) Joint attention
 - (D) Social interaction
59. One goal of an adjustment message is to:
- (A) Blame the customer
 - (B) Avoid responsibility
 - (C) Reduce communication
 - (D) Restore confidence
60. What is the purpose of communicating effectively on a construction site?
- (A) To show authority.
 - (B) To waste time.
 - (C) To create confusion.
 - (D) To ensure tasks are understood, coordinated, and executed safely and correctly.
61. What is the main focus of communications management in project planning?
- (A) Creating a marketing strategy
 - (B) Keeping everyone informed effectively
 - (C) Ensuring financial budgets are met
 - (D) Conducting employee performance reviews
62. In a company, for what purposes can the internal information and communication systems be used?
- (A) Only for entertainment during break hours
 - (B) Only for persuasion during meetings
 - (C) To inform about updates, persuade during presentations, entertain during break hours, control access to information, manage tasks, and educate employees
 - (D) Solely for transportation purposes within the company premises

63. In business, the purpose of writing is mainly to:
- (A) Inform
 - (B) Persuade
 - (C) Motivate
 - (D) Both 1 and 2
64. The primary purpose for sending business messages is typically to inform or persuade. A secondary purpose should be to ____
- (A) Earn a promotion
 - (B) Create documentation for legal purposes
 - (C) Sell a product
 - (D) Promote goodwill
65. The most important goal of business Communication is ____
- (A) Ideas
 - (B) Receiver understanding
66. What is the main purpose of informative or expository communication?
- (A) To entertain the audience
 - (B) To sell a product
 - (C) To confuse the audience
 - (D) To convey information factually
67. ALL OF THE FOLLOWING ARE THE PURPOSE OF COMMUNICATION EXCEPT ONE.
- (A) TO INFORM
 - (B) TO EXPRESS FEELINGS
 - (C) TO MEET SOCIAL EXPECTATIONS
 - (D) TO BROADEN THE GAP
68. The main goal of communication is to ____
- (A) Ensure the idea in your head successfully gets into someone else's head.
 - (B) Prove that your idea is the correct one.
 - (C) Talk as much as possible.
 - (D) Avoid listening to others.
69. Communication skills are needed to
- (A) Inform
 - (B) Influence
 - (C) Express feelings
 - (D) All of the above
70. A tour guide provides relevant facts and information about the Mayon Volcano.
- (A) Control and regulation
 - (B) Social interaction
 - (C) Motivation
 - (D) Information dissemination
 - (E) Emotional expression
71. One of the most important questions you can ask yourself as you begin to compose a message is What do I hope to achieve?
- (A) True
 - (B) False
72. Before Melissa organizes and composes her message, she should ask two questions: (1) Why am I sending this message? and (2)
- (A) Why did my boss give this task to me?
 - (B) What do I hope to achieve with this message?
 - (C) How can I get this message written as quickly as possible?
 - (D) Do I have enough time and financial resources to complete the work?
73. What is the purpose of writing a proposal letter?
- (A) To discuss academic papers
 - (B) To inform about public safety guidelines
 - (C) To share meeting minutes
 - (D) To persuade the reader
74. The three basic functions of business communication are:
- (A) To inform, persuade, and explain.
 - (B) To inform, entertain, and impress.
 - (C) To inform, instruct, and entertain.
 - (D) To inform, persuade, and promote goodwill.

75. What is the primary purpose of a persuasive speech?
- (A) To inform the audience
 - (B) To entertain the audience
 - (C) To convince the audience
 - (D) To confuse the audience
76. Communication Acts are
- (A) The faith or belief that one will act in a right, proper, or effective way; the quality or state of being certain.
 - (B) The major reasons we communicate.
 - (C) The biological process by which we secure the necessary energy to do a job that really matters.
 - (D) How you transmit your message to your audience.
77. What are virtual and collaborative environments used for?
- (A) To play online games
 - (B) To communicate in real time
 - (C) To store personal files
 - (D) To create music
78. What is the purpose of communication? (1 Mark)
- (A) Inform (tell someone about something)
 - (B) Influence (get someone to do something you want)
 - (C) Share thoughts, ideas, feelings
 - (D) All of the above
79. Informative communication helps individuals share meaning and understanding.
- (A) True
 - (B) False
80. What is the purpose of workplace communication?
- (A) To exchange information
 - (B) To gossip about colleagues
 - (C) To waste time
 - (D) To avoid work
81. Learning to communicate with others is key —
- (A) Eliminating all of your listeners' physiological noise
 - (B) Never being misunderstood
 - (C) Establishing rewarding relationships
 - (D) Winning the approval of everyone around you
82. A persuasive message encourages the audience to:
- (A) Observe quietly
 - (B) Gather data
 - (C) Share opinions
 - (D) Take action
83. What is the purposes of communication between healthcare providers, patients and family members?
- (A) Have a difficult time understanding each other
 - (B) Describe one of the best things that happened in the facility this week.
 - (C) Entertain patients and family members
 - (D) Ensure full understanding of the medical condition
84. An important goal of good communication is to
- (A) Let people do what they want
 - (B) Promote competition in the work place
 - (C) Co-ordinate action
 - (D) Cause confusion
85. Communication helps managers utilize — and — in the most effective and efficient manner.
- (A) Employees, organization
 - (B) Control, evaluation of performance
 - (C) Plans, goals
 - (D) Manpower, resources
86. The purpose of a message that provides information is to —
- (A) Persuade

- (B) Inform
 - (C) Instruct
 - (D) Respond
87. The general purpose of a speech is usually to inform, to persuade or to entertain.
- (A) True
 - (B) False
88. One purpose of negative messages is to ensure the receiver:
- (A) Feels pressured
 - (B) Feels embarrassed
 - (C) Is informed
 - (D) Is cushioned
89. A message can be a specific message by;
- (A) Have a specific objective.
 - (B) Having an effective channel to deliver it.
 - (C) Having a good listener.
 - (D) Having an opportunity to deliver a message.
90. What is the first step in communication planning?
- (A) Determine the best channel of communication
 - (B) Clarify objectives
 - (C) Outline the communication for delivery
 - (D) Identify the audience
 - (E) Determine the purpose of the message
91. Overall goal or reason for communicating.
- (A) Purpose
 - (B) Audience
 - (C) Active listening
 - (D) Communication
92. Goodwill speeches aim to:
- (A) Persuade the audience outright
 - (B) Provide excuses for mistakes
 - (C) Promote a positive image subtly
 - (D) Announce new policies
93. What is a primary driver for integrating communication within organizations?
- (A) Need for improved product quality
 - (B) Demand for strategic alignment with business goals
 - (C) Desire for a hierarchical management structure
 - (D) Lack of communication professionals
94. Business communicators have many goals in conveying negative news. Which is NOT a goal?
- (A) Explaining clearly and completely
 - (B) Maintaining friendly relations
 - (C) Being fair
 - (D) Demonstrating the company's superiority in the global marketplace
95. Typically, the primary purpose(s) for sending business messages is (are) to:
- (A) Inform only.
 - (B) Persuade only.
 - (C) Inform and persuade.
 - (D) Promote goodwill.
96. Advertising is a form of communication that aims to inform and, above all, ___ of a product or service.
- (A) Offer a message
 - (B) Inform about the desire
 - (C) Convince of the benefits
 - (D) Offer a slogan
97. Why does the writer refer to 'lions' in paragraph 3?
- (A) To illustrate the type of communication needs faced by early man.
 - (B) To indicate how vulnerable early man was to predators.
 - (C) To provide evidence of other species existing at the same time.
 - (D) To show the relationship between early humans and other animals.

98. Which purpose best captures why organizations share information through business communication?
- (A) To keep stakeholders informed about policies and progress
 - (B) To entertain employees during routine work hours
 - (C) To replace formal procedures with casual conversations
 - (D) To avoid documenting decisions and responsibilities
99. Before delivering a speech, ask yourself, What is the ____?
- (A) Audience
 - (B) Purpose
 - (C) Everyone's name
 - (D) Name of the place
100. Which of the following choices does not refer to the purpose of informative communication?
- (A) It seeks to expand awareness of the world.
 - (B) It abides by curiosity about how things work and how they are made.
 - (C) It seeks to refine and improve content.
 - (D) It appeals to feelings.
101. What is professional communication? Fill in the blank: Professional communication is any written or oral message which communicates the ____ and objectives of any specific business message.
- (A) Aims
 - (B) Colors
 - (C) Locations
 - (D) Dates
102. "The writer communicates a message in order to change the receiver's viewpoint" refers to:
- (A) Negative messages
 - (B) Persuasive messages
 - (C) Positive messages
 - (D) Neutral messages
103. What are the two general goals of communication technologies as mentioned in the text?
- (A) Enhancing technology efficiency and effectiveness
 - (B) Conveying information and converging on shared meaning
 - (C) Improving personal relationships and team dynamics
 - (D) Developing new technologies and improving old ones
104. What is the most common reason for writing a business message?
- (A) To Provide Information
 - (B) To Give Bad News
 - (C) To Persuade
 - (D) To Share an Opinion
105. One main purpose of upward communication is:
- (A) Issuing commands
 - (B) Providing feedback to superiors
 - (C) Allocating resources
 - (D) Scheduling tasks
106. A company manager writes a memo outlining new safety rules. The primary purpose of this
- (A) To inform
 - (B) To entertain
 - (C) To persuade
 - (D) To express emotions
107. The primary purpose of communication in a vertical upward professional relationship is to:
- (A) Give direction and mentor.
 - (B) Collaborate and share information with peers.
 - (C) Receive direction, report progress, and ask for help.
 - (D) Provide a service to a customer.

- 108.** What is a communication strategy primarily concerned with?
- (A) Decreasing production costs
 - (B) Establishing a long-term direction for corporate communication
 - (C) Maximizing shareholder value
 - (D) Managing customer complaints
- 109.** President Duterte delivered his State of the Nation Address. The purpose of the speech is to ___ the nation.
- (A) Argue
 - (B) Evoke
 - (C) Persuade
 - (D) Inform
- 110.** The aim of communication is to:
- (A) Transmit information unilaterally so that the receiver in has a different idea than the sender.
 - (B) Transmit information from one person to another so that the sender and receiver understand the message in the same way.
 - (C) Transmit information from one person to another despite noise and lack of feedback.
 - (D) None of above
- 111.** Telephone communication could occur for all the following reasons except ____
- (A) To make requests
 - (B) To direct
 - (C) To pass on information
 - (D) None of the above
- 112.** How does communication assist in reaching a common goal?
- (A) By creating new languages
 - (B) By breaking down barriers between opposing sides
 - (C) By increasing physical strength
 - (D) By providing financial support
- 113.** What is the primary goal of initiating the communication process in a crisis?
- (A) To launch new products
 - (B) To explain what happened and actions taken
 - (C) To hire new employees
 - (D) To redesign the website
- 114.** What is the main purpose of communication according to the text?
- (A) To manage human resources
 - (B) To entertain
 - (C) To express facts and ideas
 - (D) To conduct surveys
- 115.** Downward communication is important for:
- (A) Policy enforcement and work guidance
 - (B) Sharing employee grievances
 - (C) Encouraging gossip
 - (D) Avoiding official orders
- 116.** Is it build customer relationship one of the benefits of business communication?
- (A) Yes
 - (B) No
- 117.** Which option lists common purposes of business communication in daily operations?
- (A) To replace all marketing decisions
 - (B) To entertain only without action
 - (C) To conceal facts and avoid contact
 - (D) To give information and receive feedback
- 118.** Positive and neutral messages at the workplace are mainly used to:
- (A) Deliver bad news
 - (B) Express emotions
 - (C) Handle conflicts
 - (D) Support daily work
- 119.** It is a general purpose wherein we want our audience to learn about a new topic or develop a new skill or advance their knowledge on a subject that they already know
- (A) To inform
 - (B) To persuade
 - (C) To entertain
 - (D) None of above

120. The fact that many people speak openly with perfect strangers while on a plane or a bus suggests that ____
- (A) We communicate to maintain our sense of identity
 - (B) We communicate to exchange information
 - (C) We communicate to develop relationships
 - (D) We communicate to satisfy social needs
121. When a receiver understands a message but does not respond favorably to it, the remaining goals of business communication cannot be achieved.
- (A) TRUE
 - (B) FALSE
122. Which is NOT a reason we communicate?
- (A) Express feelings and emotions
 - (B) To persuade or control
 - (C) To relate with others
 - (D) To get enough sleep
 - (E) To participate in social rituals
123. Advertising acts as a paid communication that attempts to ____ opinion.
- (A) Influence
 - (B) Ignore
 - (C) Describe
 - (D) Avoid
124. What is the primary goal of communication?
- (A) To impress others
 - (B) To entertain the audience
 - (C) To show one's intelligence
 - (D) To reach understanding and build relationships
125. Which of the following is a communication goal?
- (A) Wanting to solve a problem together with a team
 - (B) Getting an answer to a question
 - (C) Both A and B
 - (D) None of the above
126. Communication assists in breaking down barriers between opposing sides to reach a common ____
- (A) Outcome of the game
 - (B) Goal
 - (C) Fence
 - (D) Truce
127. We communicate to:
- (A) Receive information
 - (B) Send information
 - (C) Send and receive information
 - (D) Please others
128. A communication objective explains:
- (A) The purpose of the message being shared
 - (B) How much paper the office will use
 - (C) Which staff work on public holidays
 - (D) The total number of workstations
129. Generally speaking, in business we communicate:
- (A) Only to persuade
 - (B) Only to entertain
 - (C) Only to inform
 - (D) To both persuade and inform
130. The first goal of business communication is:
- (A) Receiver's Understanding
 - (B) Receiver's response
 - (C) To improve organisational goodwill
 - (D) To show-off communication skills
131. What is one purpose an argument is used for?
- (A) To fight with another person
 - (B) To prove you are smarter
 - (C) To change the reader's point of view
 - (D) To agree with someone

132. Expressions such as “As you all know, we are here today to discuss ____” and “You can see from the agenda the different issues that we need to look at” are examples of
- (A) Expressions of stating the objective and purpose
 - (B) Expressions of widening the discussion
 - (C) Expressions of sticking to the agenda
 - (D) None of above
133. Which of the following is NOT one of the three fundamental objectives of spoken communication?
- (A) Self-expression
 - (B) Communication
 - (C) Social control
 - (D) Emotional stability
134. Good communication is essential for attaining each of the following four goals: increase efficiency, quality, responsiveness to customers, and
- (A) Cost reductions.
 - (B) Global reach.
 - (C) Adequate training and development.
 - (D) Innovation.
135. Every speech has a purpose
- (A) Purpose of the Speech
 - (B) Audience Profile
 - (C) Organizational Pattern
 - (D) Word Choice
 - (E) Duration and Physical Setting
136. The sender has primary responsibility for achieving the four goals of business communication
- (A) TRUE
 - (B) FALSE
137. Answers the question of why a person is communicating to the audience and includes the reasons: to inform, to instruct, to make request, to respond to request, and to persuade.
- (A) Purpose
 - (B) Approach
 - (C) Deadline
 - (D) Demographics
138. TRUE OR FALSE: The purpose of public speaking is to inform, entertain, educate, motivate, or persuade an audience.
- (A) True
 - (B) False
139. True or False: Messages are created for different purposes
- (A) True
 - (B) False
140. Your purpose is to move the listeners to action.
- (A) To inform
 - (B) To evoke
 - (C) To argue
 - (D) To persuade
141. Why do we communicate?
- (A) Share food
 - (B) Share ideas and information
 - (C) Share our clothes
 - (D) None of above
142. 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
143. Communication builds-
- (A) Distance
 - (B) Friendship
 - (C) Confusion
 - (D) Anger
144. James is learning about the different needs that communication fulfills in his daily life. Which of the following is NOT a need that communication fulfills?
- (A) Physical needs

- (B) Relational needs
 - (C) Financial needs
 - (D) Spiritual needs
- 145.** The main purpose of downward communication is to:
- (A) Share employee suggestions
 - (B) Give orders and explain policies
 - (C) Build informal networks
 - (D) Spread rumors
- 146.** The specific purpose of your speech tells the audience what you want to achieve in your speech.
- (A) True
 - (B) False
- 147.** The main purpose of a communication system is:
- (A) Modulation
 - (B) To transfer information
 - (C) To generate carriers
 - (D) To detect noise
- 148.** Choose the main reason for communication-
- (A) To offer reassurance
 - (B) To express feelings
 - (C) To build relationships
 - (D) All of the above
- 149.** In business, communication is mainly to
- (A) Inform
 - (B) Persuade
 - (C) Both inform & persuade
 - (D) Entertain
- 150.** Your purpose is to let your audience smile, relax and enjoy so they can forget their worries.
- (A) To inform
 - (B) To entertain
 - (C) To persuade
 - (D) To argue
- 151.** Before organizing and composing a message, two questions should be asked: Why am I sending this message? and ____
- (A) Why did my boss give this task to me?
 - (B) What do I hope to achieve with this message?
 - (C) How can I get this message written as quickly as possible?
 - (D) Do I have enough time and financial resources to complete the work?
- 152.** Persuasion in business mainly aims to:
- (A) Influence decisions and actions
 - (B) Increase product prices
 - (C) Reduce employee workload
 - (D) Eliminate competition
- 153.** Our ____ is what we want to happen after we communicate.
- (A) Communication goal
 - (B) Communication style
 - (C) Communication method
 - (D) Communication channel Edit
- 154.** A leader uses communication to-
- (A) Command
 - (B) Motivate
 - (C) Scold
 - (D) Avoid

1.1.6 Importance of Communication

1. What's the importance of correct language in official communication between colleagues?
 - (A) Bragging and showing off
 - (B) Ensures the understanding amongst colleagues from different backgrounds
 - (C) Complicating the conversation to sound important
 - (D) Testing the competency level of others
2. Communication connects people and the

- world they live in.
- (A) True
- (B) False
3. After you get a job, your ability to communicate has little or no impact on your career.
- (A) True
- (B) False
4. What is the means of unifying organizational activities?
- (A) Clarity
- (B) Communication
- (C) Conciseness
- (D) Correctness
5. Why is transparent communication with customers critical during a crisis?
- (A) To increase production costs
- (B) To retain trust and loyalty
- (C) To limit media access
- (D) To redesign branding
6. The following are the reasons why business communication is important except
- (A) Builds teamwork
- (B) Encourages innovation
- (C) Reduces employee turnover
- (D) Reduces interdepartmental communication
7. In what ways can literacy promote equality in education?
- (A) Literacy promotes equality in education by providing access to information, enhancing communication skills, and empowering marginalized groups.
- (B) Literacy has no impact on communication skills in the classroom.
- (C) Literacy decreases access to information for all students.
- (D) Literacy only benefits students from affluent backgrounds.
8. Discuss the importance of effective communication in a business setting.
- (A) Business can thrive without any communication
- (B) Employees should work in isolation without communication
- (C) Effective communication is crucial for sharing information, fostering teamwork, enhancing productivity, and resolving conflicts in a business environment.
- (D) Communication has no impact on business success
9. Communication is not required in case of higher level management.
- (A) True
- (B) False
10. Why is communication important in a group setting?
- (A) It helps in exchanging information, ideas, thoughts, or feelings.
- (B) It ensures everyone agrees on the same opinion.
- (C) It eliminates the need for written documentation.
- (D) It prevents conflicts from arising. Edit
11. What is the importance of good communication between a plumber and the client?
- (A) To discuss personal matters.
- (B) To limit client involvement.
- (C) To hide project issues.
- (D) To understand client needs, manage expectations, and build trust.
12. What is one benefit of communication mentioned in the text?
- (A) It helps in overcoming language barriers
- (B) It creates competition
- (C) It reduces costs
- (D) It increases product prices
13. Why is it important for a manager to act as a spokesperson? (DoK Level 2)

- (A) To present information to higher management or the public
(B) To handle threats to the organization
(C) To initiate change in the organization
(D) To choose where to place organizational efforts
14. Having good workplace communication IS important to do well at your job.
(A) True
(B) False
15. Good communication is crucial to all relationships.
(A) True
(B) False
16. Communication is the ____ of business.
(A) Backbone.
(B) Cardiac system
(C) Nervous system.
(D) Both (1) & (2).
17. Why is it important to develop strong communication skills?
(A) It will prove to others you are always right.

(B) It will help you get hired and be successful at your job.
18. COMMUNICATION IS ESSENTIAL TO HUMAN LIFE
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
19. What is the foundation of management?
(A) Correctness
(B) Communication
(C) Clarity
(D) Conciseness
20. Communication skills are needed in almost all aspects of life.
(A) True
(B) False
21. Why is effective communication important in a consultation with a client?
(A) To ensure the client feels comfortable
(B) To collect accurate information
(C) To make the session longer
(D) To avoid discussing sensitive topics
22. Why means of communication important for us?
(A) To learn more about outer world
(B) To understand each other better
(C) To bring people closer
(D) All of these Edit
23. Why is English considered important in business communication?
(A) It is the only language spoken worldwide.

(B) It is the most commonly used language in global business and international trade.
(C) It is a language with the least amount of vocabulary.
(D) It replaces all other languages in local businesses.
24. Why is communication essential for decision-making in firms?
(A) It eliminates the need for managerial judgment
(B) It guarantees unanimous agreement every time
(C) It prevents stakeholders from debating alternatives
(D) It supplies data and feedback for analyzing options
25. When evaluating the importance of email communication, which of the following best describes its professional significance?
(A) A casual communication method with minimal professional impact
(B) A critical communication channel that can determine employment opportunities

- (C) An obsolete form of communication replaced by social media
(D) A purely administrative tool with limited strategic value
26. Communication skills whether written, oral, listening, and nonverbal are not that important in the workplace.
(A) True
(B) False
27. Why is it important to be able to transmit information over long distances?
(A) Sometimes people need to have access to information fast, even when they are far away.
(B) Sometimes people do not need to have access to information, even when they are far away.
(C) Sometimes people just want to keep their friends happy.
(D) People do not need to transmit information over long distances.
28. Communication is an important skill in all areas of life.
(A) True
(B) False
29. Communication is not important for us.
(A) True
(B) False
(C) All the above
(D) None of the above
30. Communication is the blood-line of the society. There would be no society if there is no communication.
(A) TRUE
(B) FALSE
31. Why are communication skills important to a leader? (As taught in this lesson)
(A) They allow a leader to control the group better
(B) They give the leader an easier job
(C) They permit the flow of information from one individual to another or to a group
(D) They make the leader look good
32. What problems would be created if you could not communicate?
(A) Phone message would go unanswered
(B) Chores would not get done
(C) Money would be wasted
(D) All of above
33. How does effective communication contribute to organisational effectiveness?
(A) It ensures that only top management makes decisions.
(B) It fosters collaboration, reduces misunderstandings, and enhances efficiency.
(C) It increases bureaucracy by requiring excessive documentation.
(D) It limits employee interactions to maintain discipline.
34. All of the selections below are the importance of communication skills except ____
(A) To get and give information
(B) To get action
(C) To change behaviours
(D) To ensure understanding
(E) None of the above
35. True/False Communication is not important for career success.
(A) True
(B) False
36. A. Directions: Choose True if the statement is TRUE and write False if it is FALSE1. There will be order and peace in the world without communication.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above

37. What is the significance of communication in relation to new discoveries?
- (A) It limits access to information
 - (B) It hinders knowledge
 - (C) It helps people know about new discoveries
 - (D) It complicates understanding
38. What is the importance of written communication in call centers?
- (A) It has no impact on customer satisfaction or operations
 - (B) It is rarely used in call center environments
 - (C) It plays a crucial role in ensuring customer satisfaction and efficient operations
 - (D) It causes confusion and delays in responses
39. Communication is empowering. It is considered a ___ and the most important source of personal power at work, family, and social situations.
- (A) Business skill
 - (B) Life skill
 - (C) Leadership skill
 - (D) Communication skill
40. Surveys of employers consistently show that the ability to ___ is critical to effective job placement, performance, career advancement, and organizational success.
- (A) Multitask and to respond quickly
 - (B) Work flexible schedules and to accept overtime
 - (C) Adapt to technological advances and to use computers effectively
 - (D) Communicate effectively
41. Good communication on the job site ___
- (A) Affects safety, schedules, and budgets
 - (B) Will make you popular
 - (C) Takes too much time
 - (D) Cannot be learned
42. Communicating professionally is important in all aspects of communication. It is vital to the ___ of a company or other professional environment.
- (A) Name
 - (B) Billboard
 - (C) Understanding
 - (D) Success
43. Good communication in the family helps in:
- (A) Creating confusion
 - (B) Increasing fights
 - (C) Building strong bonds
 - (D) Breaking relationships
44. Understanding and developing effective communication skills is helpful now, as a student, and will be helpful later in life:
- (A) True
 - (B) False
45. Zoey is studying for a career in beauty and wellness. Which of the following will be the basis of all long-lasting relationships with Zoey's clients and coworkers?
- (A) Upselling productively
 - (B) Styling expertly
 - (C) Marketing skillfully
 - (D) Communicating effectively
46. How does communication help in teamwork?
- (A) By making everyone silent
 - (B) By giving orders
 - (C) By improving cooperation
 - (D) By skipping group tasks
47. Effective communication is important for an organization because of which of the following reason.
- (A) To learn manners
 - (B) To achieve organization objectives
 - (C) To work hard
 - (D) All

48. What is the importance of professional communication in the workplace?
- (A) Professional communication only leads to misunderstandings and conflicts
 - (B) It is not important, as long as the work gets done
 - (C) Building relationships in the workplace is a waste of time
 - (D) It is important for clear and effective exchange of information, building strong relationships, and enhancing productivity.
49. Why is communication considered vital according to the document?
- (A) It helps in learning new languages
 - (B) It is essential for the success of any relationship, both personally and professionally
 - (C) It allows people to travel more easily
 - (D) It improves physical health
50. The ability to communicate effectively is an essential part of every role.
- (A) True
 - (B) False
51. Communication is an important instrument for a better understanding.
- (A) Agree
 - (B) Disagree
52. Effective communication is not very important to a business.
- (A) True
 - (B) False
53. Being able to write effectively is critical to promotions.
- (A) True
 - (B) False
54. Why are communication and management considered interdependent?
- (A) Because management requires communication to function effectively
 - (B) Because communication is only needed in small organizations
 - (C) Because management oversees marketing strategies
 - (D) Because communication hinders management processes
55. Language is a powerful tool to clarify thinking, for social communication and to influence people.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
56. Communication is crucial in building and maintaining relationships.
- (A) True
 - (B) False
57. Why is clear communication essential in engineering projects?
- (A) To ensure project participants understand objectives and requirements
 - (B) To increase project duration
 - (C) To limit team interactions
 - (D) To focus only on technical skills
58. What is one of the key reasons for using English in multinational companies?
- (A) It improves technical jargon.
 - (B) It ensures uniform communication among employees from different countries.
 - (C) It is easier than all other languages.
 - (D) It allows for creative writing in business reports.
59. Effective communication enhances the ability of the organization to solve problems faster and make sound decisions.
- (A) True
 - (B) False
60. It is a powerful tool that we used to meet our needs, accomplish goals, and get results. It is the key to success in many professional and social context.

- (A) Listening
 - (B) Speaking
 - (C) Communicating
 - (D) Writing
61. It is of great ___ to show your interest and politeness when you are having a job interview.
- (A) Importance
 - (B) Important
 - (C) Importantly
 - (D) Unimportant
62. Why is communication important? Choose the best answer.
- (A) To gossip with friends
 - (B) To find out what people like
 - (C) To get information, express yourself, and solve problems
 - (D) To tell people to leave you alone
63. Communication is crucial in building and maintaining relationships in the workplace.
- (A) True
 - (B) False
64. What role does communication play in the management process?
- (A) Communication hinders quick decision-making in management.
 - (B) Communication is crucial for information flow, decision-making, conflict resolution, and collaboration in management.
 - (C) Effective communication is irrelevant to team dynamics.
 - (D) Communication is only necessary for upper management.
65. How has technology improved communication?
- (A) Made communication more complicated and difficult
 - (B) Made communication more convenient and efficient
 - (C) Made communication slower and less efficient
 - (D) Has no impact on communication
66. Communication and technology hinder you to establish contact and maintain professional networks and relationship with coworkers, leaders, and clients.
- (A) True
 - (B) False
67. Why is spreading knowledge about climate change important?
- (A) To increase energy consumption
 - (B) To reduce educational standards
 - (C) To promote global awareness
 - (D) To encourage more travel
68. What is the significance of communication in business operations?
- (A) It complicates processes
 - (B) It limits departmental coordination
 - (C) It helps in controlling operations
 - (D) It reduces employee motivation
69. Why is effective communication important in a team setting?
- (A) It isn't important; individual work is what matters.
 - (B) It helps in understanding the task better.
 - (C) It ensures that everyone is on the same page and can work towards a common goal.
 - (D) It is only necessary for the team leader.
70. Which skill is essential for IT professionals?
- (A) Communication
 - (B) Painting
 - (C) Singing
 - (D) Dancing
71. Communication is the key to effective working.
- (A) True
 - (B) False

72. Communication is considered critical and essential in delivering effective nursing care because:
- (A) It ensures accurate information exchange and understanding between nurses and patients.
 - (B) It allows nurses to avoid documentation.
 - (C) It reduces the need for teamwork in healthcare settings.
 - (D) It eliminates the need for patient assessment.
73. Modern means of communication are the means that have made human communication easier, faster and in fact instant. TRUE/FALSE
- (A) True
 - (B) False Edit
74. Why is communication important?
- (A) To gossip with friends
 - (B) To get information, let people know what you want, need and like, and to solve problems
 - (C) You can find out what other people like
 - (D) You can tell people to leave you alone
75. Letter writing is an important part of communication in Hospitality?
- (A) Agree
 - (B) Disagree
 - (C) Strongly Agree
 - (D) Strongly Disagree
76. Why are communication skills crucial for engineers?
- (A) To avoid technical work
 - (B) To convey complex ideas to various audiences
 - (C) To work independently
 - (D) To reduce project costs
77. Getting permission to leave the classroom and communicating effectively with the class instructors is IMPORTANT!
- (A) True
 - (B) False
78. Companies understand that good communication is important for them ____
- (A) Succeeding
 - (B) Running smoothly
 - (C) Increasing productivity
 - (D) All of these
79. ORGANIZATIONS CANNOT EXIST WITHOUT COMMUNICATION
- (A) TRUE
 - (B) FALSE
80. The ability to communicate effectively is the characteristic managers consider most critical in determining managerial success.
- (A) True
 - (B) False
81. True or False: Communication skills are vital to individuals and businesses
- (A) True
 - (B) False
82. "Can I leave a message to you boss? It is very ____"
- (A) Convenient
 - (B) Sorry
 - (C) Fine
 - (D) Urgent
83. Communication is not always a vital skill in the workplace.
- (A) True
 - (B) False Edit
84. In the new view of development, communication is:
- (A) It advocates in bringing change
 - (B) The only catalyst of change
 - (C) An important cause of change
 - (D) An important catalyst for change

85. Reading is important in the workplace because of the need to read:
- (A) Shakespeare's great works
 - (B) A personal text from a co-worker
 - (C) Instructions from the supervisor
 - (D) Amazon daily deals
86. Alexander Graham Bell's invention of the telephone facilitated the widespread dissemination of:
- (A) Goods
 - (B) Energy
 - (C) Information
 - (D) Wealth
87. What is the importance of communicating skills?
- (A) Exchanging information
 - (B) High goals
 - (C) Good personality
 - (D) Conflicts of understanding
88. Studying communication is crucial because of the following, except for ____
- (A) Increase what you know about human relationships
 - (B) Help you exercise your rights to freedom of speech
 - (C) Teach you important skills to be self-centered
 - (D) Help you navigate in this diverse world
89. What does communication help people do within society?
- (A) Build relationships and solve problems
 - (B) Only express themselves
 - (C) Only influence others
 - (D) None of the above
90. Effective communication skills are important only in professional settings.
- (A) True
 - (B) False
91. Why is it important to have an open communication?
- (A) Open communication hinders productivity and efficiency
 - (B) Open communication fosters trust, understanding, and collaboration among individuals or groups.
 - (C) It is not important to have open communication
 - (D) Open communication leads to more misunderstandings and conflicts
92. A good communication is important in our life.
- (A) True
 - (B) False
93. What key areas were focused on in the national development plan?
- (A) Tourism, construction, art, music, and literature.
 - (B) Healthcare, transportation, communication, and defense.
 - (C) Agriculture, technology, sports, fashion, and entertainment.
 - (D) Oil and gas, education, religious education, communication, health and welfare services.
94. What effect can putting communication at the front of your mind have?
- (A) It can be informative and have many positive effects
 - (B) It will make communication less important
 - (C) It will make you forget how to communicate
 - (D) It will only help in professional settings
95. Explain how establishing clear lines of communication can benefit an organization.
- (A) It increases confusion among employees
 - (B) It helps ensure everyone knows their responsibilities and reduces misunderstandings
 - (C) It eliminates the need for managers

- (D) It reduces the number of employees needed
96. Communication skills are crucial for your success as an employee because:
- (A) Otherwise you will not make any friends at work.
 - (B) Nearly every job requires communicating with other people.
 - (C) Employers want workers who will blindly follow instructions.
 - (D) Most jobs today require mostly independent work.
97. Good business communication skills ____
- (A) Can have a positive impact on your life outside of work
 - (B) Will help you advance in your career, but will hinder your personal relationships
 - (C) Will improve personal relationships, although they offer no financial benefits in your personal or professional life
 - (D) Are not worth the investment of time and energy necessary to acquire them
98. In the workplace, you will most likely need to be able to effectively communicate with your co-workers, vendors, and customers.
- (A) True
 - (B) False
99. Communication is paramount to globalization because individuals from different countries, languages, and cultural attitudes must understand each other and express themselves to work effectively.
- (A) True
 - (B) False
 - (C) Maybe
 - (D) None of the choices
100. In 1901 the first radio message was sent across the Atlantic Ocean. What did this mean for communication?
- (A) We could now communicate around the world instantly.
 - (B) We could now speak other languages.
 - (C) We could now travel faster and cheaper.
 - (D) We now had FM radio which is less boring than AM radio.
101. What helps children learn values and culture at home?
- (A) Textbooks
 - (B) Good communication
 - (C) Toys
 - (D) Food
102. Mihika believes that It is only important to communicate well in class and in public places. Is she correct?
- (A) Yes
 - (B) No
103. How does communication contribute to workplace culture?
- (A) By limiting employee feedback
 - (B) By establishing goal-based policies
 - (C) By reducing transparency
 - (D) By avoiding change
104. Why are communication skills important for a leader?
- (A) So they can tell people what to do
 - (B) To be able to deceive followers
 - (C) None of the above
 - (D) To be able to explain their goal or vision
105. Good communication in the workplace ____
- (A) Decreases workers' morale and leads to lower job satisfaction
 - (B) Increases workers' morale and leads to higher job satisfaction
 - (C) Causes conflicts and misunderstandings
 - (D) All of these
106. Information that the public needs to help navigate the world safely, efficiently, or economically.
- (A) TIMELINESS
 - (B) CONFLICT
 - (C) NOVELTY
 - (D) USEFULNESS

107. Poor communication in the global business sector can lead to improved organizational performance.
(A) True
(B) False
108. Which combination best captures the importance outcomes of effective business communication?
(A) Random messaging, isolated teams, passive staff
(B) Stronger bonds, better decisions, higher productivity
(C) Higher prices, lower quality, slower delivery
(D) Fewer meetings, stricter silence, limited access
109. What is an example of when people need to transmit information quickly?
(A) When they are looking at social media.
(B) During the newest update of my favorite video games.
(C) During a natural disaster, people can use their phones to find each other.
(D) When it raining, snowing, windy or sunny out.
110. Why is communication crucial in organizational change?
(A) It removes the need for leadership involvement in transitions.
(B) It helps employees understand and adapt to new processes.
(C) It guarantees that change initiatives always succeed.
(D) It ensures all employees immediately accept new policies.
111. Eloquence has sustained its significance as a highly prized skill globally as well as perennially.
(A) True
(B) False
112. Why are more and more US colleges offering 21st Century Skill badges (e.g. problem-solving, collaboration, oral communication)?
(A) To increase revenue
(B) To increase the career-readiness and marketability of their students
(C) To meet the students' appetite for digital badges
(D) To attract prospective students

1.1.7 Elements of Communication

1. Which element is crucial for radio advertisements due to the absence of visual stimuli?
(A) Color scheme
(B) Sound effects
(C) Graphics
(D) Facial expressions
2. The one who communicates the message
(A) Message
(B) Receiver
(C) Feedback
(D) Sender
3. What term describes the origin of the information or material being communicated?
(A) Groupware
(B) Accountability Matrix
(C) Information Source
(D) Information Literacy
4. The person who originates the message is the —
(A) Receiver
(B) Decoder
(C) Source
(D) Encoder
5. Person or party receiving the message sent by another party
(A) Noise
(B) Decoding
(C) Receiver

- (D) Feedback
6. The device that initiates the message in communication is called
- (A) Receiver
 - (B) Sender
 - (C) Channel
 - (D) Protocol
7. What is the body of a letter?
- (A) With your address
 - (B) Dear Mr/s
 - (C) The main point of the letter
 - (D) Yours faithfully
8. ___ refers to how effectively the framework of the message was organized.
- (A) Structure
 - (B) Tone
 - (C) Audience
 - (D) Purpose
9. The target of the message
- (A) Sender
 - (B) Decoding
 - (C) Channel
 - (D) Receiver
10. Which element of communication is the translation of the message into other words or other forms?
- (A) Channel
 - (B) Encoding
 - (C) Message
 - (D) Decoding
11. THE ONE WHO TRANSFORMS THE THOUGHTS INTO MESSAGE
- (A) SENDER
 - (B) DECODER
 - (C) RECEIVER
 - (D) NOISE
12. Communication involves the following elements:
- (A) Sender
 - (B) Message
 - (C) Receiver
 - (D) Feedback
 - (E) All the above
13. What is the primary audience?
- (A) Those indirectly involved in the purpose
 - (B) Those directly involved in the purpose
 - (C) Those who need to know the communication took place
 - (D) Those who provide feedback
14. CONNECTS SENDER TO RECEIVER
- (A) FEEDBACK
 - (B) CHANNEL
 - (C) MESSAGE
 - (D) TELEPHONE
15. RECIPIENT OF THE MESSAGE
- (A) RECEIVER
 - (B) PRIMARY RESPONSIBILITY OF SENDER
 - (C) SENDER
 - (D) PRIMARY RESPONSIBILITY OF RECEIVER
16. What is the communication in writing, in speech, or by images or signals?
- (A) Message
 - (B) Channel
 - (C) Journalism
 - (D) Media
17. Which of the following is the meaning or subject of information being communicated?
- (A) Message
 - (B) Medium
 - (C) Receiver
 - (D) Feedback

18. The listener, reader, or observer; the individual to whom a message is directed toward.
(A) Verbal communication
(B) Receiver
(C) Sender
(D) None of above
19. Protocols is the set of rules that governs the communication.
(A) False
(B) True
20. What are essential components of successful communication?
(A) Identifying the Sender, Receiver, Message, Channel, and Feedback
(B) Showing Authority, Stern voice, and Confidence
(C) Nonverbal cues, verbal affirmations, and mental engagement
(D) Reciprocity, commitment, consistency, and social proof
21. The process of converting the message into words, actions or other forms that the speaker understands refers to what element of communication?
(A) Feedback
(B) Decoding
(C) Encoding
(D) Barrier
22. Which element of personal communication is considered the least significant according to the 7-38-55% Rule?
(A) Spoken words
(B) Voice and tone
(C) Body language
(D) Facial expressions
23. This refers to the source of information.
(A) Speaker
(B) Message
(C) Receiver
(D) Channel
24. Communication system is made up of
(A) Three components
(B) Four components
(C) Five components
(D) Six components
25. Which of the following is Not an Element of communication?
(A) Message
(B) Transmission Medium
(C) Satellite
(D) Protocol
26. The person sending the file
(A) Recipient
(B) Sender
27. Which element in the communication process ensures the message reaches from sender to receiver?
(A) Transmitter/Encoder
(B) Channel
(C) Receiver/Decoder
(D) Destination
28. A link that lies between sender and the receiver is known as ____
(A) Message
(B) Transmission medium
(C) Protocol
(D) None
29. Which element of the communication process converts ideas into words or symbols?
(A) Sender
(B) Message
(C) Encoding
(D) Channel
30. The recipient of the message, or someone who decodes the message
(A) Sender
(B) Receiver
(C) Decoding
(D) None of above

31. The actual information or signal that is transmitted between the sender and receiver, which can be in the form of text, images, sound, or video.
(A) Transmission medium
(B) Superman
(C) Data
(D) Simplex communication
32. The individual or group that first sends a message is the ____.
(A) Transmitter
(B) Sender
(C) Receiver
(D) Channel
33. Channel in the context of business messages can best be defined as:
(A) Primary and secondary audiences.
(B) Medium through which the message is sent.
(C) Selection of the direct or indirect organizational approach.
(D) Final profile of the reader.
34. The ____ conceptualizes an idea and is the source of information in the elements of communication.
(A) Sender
(B) Receiver
(C) Channel
(D) Feedback
35. The situation in which a speech (or other communication) takes place is the ____
(A) Context
(B) Medium
(C) Channel
(D) Sender
36. What is the central idea of an argument called?
(A) Evidence
(B) Conclusion
(C) Claim
(D) Reason
37. The process of interpreting the message of the speaker or sender is what element of communication?
(A) Feedback
(B) Context
(C) Encoding
(D) Decoding
38. The process involving the reception of the sender's message by the receiver.
(A) Encoding
(B) Transmitting
(C) Receiving
(D) Decoding
39. What is the role of the sender in information communication?
(A) To receive messages
(B) To send messages
(C) To encode messages
(D) To decode messages
40. Is the one who encodes the message and determines the code, style, treatment to be used. He/She initiates the communication process.
(A) Speaker
(B) Source
(C) Sender
(D) None of the above
41. What are the opening elements in a news story whose purpose is to engage the reader and grab their attention?
(A) Internal audience
(B) External audience
(C) Buffers
(D) Hooks
42. Message is the response one communicator gives to another. It can be verbal or nonverbal.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above

43. Anyone who receives information
(A) E-mail
(B) Audience
(C) Purpose
(D) Intonation
44. Which of the following is the best example of a transmitter functioning in a communication system?
(A) A fax machine prints out an image.
(B) A satellite dish on the ground receives a video signal.
(C) A cellular telephone tower sends information to a cellular telephone.
(D) None of above
45. Jack sends an email to Diane asking her what time the meeting was on Tuesday. Diane replied back saying at 3 p.m. Who is the receiver?
(A) Jack
(B) Diane
(C) Email
(D) 3 p.m. reply back
46. What is the information being communicated?
(A) Message
(B) Feedback
(C) Tone
(D) Clarity
47. When designing a marketing email for a product, what factor influences the design of the message?
(A) The favorite color of the marketing manager
(B) The weather on the day the email is sent
(C) The intended audience, the medium through which the email is sent, the purpose of the email, and the nature of the message
(D) The size of the email in kilobytes
48. What are the components of the information communication system?
(A) Message, Sender, Receiver, Transmission Medium
(B) Data, Source, Destination, Channel
(C) Information, Communicator, Receiver, Medium
(D) Content, Originator, Target, Pathway
49. It is the one who reads, interprets or decodes the message. What is it?
(A) Sender
(B) Receiver
(C) Noise
(D) None of above
50. A speech must be prepared with ____ in mind.
(A) The result
(B) Praise
(C) An audience
(D) Admiration
51. It is the pathway through which the message travels to reach its destination.
(A) Sender
(B) Receiver
(C) Channel
(D) Feedback
52. Which of the following is NOT an example of the message?
(A) Writing
(B) Movements
(C) Speech
(D) Noise
53. It is the medium through which a message is delivered.
(A) Receiver
(B) Noise
(C) Channel
(D) Environment
54. Telephone is an example of
(A) Channel of communication
(B) Sender
(C) Barrier in communication
(D) Receiver

55. What is a context in relation to communication?
- (A) Context refers to the situation or atmosphere in which the communication takes place
 - (B) Context refers to the time in which the communication takes place
 - (C) Context refers to the day in which the communication takes place
 - (D) Context refers to the year in which the communication takes place
56. In the communication process, what are the three factors of a message?
- (A) Code, content, and treatment
 - (B) Source, channel, and feedback
 - (C) Feedback, interpretation, and delivery
 - (D) Sender, receiver, and medium
57. This consists of the media that provides the pathway over which the message travels from source to destination.
- (A) Source (sender)
 - (B) Destination (receiver)
 - (C) Channel
 - (D) None of above
58. Converting ideas into words or gestures to convey meaning is called ____
- (A) Feedback
 - (B) Decoding
 - (C) Encoding
 - (D) Nonverbal communication
59. The type of organizational conflict that stems from religion, politics, and other social norms.
- (A) Task
 - (B) Relationship
 - (C) Value
 - (D) None of above
60. Which is NOT an acceptable part of communication?
- (A) Touch
 - (B) Judgments
 - (C) Silence
 - (D) Close ended Questions
61. The four elements of communication are:
- (A) Message, sender, receiver and feedback
 - (B) Sender, message and receiver
 - (C) Message, feedback, verbal and nonverbal
 - (D) Books, television, computers and radio
62. Person who gets the message or the place where the message must reach. The receiver provides feedback according to the message.
- (A) Sender (Information Source)
 - (B) Encoder (Transmitter)
 - (C) Decoder (Receiver)
 - (D) Channel
 - (E) Receiver (Destination)
63. The substance that is being sent by the sender to the receiver. It might be in the form of voice, audio, text, video or other media
- (A) Sender
 - (B) Message
 - (C) Channel
 - (D) Receiver
64. The one who employs combination of symbols which may be verbal or nonverbal in order to achieve the desired response.
- (A) Sender
 - (B) Receiver
 - (C) Listener
 - (D) Audience
65. The person who initiates (starts) the conversation is the ____
- (A) Sender
 - (B) Receiver
 - (C) Audience
 - (D) None of above
66. Discourse can be defined as the structures of written and oral language, as well as how

- members of the discipline talk, write, and participate in knowledge construction. It has to do with how meaning is conveyed.
- (A) True
(B) False
67. The way the message is being transmitted.
(A) CHANNEL
(B) NOISE
(C) MESSAGE
(D) CONTEXT
68. What is the minimum number of individuals required for a communication to take place?
(A) One
(B) Two
(C) Three
(D) More than three
69. The closing part of a speech and should be strong.
(A) Introduction
(B) Body
(C) Conclusion
(D)
70. The ___ is the subject, emotion, or idea that is being communicated.
(A) Message
(B) Encoding
(C) Decoding
(D) Feedback
71. Who is the "Sender" in communication?
(A) The party receiving the message
(B) The party initiating the message
(C) A type of chart
(D) A summary of meeting minutes
72. What is the proper sequence of the definition of COMMUNICATION?
(A) Process+ System+ Symbol+ Meaning
(B) Meaning+ System+ Process+ Symbol
(C) Symbol+ System+ Meaning+ Process
(D) Process+ Symbol+ System+ Meaning
73. The tool that carries the message to the desired person or group
(A) Channel
(B) Receiver
(C) Message
(D) Communication
74. The person receiving the file
(A) Recipient
(B) Sender
75. Which is not an element in language?
(A) Phonology
(B) Vocabulary
(C) Facial expression
(D) System of rules
76. Receives the message that was sent
(A) Sender
(B) Receiver
77. When a communicator expresses an idea with words or images, they are doing which of the following?
(A) Encoding the idea as a message
(B) Writing the idea into a message
(C) Sharing the idea as a message
(D) Transmitting the idea to the audience
(E) Developing the idea they want to communicate in the message
78. The idea, feeling, suggestion, guidelines, orders or content intended to be communicated.
(A) Encode
(B) Noise
(C) Decode
(D) Message
79. What is a key consideration in the '5Ws and 1H' framework for communication management?
(A) How to improve marketing strategies
(B) What information needs to be communicated

- (C) Where financial resources are allocated
(D) Who should lead the project team
80. Which of these is not an ingredient of the speech process?
(A) Message
(B) Audience
(C) Feedback
(D) Reading comprehension
81. Which one is not required in video conferencing through a PC?
(A) Microphone.
(B) Digital camera.
(C) Speakers.
(D) Screen filter.
82. A ____ is a greeting used in a letter or other written or non-written communication.
(A) Opening
(B) Introduction
(C) Starting Point
(D) Salutation
(E) Signature
83. Which of the following could be an example for channel?
(A) The sender
(B) Soundwaves
(C) The receiver
(D) A smirk
84. A sentence must contain at least a:
(A) Phrase and adjective
(B) Subject and predicate
(C) Noun and preposition
(D) Conjunction and clause
85. The communication channel: Is anything that interrupts the transmission of a message. Should be selected before idea formation. Includes only digital means for transmitting messages. A medium over which the messages travels.
(A) Is anything that interrupts the transmission of a message.
(B) Should be selected before idea formation.
(C) Includes only digital means for transmitting messages.
(D) A medium over which the messages travels.
86. The person who encodes the message is called?
(A) Responder
(B) Sender
(C) Receiver
(D) Medium
87. It pertains to any information that is passed on through communication.
(A) Receiver
(B) Sender
(C) Message
(D) Feedback
88. The 'message' consists of which two parts?
(A) Sender and Receiver.
(B) Feedback and Noise.
(C) Verbal and Nonverbal.
(D) Channel and Context.
89. Which element of communication is the source of the message?
(A) Speaker
(B) Encoding
(C) Channel
(D) Message
90. Channel can be defined as ____
(A) The information gathered by the sender.
(B) The medium that is chosen by the sender to convey the message.
(C) The medium that interprets the messages.
(D) The information received by the sender.

91. Communication is when the SENDER speaks AND the ____ accurately decodes its meaning
(A) SENDER
(B) RECEIVER
(C) MESSAGE
(D) FEEDBACK
92. A sender is
(A) The person responding
(B) The person initiating communication.
(C) The person sending feedback
(D) The person listening
93. Three things are most important and essential in any communication process they are sender, receiver and the ____
(A) Air
(B) Sound
(C) Chanel
(D) Channel
94. The message is the most important element of the document.
(A) True
(B) False
(C) Maybe
(D) None of the above
95. You can write the title of your message via e-mail in the field ____
(A) From
(B) Subject
(C) Attachments
(D) None of above
96. The receiver is the person or group for which the information is meant. The receiver is also know as the ____
(A) Message
(B) Opposition
(C) Audience
(D) Main idea
97. Components of communication includes:
(A) Receive, message, send, feedback
(B) Feedback, person, message
(C) Sender, receiver, message, feedback
(D) None of above
98. The information that is exchanged
(A) Receiver
(B) Sender
(C) Message
(D) Feedback
99. Which of these element is not involved in the process of communication?
(A) Noise
(B) Sender
(C) Message
(D) Channel
100. What are the three (3) parts of communication?
(A) Verbal, written, nonverbal
(B) The Sender, The Receiver, The Message
(C) Part 1, Part 2, Part 3
(D) Telephone, mail, video call
101. The person who gets thr message is the ____
(A) Receiver
(B) Buyer
(C) Seller
(D) None of above
102. The information that a sender wants to share is the
(A) Trail.
(B) Medium.
(C) Grapevine.
(D) Message.
103. What are the key components required for effective communication?
(A) A sender, a receiver, listening, feedback, and mutual understanding
(B) Only a sender and a receiver

- (C) Mutual understanding and written communication only
(D) Feedback and non-verbal cues only
- 104.** The Eight Major components of communication
(A) Source, Message, Channel, Technology, Feedback, Environment, Context, Interference
(B) Source, Message, Channel, Receiver, Feedback, Environment, Context, Interference
(C) Source, Message, Channel, Receiver, Feedback, Internet, Context, Interference
(D) Source, Message, Channel, Receiver, Feedback, Context, Interference
- 105.** What part of an email specifies the topic of the message?
(A) CC line
(B) BCC line
(C) Subject line
(D) To line
- 106.** A communication system requires a minimum of:
(A) One station
(B) Two stations
(C) Three stations
(D) Four stations
- 107.** States what a rhetor is trying to prove
(A) Antithesis
(B) Counterclaim
(C) Claim
(D) Opposition
- 108.** What can we use to communicate?
(A) Only light energy
(B) Only sound energy
(C) Light and sound energy
(D) None of the above
- 109.** Communication can be expressed through words, actions, or both at the same time.
(A) TRUE
(B) FALSE
- 110.** The person who initiates the communication by encoding a message. It is essential for this person to be clear and concise in their message.
(A) Receiver
(B) Channel
(C) Sender
(D) Noise
- 111.** What is a communicative activity in language teaching methodology?
(A) An emphasis on shallow-end communication.
(B) Abandoning a message or replacing it with a less ambitious one.
(C) Activity in which real communication occurs with features like purposefulness and reciprocity.
(D) A teaching method developed by Charles Curran.
- 112.** Who delivers the information in communication?
(A) Receiver
(B) Sender
(C) Feedback
(D) Message
- 113.** Transmission Medium is:
(A) Various sets of rules
(B) A source that only sends data message
(C) A bridge between sender and receiver
(D) A source that only receives message
- 114.** Individual or group who sends or originates the message
(A) Receiver
(B) Sender
(C) Channel
(D) Communication

- 115.** A person who creates and shares a message.
(A) Sender
(B) Receiver
(C) Decoder
(D) Communicator
- 116.** Who or what is in charge of decoding the message?
(A) Sender
(B) Receiver
(C) Medium
(D) Feedback
- 117.** Recipient; a person who gets something
(A) Sender
(B) Outbox
(C) Receiver
(D) Messenger
- 118.** Something that is sent or said
(A) Message
(B) Sender
(C) Symbol
(D) Written communication
- 119.** This refers to the information or subject matter the source is intending to share. This may be an opinion, feelings, instructions, requests, or suggestions.
(A) Source
(B) Channel
(C) Message
(D) Receiver Edit
- 120.** It is the recipient of the message.
(A) Message
(B) Sender
(C) Channel
(D) Receiver
- 121.** True or False: It takes at least two people to communicate: a sender and a receiver.
(A) True
(B) False
- 122.** ALSO KNOWN AS THE ENCODER.
(A) SENDER
(B) RECEIVER
(C) CHANNEL
(D) FEEDBACK
- 123.** Which part of the speech restates the main idea?
(A) Body
(B) Conclusion
(C) Introduction
(D) Transition
- 124.** What element of communication is responsible for sending out the message?
(A) Channel
(B) Feedback
(C) Receiver
(D) Sender
- 125.** What is the secondary audience?
(A) Those directly involved in the purpose
(B) Those who need to know the communication took place
(C) Those who provide feedback
(D) Those who create the message
- 126.** The "Sender" is ____
(A) The response to the initial communication
(B) The person the communication is directed at
(C) The person initiating the communication
(D) The initial communication
- 127.** Sharing Information, discussing feelings, managing a persuasive message, using imagination, and following social rules are all communication acts.
(A) True
(B) False

128. The ___ refers to the medium through which the message is sent. It connects the sender and the receiver.
- (A) Sender & receiver
 - (B) Feedback
 - (C) Messages
 - (D) Verbal and non-verbal signals
 - (E) Channels
129. A communication ___ is a transmission medium on which the data, instructions, or information travels.
- (A) Route.
 - (B) Channel.
 - (C) Flow.
 - (D) Path.
130. Who interprets the message conveyed by a sender?
- (A) Sender
 - (B) Receiver
 - (C) Interpreter
 - (D) Messenger
- Explanation:** The receiver can be any person, group or an organisation that interprets the message conveyed by a sender. Also, a receiver needs to be smart enough to understand the exact meaning of the message sent.
131. Which is not among the major components of communication?
- (A) Sender
 - (B) Feedback
 - (C) Entropy
 - (D) Context
132. Three elements of the communication process include
- (A) Context, problems, and responses.
 - (B) People, messages, and noise.
 - (C) Feedback, noise, and transaction.
 - (D) Channel, goals, and principles.
133. The person who sends the e-mail.
- (A) Compose
 - (B) Inbox
 - (C) Attachment
 - (D) Sender
134. There is no element on top of the other in terms of importance. The whole communication process is not complete if it lacks one element.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
135. Communication only requires a sender.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
136. The link between two processes P and Q to send and receive messages is called:
- (A) Communication link
 - (B) Message-passing link
 - (C) Synchronization link
 - (D) All of the mentioned
137. In the communication process, the person who should be receptive, alert, attentive to multiple signals and perceptive particularly to the nonverbal media that often accompanies the verbal medium is called ___
- (A) Sender
 - (B) Receiver
 - (C) Feedback
 - (D) Encoding
 - (E) Decoding
138. Professional Communication is the process of sharing information, ideas or attitudes between a ___ and a receiver.
- (A) Sender
 - (B) Listener
 - (C) Observer
 - (D) Participant

139. The individual or group of people for whom the message is meant; these could be customers or potential customers.
(A) Sender
(B) Receiver
140. It refers to the listener, reader, and viewer of the message.
(A) Receiver
(B) Sender
(C) Message
(D) Feedback
141. The main point of an author's argument is a/an-
(A) Argument
(B) Reason
(C) Claim
(D) Evidence
142. The source of communication is called
(A) Receiver
(B) Channel
(C) Noise
(D) Sender
143. In the communication process, which element refers to the medium through which a message is transmitted?
(A) Noise
(B) Channel
(C) Feedback
(D) Context
144. When people are chatting, there is a sender and a receiver
(A) True
(B) False
145. The medium (channel) in the communication process is ____
(A) Person who responds to the communication
(B) Person who started the communication
(C) The location communication takes place
(D) The tool being used to communicate
146. What is the most important element of communication?
(A) Response
(B) Message
(C) Speaker
(D) Doubt
147. ANYTHING COMMUNICATED BY THE SENDER TO THE RECEIVER
(A) SENDER
(B) MESSAGE
(C) FEEDBACK
(D) CHANNEL
148. Something that is sent or said is the
(A) Message
(B) Symbol
(C) Sender
(D) Communication
149. Message can be in the form of ____
(A) Text
(B) Audio
(C) Video
(D) All of the above
150. What are the major elements of the communication process?
(A) Speaker, listener, topic, response, interference
(B) Sender, receiver, message, feedback, noise
(C) Writer, reader, content, reaction, disturbance
(D) Transmitter, recipient, signal, response, disruption
151. What activity is suggested to understand the ways we communicate?
(A) Discussing ideas with a partner
(B) Writing a list of all the ways you send messages and crossing out all that use sound
(C) Reading a story and noticing and wondering
(D) Learning ASL from illustrations

152. A. Click the best answer. The ____ is encoded by the sender.
(A) Channel
(B) Feedback
(C) Message
(D) None of above
153. The information that is transmitted to the receiver from the sender is called the ____
(A) Feedback
(B) Message
(C) Return message
(D) Channel
154. It is the one who decodes the message.
(A) Seller
(B) Speaker
(C) Receiver
(D) Writer
155. A ____ connects the sender to the receiver.
(A) Channel
(B) Noise
(C) Communication
(D) Feedback
156. The factors associated with the communication process are:
(A) Sender, message, channel, receiver, feedback
(B) Only sender and receiver
(C) Message and feedback only
(D) Channel and noise only
157. If two people are having a conversation face to face. Face to face is the ____
(A) Context
(B) Channel
(C) Sender
(D) Receiver
158. How the message is transmitted is the ____
(A) Channel
(B) Sender
(C) Translation
(D) Decoding
159. What are words that clearly reflect the content of your e-mail message?
(A) Subject
(B) Structure
(C) Body
(D) Carbon Copy
160. The ____ are ideas or information being communicated
(A) Nonverbal
(B) Sender
(C) Messages
(D) Verbal
161. Travis must determine the appropriate channel for an important business message. In this context channel refers to the
(A) Individuals who will receive the message.

(B) Degree of formality required.
(C) Medium through which the message is sent.
(D) Tone and approach needed to accomplish his purpose.
162. In a communication exchange, the sender is the individual outputting the message and the receiver is the individual ____ the message.
(A) Sending
(B) Taking
(C) Accepting
(D) None of above
163. Which of these is important to have for a good video conference?
(A) A fast and stable internet connection
(B) A loud speaker
(C) A TV
(D) A phone with no battery
164. In a formal communication setting, what is the primary role of the "channel"?
(A) To provide feedback to the sender.
(B) To store the message for future use.
(C) To analyze the content of the message.
(D) To facilitate the transmission of the message.

165. It is the content of the communication situation
- (A) Noise
 - (B) Jargon
 - (C) Media
 - (D) Message
166. The communication model contains all of the following except ____
- (A) Sender
 - (B) Feedback
 - (C) Headline
 - (D) Message
167. Who is responsible for sending information in the communication process?
- (A) Sender
 - (B) Receiver
 - (C) Feedback
 - (D) Channel Edit
168. What part is the message of the memo?
- (A) Attachment
 - (B) Body
 - (C) Subject
 - (D) From
169. The ____ is the individual who wishes to communicate a message.
- (A) Channel
 - (B) Feedback
 - (C) Sender
 - (D) Receiver
170. This refers to the person for whom the message is intended. This person is charged with decoding the message in an attempt to understand the intentions of the source.
- (A) Source
 - (B) Channel
 - (C) Message
 - (D) Receiver Edit
171. The "Communicator" is the originator of the message.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
172. It is the information that is being conveyed by the communicators.
- (A) Situation
 - (B) Message
 - (C) Feedback
 - (D) None of above
173. How many elements does the communication process have?
- (A) 3
 - (B) 6
 - (C) 4
 - (D) 5
174. This is the receiver of the message
- (A) Sender
 - (B) Channel
 - (C) Receiver
 - (D) Message
175. Which of the following is NOT an element of communication within the communication process cycle?
- (A) Channel
 - (B) Receiver
 - (C) Sender
 - (D) Time
176. The recipient of the message.
- (A) Receiver
 - (B) Sender
 - (C) Context
 - (D) None of above
177. The medium or, mean, manner or method through which a message is sent to its intended receiver.
- (A) Context

- (B) Message
(C) Channel
(D) None of above
- 178.** Which is NOT an element of the communication process?
(A) Message
(B) Sender
(C) Technology
(D) Receiver
- 179.** The person in the communication process who hears and interprets the message.
(A) Receiver
(B) Sender
- 180.** What is the message?
(A) The receiver's response
(B) The information that is communicated
(C) The person who receives the message
(D) Any distraction
- 181.** Refers to the role and responsibility of the speaker which will depend on the purpose and context of communication.
(A) Role and Responsibility of Speaker
(B) Relationship of Speaker
(C) Language Form
(D) Duration of Interaction
- 182.** What does the term 'means of communication' refer to?
(A) The message itself
(B) The feedback from the receiver
(C) The medium used to send a message
(D) The receiver of the message
- 183.** One element of communication includes:
(A) Sender
(B) Smiling face
(C) Deaf person
(D) None of above
- 184.** "Dear Maxis Customer Service Team, "
Q: This is an example of a ____
(A) Closing
(B) Greeting
(C) CC Line
(D) Subject
- 185.** What are some of the elements of written business communication?
(A) Audience, message, purpose, and style
(B) Audience, message, tone, and purpose
(C) Audience, message, tone, and style
(D) Purpose, message, style, and tone
- 186.** What is the role of the sender in digital communications?
(A) Person or party receiving the message sent by another party
(B) Process of putting the message into a symbolic, electrical form
(C) Person or party sending a message to another person
(D) The digital channels through which the information moves from sender to receiver
- 187.** A complete communication system must include:
(A) A transmitter and receiver
(B) A transmitter, a receiver, and a channel
(C) A transmitter, a receiver, and a spectrum analyzer
(D) A multiplexer, a demultiplexer, and a channel
- 188.** Which of these has the Elements of Communication in the correct order?
(A) Message, Sender, Channel, Receiver, Feedback
(B) Sender, Message, Channel, Receiver, Feedback
(C) Channel, Message, Sender, Feedback, Receiver
(D) Sender, Message, Feedback, Channel, Receiver

189. This refers to the place, time, event, and attitudes of sender and receiver, what is this?
(A) Context
(B) Content
190. In the communication process, an actual HP printer/fax machine advertisement is called ____
A) encoding B) decoding C) noise D) the message E) the medium
(A) A
(B) B
(C) C
(D) D
(E) E
191. It is the device which receives the data messages.
(A) Message
(B) Sender
(C) Receiver
(D) Transmission Media
(E) Protocol
192. What is the channel of communication?
(A) A body of water that flows through the City of Communication
(B) The direction in which the communication is going
(C) The means by which the message is conveyed
(D) The tv channel that teaches adults how to communicate better
193. A ____ is the physical path over which a message travels.
(A) Path
(B) Medium
(C) Protocol
(D) Route
194. Which part of the email gives the main information or details of the event?
(A) Opening sentence
(B) Subject line
(C) Body of the email
(D) Closing line
195. In the communication process, which element sends the message that may be in different forms (verbal, nonverbal, written, or visual)?
(A) Feedback
(B) Receiver
(C) Sender
(D) Channel
196. It contains the sender's name and job title. i.e. your name or the name of the person who is signing the memo.
(A) To
(B) From
(C) Date
(D) Subject
197. How many elements of communication do we have?
(A) 4
(B) 5
(C) 6
(D) 7
198. Which element of the communication process does this statement belong to? A person who hears or reads and interprets a message
(A) Feedback
(B) Message
(C) Receiver
(D) Channel
199. What element in the communication process is responsible for creating the message?
(A) Receiver
(B) Medium
(C) Feedback
(D) Source
200. A device that sends the encoded signal over a specific communication channel. This channel is the path over which the message must travel to get from the sender to the receiver.
(A) Transmitter
(B) Encoder
(C) Component
(D) Signal

201. The person in the communication process who hears and interprets the message
(A) Receiver
(B) Sender
(C) Message
(D) Receiver
202. Communication involves your words, postures, gestures, and facial expressions.
(A) True
(B) False
203. Among the elements below, which one is NOT needed to communicate?
(A) Sender
(B) Receiver
(C) Message
(D) Evaluator
204. The medium over which the message travels is called the channel.
(A) T
(B) F
205. ____ are verbal and non-verbal.
(A) Elements
(B) Numbers
(C) Colors
(D) Animals
206. The four basic elements of any communication system include
(A) Peer-to-peer, videoconferencing, online photo-conferencing, net optical
(B) Sending and receiving devices, communication channel, connection device, and data transmission specifications
(C) Telephone lines, coaxial cables, fiber-optics cables, and communication channel
(D) Software, hardware, communication channel, network
207. Which of the following elements of communication refers to the information or ideas conveyed by the speaker?
(A) Channel
(B) Context
(C) Message
(D) Receiver
208. It is the person whom the sender is communicating with.
(A) Encoder
(B) Communicator
(C) Teacher
(D) Receiver
209. Which element of the communication process does this statement belong to? The mode used to send a message, such as a letter or speaking to someone
(A) Feedback
(B) Message
(C) Receiver
(D) Channel
210. It is an element of communication that indicates if the receiver understood the meaning of the sender's message.
(A) Referent
(B) Feedback
(C) Message
(D) Channel
211. What does the word "recipient" mean in an email?
(A) The person who sends the email
(B) The person who receives the email
(C) The subject of the email
(D) A type of attachment
212. The audience is
(A) No one at all.
(B) A group of inanimate objects.
(C) A group of people who come together to listen to the speaker.
(D) None of above
213. Communication involves both ____ and ____
(A) Information and language
(B) Signs and symbols
(C) Language and signals
(D) Information and understanding

- 214.** Identify the elements of the communication process.
- (A) Stop, drop, and roll
 - (B) Message sender receiver channel feedback
 - (C) Business communication
 - (D) All of the above
- 215.** The language, gestures, facial expressions, and body movement.
- (A) Elements
 - (B) Message content
 - (C) Structure of the message
 - (D) Code of the message
- 216.** When sending an e-mail, which of the following you must mention?
- (A) Subject of the e-mail.
 - (B) Receiver's address.
 - (C) Attachment.
 - (D) Both A and B.
- 217.** Consider a scenario where Lincoln is sending an email to his principal about a concern and wants his teacher to be informed but not as the primary recipient. How would he address the email?
- (A) Put the teacher's email in the "To" field.
 - (B) Put the teacher's email in the "CC" field.
 - (C) Put the teacher's email in the "BCC" field.
 - (D) Do not include the teacher's email at all.
- 218.** What is MESSAGE TAKING?
- (A) Communicating between the offices of a company or organization
 - (B) To write down, to make note of or to pass a message
 - (C) Message distributed by electronic means to one or more recipients.
 - (D) A written message, especially in business
 - (E) Generally known as "orders of the day", which participants hope to discuss during a meeting
- 219.** What does the receptor do?
- (A) Detects the message
 - (B) Is the message being sent
 - (C) All the above
 - (D) None of the above
- 220.** What is the primary function of sending and receiving devices in a communication system?
- (A) To act as an interface between devices and the communication channel
 - (B) To originate and accept messages in the form of data, information, and/or instructions
 - (C) To convert outgoing messages into packets for transmission
 - (D) To reverse the process for incoming messages
- 221.** This is the topic of communication to be delivered to somebody else.
- (A) Speaker
 - (B) Message
 - (C) Receiver
 - (D) Decoding
- 222.** A communication channel ____
- (A) Is anything that interrupts the transmission of a message
 - (B) Should be selected before idea formation
 - (C) Includes only digital means for transmitting messages
 - (D) Is the medium over which the message travels
- 223.** Which element ensures communication is direct and avoids unnecessary words?
- (A) Completeness
 - (B) Conciseness
 - (C) Correctness
 - (D) Courtesy
- 224.** Who is the 'audience' in communication?
- (A) The person or group to whom the message is directed

- (B) The person delivering the message
 - (C) The medium used for communication
 - (D) The feedback provider
225. Which of these mean the time or place where communication occurs?
- (A) Channel
 - (B) Task
 - (C) Context
 - (D) Message
226. Information being sent and communicated; can be of verbal or nonverbal form
- (A) Sender
 - (B) Encoding
 - (C) Message
 - (D) Media
227. The meaning or the information, thoughts or ideas in communication is called ____
- (A) Channel
 - (B) Encoding
 - (C) Message
 - (D) Decoding
228. An information-gap activity requires students to:
- (A) Memorize rules
 - (B) Have different information
 - (C) Translate texts
 - (D) Write essays
229. Is the heart of the speech and contains the bulk of information
- (A) Introduction
 - (B) Body
 - (C) Conclusion
 - (D) None of above
230. Which of the following is the person to whom the message is directed?
- (A) Sender
 - (B) Receiver
 - (C) Medium
 - (D) Feedback
231. It is a medium used to send the message.
- (A) Feedback
 - (B) Regulation
 - (C) Decode
 - (D) Channel
 - (E) Noise
232. In the communication process, it refers to the person for whom the message is meant, and who plays a significant role just like the sender.
- (A) Channel
 - (B) Receiver
 - (C) Feedback
 - (D) Context
233. Harry read the message from his Principal saying he won the competition. What element of communication is Harry?
- (A) Sender
 - (B) Receiver
 - (C) Feedback
 - (D) Channel
234. All communication requires a ____ and a ____
- (A) Sender; listener
 - (B) Sender; receiver
 - (C) Speaker; receiver
 - (D) Speaker; listener
235. In the major elements of communication, the person or organization who gets the message is called ____
- (A) Source
 - (B) Channel
 - (C) Receiver
 - (D) Transmitter
236. The person who makes the message, chooses the channel and sends the message
- (A) Sender (Information Source)
 - (B) Encoder (Transmitter)
 - (C) Decoder (Receiver)
 - (D) Channel
 - (E) Receiver (Destination)

237. Which of the following is NOT one of the five basic components of communication in healthcare?
- (A) Channel
 - (B) Sender
 - (C) Receiver
 - (D) Message
 - (E) Diagnosis
238. Communication is a process of a message being successfully conveyed to the receiver. The message may include ____
- (A) Information, ideas, perceptions, and symbols
 - (B) Information, intentions, ideas, and symbols
 - (C) Intentions, symbols, ideas, and perceptions
 - (D) Intentions, symbols, perceptions, and information
239. What is the way in which a message is passed called?
- (A) Communication channel
 - (B) Verbal communication
 - (C) Nonverbal communication
 - (D) Confidentially
240. The means by which the Message is sent.
- (A) Speaker
 - (B) Message
 - (C) Channel
 - (D) Transmitter
241. The information the receiver gets is called ____
- (A) Message.
 - (B) Output.
 - (C) Input.
 - (D) Source.
242. The information that is to be communicated is known as
- (A) Message
 - (B) Protocol
 - (C) Medium
 - (D) Interface
243. The communication process is made up of various components. Which of the following is the actual physical product from the source?
- (A) Feedback.
 - (B) Filter.
 - (C) Channel.
 - (D) Message.
244. Who is the direct recipient of a message?
- (A) The secondary audience
 - (B) Anyone moved to act after reading the message
 - (C) The primary audience
 - (D) Potentially, anyone within the organization
245. A ____ is the tool that carries the message to the desired person or group
- (A) Channel
 - (B) Station
 - (C) Transmission
 - (D) Message
246. It is the one who receive the message
- (A) Receiver
 - (B) Channel
 - (C) Message
 - (D) Noise
247. The individual or group who sends the message
- (A) Receiver
 - (B) Sender
 - (C) Channel
 - (D) Feedback
248. The source or initiator of the communication is the ____
- (A) Receiver
 - (B) Channel
 - (C) Message
 - (D) Sender

249. It contains the information, thought, and feelings that a communicator expresses to the other participant in the communication process.
- (A) Message
 - (B) Channel
 - (C) Receiver
 - (D) Sender
250. Employee communication mainly involves:
- (A) Sharing information clearly between people
 - (B) Choosing new office decorations
 - (C) Rearranging workspaces monthly
 - (D) Planning staff birthday events
251. Communication is an act of conveying meaning to a person using —
- (A) Culture
 - (B) Semantic rules
 - (C) Symbols
 - (D) None of above
252. What do you call the means through which the message travels to reach its desired destination?
- (A) Source
 - (B) Channel
 - (C) Context
 - (D) Feedback Edit
253. Which element involves encoding?
- (A) Sender
 - (B) Receiver
 - (C) Message
 - (D) Noise
254. What is the term for the broad circumstances or situation in which communication occurs?
- (A) Feedback
 - (B) Context
 - (C) Source/Speaker
 - (D) Channel
255. Who is the intended audience of the message in communication?
- (A) Channel
 - (B) Receiver
 - (C) Sender
 - (D) None of above
256. Twin Peaks had a road slide and transportation was difficult. Cardo asked Mokang to go home early since the Libreng Sakay is only for a limited time. What role in the communication process does Mokang play?
- (A) Message
 - (B) Sender
 - (C) Receiver
 - (D) Feedback
257. This is the method or WAY that the message is transferred.
- (A) Channel
 - (B) Message
 - (C) Noise
 - (D) Feedback
258. Communication requires someone to send a message and
- (A) Paper to write the message on
 - (B) Someone to deliver the message
 - (C) Someone to receive the message
 - (D) None of above
259. The person who is sending the message
- (A) Listener
 - (B) Speaker
 - (C) Message
 - (D) Medium
260. The individual who analyzes and interprets the message is the:
- (A) Speaker
 - (B) Message
 - (C) Receiver
 - (D) Feedback

261. This component of communication can be both encoded and decoded.
(A) Message
(B) Communication
(C) Sender
(D) Decoding
262. Anna told Max that she won the lottery. Max did not respond in return. What element of communication does Anna represent?
(A) Channel
(B) Speaker
(C) Message
(D) Receiver
263. Every argument starts with a
(A) Detail
(B) Claim
264. It is the one who encodes the message.
(A) Receiver
(B) Sender
(C) Listener
(D) Buyer
265. The means or way on how the sender sends the message to other person.
(A) Feedback
(B) Channel
(C) Message
(D) None of above
266. Which of the following refers to the message in communication?
(A) The idea, thought, or information being conveyed
(B) The sound of the speaker's voice
(C) The response of the receiver
(D) The environment where communication occurs
267. The ___ is the person who initiates the communication. They develop an idea into a message. This is also called encoding.
(A) Channel
(B) Sender
(C) Noise
(D) Receiver
268. The ___ is the person who transmits the message.
(A) Receiver
(B) Driver
(C) Sender
(D) Cleaner
269. Message is any signal that triggers the response of a ____
(A) Receiver
(B) Driver
(C) Sender
(D) Cleaner
270. Another term for Channel in communication process is called ____
(A) Mode of Communication
(B) Information
(C) Medium
(D) Semantic
271. Which factor must be considered if the time period within which the message must reach the recipient is important?
(A) Genre
(B) Cost
(C) Degree of urgency
(D) Level of confidentiality
272. What is the difference between language and communication?
(A) Language is verbal, communication is nonverbal
(B) Language is written, communication is spoken
(C) Language is a system of symbols and rules, communication is the exchange of information
(D) Language is intentional, communication is unintentional

273. The one who sends the message.
- (A) Speaker
 - (B) Receiver
 - (C) Message
 - (D) None of above
274. The Department of Public Works and Highways (DPWH) Secretary is making a progress report on a street improvement project that has been going on for two years. Members of the audience are reacting negatively that the project has taken so long. Who is the source in this situation?
- (A) Members of the audience
 - (B) DPWH Secretary
 - (C) Project
 - (D) Report
275. A person who listens to a message
- (A) Non-verbal
 - (B) Verbal
 - (C) Speaker
 - (D) Receiver
276. What is a sender in data communication?
- (A) The device that receives data
 - (B) The device that transmits data
 - (C) The path through which data travels
 - (D) The data itself
277. Method or medium in which the message is sent
- (A) Channel
 - (B) Feedback
 - (C) Transmitting
 - (D) Decoding
278. Which component initiates the communication by encoding and transmitting a message in a business setting?
- (A) Business information archive
 - (B) Feedback from stakeholders
 - (C) Receiver within the network
 - (D) Sender within the organization Edit
279. What role does the 'channel' play in the communication process?
- (A) It is the emotional appeal used in the message
 - (B) It is the source of the message
 - (C) It is the medium through which the message is transmitted
 - (D) It is the feedback received from the audience
280. Who is the audience?
- (A) The person(s) using the presentation software to deliver the message or information.
 - (B) The person(s) who is talking quietly while the person at the front of the room is presenting.
 - (C) The person(s) texting a message secretly.
 - (D) The person(s) receiving the information.
281. Chris and Susan are discussing their plans for the football game tomorrow night over the telephone. Which of the following would the telephone be considered in the scenario?
- (A) Information source
 - (B) Channel
 - (C) Message
 - (D) Receiver
282. The person or group that will get the message is called the ____.
- (A) Catcher
 - (B) Sender
 - (C) Receiver
 - (D) Channel
283. A communication that is written, spoken, or signaled to another person or device
- (A) Barrier
 - (B) Receiver
 - (C) Message
 - (D) Sender Edit
284. Communication consists of ____
- (A) A sender, a reporter and channel of communication.
 - (B) A receiver, a reporter and channel of communication.

- (C) A sender, a receiver and channel of communication.
- (D) A message, a reporter and channel of communication.
- 285.** The medium, instrument or means of communication
- (A) Sender
- (B) Decoder
- (C) Channel
- (D) Message
- 286.** The person receiving the message.
- (A) Sender
- (B) Decoding
- (C) Receiver
- (D) None of above
- 287.** The 5 elements of the Communication Model are: Sender, Message, Receiver, ____, and Noise.
- (A) Teamwork
- (B) Nonverbal Communication
- (C) Feedback
- (D) Message
- 288.** What is the purpose of the "Message" in the communication process as shown in the diagram?
- (A) To convey the idea from the sender to the receiver
- (B) To distract the receiver with unnecessary information
- (C) To ensure the sender understands the deadline
- (D) To reply to the sender with confirmation
- 289.** Which of the following parts of the human body IS NOT a part of the communication process?
- (A) Teeth
- (B) Ears
- (C) Tongue
- (D) Elbow
- 290.** Everyone is staring at you. Why? Because you are the ____ on the content you are delivering.
- (A) Expert
- (B) Extrovert
- (C) Interpreter
- (D) Introvert
- 291.** The channel is the medium used to communicate the message.
- (A) True
- (B) False
- (C) All the above
- (D) None of the above
- 292.** The presenter acts as the:
- (A) Delivery of the information
- (B) Medium of the information
- (C) Advocate of the information
- (D) Supporter of the information
- 293.** Which component of a communication system is responsible for converting sound waves into electrical signals?
- (A) Microphone
- (B) Speaker
- (C) Antenna
- (D) Amplifier
- 294.** The person who receives and interprets the message is called:
- (A) Sender
- (B) Receiver
- (C) Channel
- (D) Feedback
- 295.** A message is crafted through a sender who initiates the communication process. It can be an author of a book, a public speaker, or a teacher who discusses a lesson.
- (A) Source
- (B) Channel
- (C) Feedback
- (D) Receiver

- 296.** A — is the information or instructions being passed by the sender to the receiver.
(A) Message
(B) Communication
- 297.** RECEIVER IS ALSO KNOWN AS THE DECODER.
(A) TRUE
(B) FALSE
- 298.** What is the receiver?
(A) The originator of the message
(B) The information that is communicated
(C) The receiver's response to the message
(D) The person who receives the message
- 299.** What is the definition of a message in communication?
(A) Person who intercepts, decodes, and interprets a message
(B) Person who transmits a message
(C) What is sent
(D) Sending and receiving messages
- 300.** It is the final concept of the idea formulated by the sender.
(A) Message
(B) Sender
(C) Receiver
(D) Environment
- 301.** Which of the following is not considered as one of the basic elements of communication system?
(A) Transmitter
(B) Receiver
(C) Noise
(D) Medium
- 302.** "I will see you tomorrow."
(A) Locution
(B) Illocution
(C) Perlocution
(D) None of above
- 303.** Which term refers to the person who initiates the communication process by sending a message?
(A) Sender
(B) Receiver
(C) Feedback
(D) Distractions
- 304.** All are NOT elements of communication, EXCEPT:
(A) Channel
(B) Telephone
(C) Email
(D) Smartphone
- 305.** Lucas is writing an email to his professor. Why is the "Subject" line crucial in email communication?
(A) It helps the email bypass spam filters.
(B) It provides a summary of the email content, helping recipients prioritize.
(C) It automatically categorizes the email into folders.
(D) It ensures the email is sent to the correct recipient.
- 306.** The sender is the person who
(A) Receives the information
(B) Sends the information
(C) Gives a response
(D) Does not call back
- 307.** The elements of communication.
(A) Context
(B) Barrier
(C) Feedback
(D) Channels
(E) Content
- 308.** CONTEXT, ELEMENTS, TREATMENT, STRUCTURE, CODES
(A) SENDER
(B) MESSAGE
(C) CHANNEL
(D) RECEIVER

309. The content of a communication is called the?
(A) Message
(B) Jargon
(C) Notes
(D) Language
310. The basic elements of the communication process include the sender, the channel, the message, the receiver, feedback, and noise.
(A) True
(B) False
311. If A is sending a signal to B, what can we call A?
(A) An operator
(B) A transmitter
(C) A decoder
(D) A receiver Edit
312. Margie names four ingredients for Kyla to buy at the grocery store. Who is the sender of the message?
(A) Kyla
(B) Margie
(C) Grocery store
(D) Ingredients
313. What is the message called in communication systems?
(A) A transaction
(B) Information or intelligence signal
(C) A contract
(D) A report
314. These devices convert the output from a computer into sound; digital data is converted.
(A) Speakers.
(B) 3D Printer.
(C) Dot matrix.
(D) Printers.
315. The channel is the carrier of the message or how the message is sent.
(A) True
(B) False
316. In a live concert, which components are part of the communication system to broadcast the music to the audience?
(A) Energy, force, light, sound
(B) Microphone (source), sound mixer (encoder), amplifier (transmitter), speakers (receiver), sound engineer (decoder), and audience (destination)
(C) Plants, animals, air, and water
(D) Sun, moon, stars, and planetsTagsITEEA-17.6/8.I
317. In communication, the means by which messages are carried is
(A) The feedback loop
(B) Encoding
(C) Decoding
(D) The medium
318. Which component of communication refers to the route by which the message flows between source and receiver?
(A) Channel
(B) Feedback
(C) Source/Speaker
(D) Environment
319. Which of the following elements must be considered when deciding the best method for delivering a message?
(A) How many people will receive the message
(B) Whether a written record of the information is needed
(C) How quickly the receiver needs the information
(D) All of the above
320. I have 6 messages in my ____
(A) Mobile.
(B) Server.
(C) Inbox.
(D) Computer.

321. Computer and cell phones are considered as parts of communication systems that depend on signals in their work
(A) Right
(B) Wrong
322. The sender or originator of a message in the communication loop is a ____
(A) Source
(B) Message
(C) Transmitter
(D) Destination
323. The person who gets and translates the message sent from the sender is the ____
(A) Receiver
(B) Encoder
(C) Message
(D) Sender
324. In a school competition, Aarush was asked, 'A ____ is the physical path over which a message travels.'
(A) Path
(B) Medium
(C) Protocol
(D) Route
325. BODY OF INFORMATION
(A) MESSAGE
(B) CHANNEL
(C) FEEDBACK
(D) BOLD
326. The channel is the person who starts the message.
(A) True
(B) False
(C) All the above
(D) None of the above
327. The ____ is the medium through which the message travels.
(A) Channel
(B) Encoding
(C) Sender
(D) Communication
328. The message being sent is officially called:
(A) The message
(B) The sent
(C) The idea
(D) The package Edit
329. Summarizes the main points and prepares the audience for the end of your speech
(A) Introduction
(B) Message
(C) Body
(D) Conclusion
330. Which element helps select the channel for communication?
(A) Sender
(B) Receiver
(C) Feedback
(D) Context
331. The person for whom the message is intended is known as the?
(A) Audience
(B) Sender
(C) Receiver
(D) None of the above
332. Which element of communication is the medium through which the message is conveyed?
(A) Channel
(B) Encoding
(C) Message
(D) Decoding
333. PLANS, ENCODES, TRANSMITS A MESSAGE
(A) SENDER
(B) RECEIVER
(C) FEEDBACK
(D) NOISE

334. The receiver is
(A) The person who get the message
(B) The person who reply
(C) All the above
(D) None of the above
335. Which of the following is not one of the three essential elements of communication stressed by John C. Maxwell?
(A) Thought
(B) Emotion
(C) Active listening
(D) Action
336. How the message is sent. Examples: in person, technology, texting, print, hand written or digitally.
(A) Channel
(B) Guide
337. Decides the message to be sent
(A) Sender
(B) Receiver
338. Which component of communication involves decoding the message?
(A) Sender
(B) Receiver
(C) Channel
(D) Feedback
339. This is the key element that is transmitted in communication
(A) Sender
(B) Receiver
(C) Message
(D) Channel
340. The four elements of communication are: (IB CSI 1,2,3)
(A) Message, sender, receiver and feedback
(B) Sender, message and receiver
(C) Message, feedback, verbal and nonverbal
(D) Books, television, computers and radio
341. A message has verbal, non-verbal and para-verbal components.
(A) True
(B) False
342. Tom has received a Letter. But it didn't have details of who sent it. The letter is missing — address?
(A) Receiver
(B) Sender
(C) Post office
(D) Channel
343. — is the receiver of the message.
(A) Destination
(B) Source
(C) Channel
(D) Noise
344. Parts of a letter: restates the main point and may include a call to action
(A) The introduction
(B) The body
(C) The conclusion
(D) None of above
345. The — is the thought, idea, opinion, etc. which the sender has encoded (organized) and wants to send to someone using a channel.
(A) Opinion
(B) Agenda
(C) Message
(D) Feedback
346. The medium or the means, such as personal or non-personal, verbal or nonverbal, in which the encoded message is conveyed
(A) Channel
(B) Feedback
(C) Decoding
(D) Barriers

347. Windy was so excited to see her bestfriend Ally. She sent her a message that she'll met her at school the next day. Who is the receiver?
- (A) Windy
 - (B) Ally
 - (C) School
 - (D) Message
348. Which of the following is NOT considered a component of communication?
- (A) Source/Speaker
 - (B) Feedback
 - (C) Attitude
 - (D) Environment
349. The person who creates the message to be sent is the
- (A) Messenger
 - (B) Decoder
 - (C) Sender
 - (D) All of the above
350. What is the purpose of a greeting?
- (A) To make statements
 - (B) To avoid communication
 - (C) To confuse others
 - (D) To start a conversation
351. The most important part of an e-mail message is its ____
- (A) Conclusion
 - (B) Body
 - (C) Subject line
 - (D) Opening greeting
352. The very beginning of a speech; the first thing out of a speaker's mouth.
- (A) Introduction
 - (B) Body
 - (C) Conclusion
 - (D) Review
353. It contains the name of the recipient of the memo who will be reading it.
- (A) To
 - (B) From
 - (C) Date
 - (D) Subject
354. What is a key benefit of using protocols?
- (A) Faster internet speed
 - (B) Guaranteed data transmission
 - (C) Ensuring communication rules
 - (D) Automatic file compression
355. He is the decoder in oral medium.
- (A) Receiver
 - (B) Sender
 - (C) Writer
 - (D) Listener
356. Communication happens when information is shared between ____.
- (A) Ideas
 - (B) One person
 - (C) Thoughts and feelings
 - (D) Two people
357. Technologies are the lines to send the message
- (A) Decoding
 - (B) Channels
 - (C) Source
 - (D) None of above
358. What is a sender?
- (A) A device that sends a file
 - (B) A device that receives a file
359. Which of the following is NOT an element of communication within the communication process cycle? (2 Mark)
- (A) Channel
 - (B) Receiver
 - (C) Sender
 - (D) Time

- 360.** It is an element of communication in which it contains the verbal and nonverbal expressions of thoughts and feelings.
- (A) Referent
 - (B) Message
 - (C) Channel
 - (D) Feedback
- 361.** A. Click the best answer. Communication is the process by which a sender sends the ____ to the receiver.
- (A) Message
 - (B) Feedback
- 362.** People in the same or different places communicate all the time uses different ways. a professor in a class room is the sender, the information is the message, the students are the receivers
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 363.** What is the process of converting the idea, thinking or any other component of message into symbols, words, actions, diagram etc. called?
- (A) Sender
 - (B) Encoding
 - (C) Media
 - (D) Decoding
- 364.** The information or idea the sender wishes to convey that should be tailored to the audience's needs and preferences.
- (A) Message
 - (B) Receiver
 - (C) Channel
 - (D) Feedback
- 365.** Interpret the meaning of a message
- (A) Encode
 - (B) Decode
- 366.** A stimulus to which meanings are attributed in communication. Set of verbal and/or non-verbal symbols sent to a receiver.
- (A) Message
 - (B) Group
 - (C) Theory
 - (D) Decoding
 - (E) Interpretation
- 367.** The recipient of the encoded message.
- (A) Sender
 - (B) Receiver
 - (C) Context
 - (D) Feedback
- 368.** The process of changing ideas and feelings into symbols is called decoding.
- (A) True
 - (B) False
- 369.** The following are elements of communication, except ____
- (A) Channel
 - (B) Feed back
 - (C) Knowledge
 - (D) Message
- 370.** He/She is the source of information.
- (A) Stimulus
 - (B) Sender
 - (C) Message
 - (D) Receiver
 - (E) Feedback
- 371.** The person who gets the message sent in the process
- (A) Sender
 - (B) Message
 - (C) Channel
 - (D) Receiver
- 372.** If Tina sent Rob an email that said "Happy Birthday," what is the channel?
- (A) Happy Birthday

- (B) Tina
(C) E-mail
(D) Rob
373. The ____ is the carrier of the message of the means by which the message sent.
(A) Encoder
(B) Decoder
(C) Noise
(D) Channel
374. Message is a ____
(A) Visual image
(B) Verbal utterance
(C) Verbal utterance, visual image, and non-verbal behaviour
(D) None of above
375. Signs, marks, letters, words, sentences, images; all of which contain messages.
(A) Sign
(B) Symbolic
(C) Graphic
(D) Imaging
376. Receiver
(A) Creates the message
(B) Analyzes the message
(C) Route of message
(D) Changes the message
377. What element of communication is encircled or highlighted in the picture?
(A) Feedback
(B) Receiver
(C) Sender
(D) Message Edit
378. When ending a call, who would probably say "Thank you for calling."
(A) Receiver
(B) Caller
379. This is the means or tool by which a message is transmitted.
(A) Noise
(B) Context
(C) Channel
(D) Sender
380. The Philippine President Rodrigo Roa Duterte said on Monday, July 27, 2020 to the public that being in alliance with China keeps us safe from any war and conflict. What is the receiver used in the situation?
(A) President Duterte
(B) China
(C) Philippines
(D) Public
381. IT is the means by which the message is to be communicated. It could be our senses, radio, television, and newspaper.
(A) Message
(B) Channel
(C) Receiver
(D) Barrier
382. Field easy to find so visitors can contact or learn more about the people involved in a website.
(A) Menus
(B) Contact
(C) Google
(D) None of above
383. Also known as speaker, source or encoder.
(A) Channel
(B) Sender
(C) Hear
(D) Receiver
384. Which element of communication is the process of interpreting the message?
(A) Channel
(B) Encoding
(C) Message
(D) Decoding

- 385.** OUTPUT does what?
- (A) Calculates information
 - (B) Convert physical input to binary information
 - (C) Stores information
 - (D) Converts information to physical output
- 386.** Which of these would be not included on a business letter
- (A) Contact Details
 - (B) Signature
 - (C) Reference Number
 - (D) Blind carbon copy
- 387.** Which of the following is an example of the sender in the communication process?
- (A) The feedback provided after the communication
 - (B) The person initiating the communication
 - (C) The medium through which the message is transmitted
 - (D) The person receiving the message
- 388.** This is the venue or method of communicating your message, such as through the radio, an instant message, and pictures.
- (A) Channel
 - (B) Sender
 - (C) Encoding
 - (D) Feedback
- 389.** ____ is the one who decides the message.
- (A) Source
 - (B) Receiver
 - (C) Channel
 - (D) Noise
- 390.** Source of the message that encodes into symbols that are verbal or non verbal.
- (A) Channel
 - (B) Medium
 - (C) Speaker/sender
 - (D) Message
- 391.** Who interprets the information in communication?
- (A) Message
 - (B) Receiver
 - (C) Tone
 - (D) Feedback
- 392.** What is the medium or means in which the encoded message is conveyed?
- (A) Communication
 - (B) Channel
 - (C) Encoding
 - (D) Sender
- 393.** Sasha listens intently as Javon talks about his day. In this scenario, Sasha is in the role of the
- (A) Sender
 - (B) Message
 - (C) Feedback
 - (D) Receiver
- 394.** “The way in which a message or messages travels between source and receiver” (McLean, 2005)
- (A) Channel
 - (B) Source
 - (C) Message
 - (D) Context
- 395.** What is a communicative entity (CE) in strategic communication?
- (A) A person or organization sending messages.
 - (B) Random observers.
 - (C) Social media users.
 - (D) A casual audience.
- 396.** Communication includes speaking, listening, and writing.
- (A) True
 - (B) False

- 397.** BOTH written and verbal communication have the following in common EXCEPT
- (A) There is a specific purpose for the message
 - (B) There is an intended audience to receive the message
 - (C) The message has developed ideas that are organized in a way that makes sense
 - (D) Emphasis is placed on the message with the use of grammar and punctuation
- 398.** The "Message" is ____
- (A) The response to the initial communication
 - (B) The person the communication is directed at
 - (C) The person initiating the communication
 - (D) The initial communication
- 399.** A tv news reader is the receiver, the news she / he reads is the message, the audience are the senders
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 400.** Any symbol or behavior from which others create meaning or that triggers a response
- (A) Sender
 - (B) Receiver
 - (C) Message
 - (D) Feedback
- 401.** A channel or system of communication
- (A) Receiver
 - (B) Sender
 - (C) Feedback
 - (D) Medium
- 402.** The ____ is the recipient of the message and decodes the message in the elements of communication.
- (A) Receiver
 - (B) Sender
 - (C) Channel
 - (D) Feedback
- 403.** Which factor does NOT define a communicative situation?
- (A) Medium/Channel
 - (B) Syntax
 - (C) Context
 - (D) Purpose
- 404.** Elements of effective communication include
- (A) Context, people, messages, meanings, channels
 - (B) Context, people, channels, messages, noise, feedback
 - (C) People, messages, noise, feedback
 - (D) Context, people, channels, meanings, feedback, noise
- 405.** In the communication process, which element is responsible for transmitting the message from the sender to the receiver?
- (A) Message
 - (B) Code
 - (C) Channel
 - (D) Receiver
- 406.** The ____ is the medium or method used to transmit a message in the elements of communication.
- (A) Channel
 - (B) Noise
 - (C) Feedback
 - (D) Receiver
- 407.** Which of the following best defines the term "channel" in the context of communication?
- (A) The process of encoding a message.
 - (B) The physical medium used to transmit a message.
 - (C) The interpretation of the message by the receiver.
 - (D) The feedback provided by the receiver.

- 408.** Which of the following indicates the correct sequence of the elements of communication in the communication process?
- (A) Sender, Receiver, Channel, Message, Feedback
 - (B) Receiver, Feedback, Sender, Message, Channel
 - (C) Sender, Channel, Message, feedback, Receiver
 - (D) Sender, Message, Channel, Receiver, Feedback
- 409.** The information, ideas, or thoughts conveyed by the speaker in words or in actions is what element of communication?
- (A) Message
 - (B) Speaker
 - (C) Channel
 - (D) Barrier
- 410.** The person who sends his ideas to another person.
- (A) Feedback
 - (B) Sender
 - (C) Receiver
 - (D) Message
- 411.** The computer or device that is used for sending data is called ____
- (A) Sender
 - (B) River
 - (C) Manager
 - (D) Follower
- 412.** Interprets the message that was sent
- (A) Stimulus
 - (B) Sender
 - (C) Message
 - (D) Receiver
 - (E) Feedback
- 413.** Who is referred to as the "Receiver" in communication?
- (A) The party giving the message
 - (B) The party interpreting the message
 - (C) A type of chart
 - (D) A visual design principle
- 414.** Which device in a communication system is responsible for receiving the transmitted message?
- (A) Sending device
 - (B) Connection device
 - (C) Receiving device
 - (D) Communication channel
- 415.** What role does context play in communication?
- (A) It encodes the message.
 - (B) It decodes the message.
 - (C) It influences noise.
 - (D) It provides surroundings and circumstances.
- 416.** The audience are known as ____ of communication.
- (A) Receiver
 - (B) Sender
 - (C) Channel
 - (D) Noise
- 417.** Remember this sentence because this will be shown only once as this will show for 5 items. "Yesterday, Maria was listening to an instrumental music, Carlo talked to her, but Maria didn't hear him and Carlo walked out." Who was the receiver of the sentence?
- (A) Maria
 - (B) Carlo
 - (C) Instrumental Music
 - (D) None of above
- 418.** Receiver, sender, message, symbols, channels and feedback are:
- (A) Benefits of good business communication
 - (B) Elements of business communication
 - (C) Process of business communication
 - (D) Features of business communication

- 419.** SENDER IS THE ONE WHO RECEIVED THE MESSAGE.
(A) TRUE
(B) FALSE
- 420.** What are the components of communicative competence?
(A) Emotional competence, physical competence, intellectual competence, and spiritual competence
(B) Mathematical competence, scientific competence, artistic competence, and athletic competence
(C) Grammatical competence, sociolinguistic competence, discourse competence, and strategic competence
(D) Technical competence, mechanical competence, engineering competence, and computer competence
- 421.** This refers to the one who receives the transmitted words, actions, or expressions.
(A) Channel
(B) Sender
(C) Receiver
(D) Noise
- 422.** The channel in communication refers to:
(A) The person who starts the message
(B) The medium through which the message travels
(C) The environment of communication
(D) The feedback sent by the listener
- 423.** An idea expressed by a set of symbols.
(A) Encoding
(B) Decoding
(C) Message
(D) Messenger
- 424.** This is the method selected to convey the message.
(A) Message channel
(B) Industrial channel
- 425.** A device, circuit, software program, or person that converts information from the source into another format to prepare for transmission.
(A) Transmitter
(B) Receiver
(C) Decoder
(D) Encoder
- 426.** The individual who initiates or delivers a message.
(A) Sender
(B) Receiver
(C) Clarification
(D) None of above
- 427.** The content of the communication process
(A) Feedback
(B) Message
(C) Jargon
(D) None of above
- 428.** The person who starts a conversation.
(A) River
(B) Sender
(C) Messenger
(D) Inceptor
- 429.** The path used to carry the message from sender to receiver is called
(A) Route
(B) Channel/Medium
(C) Terminal
(D) Destination
- 430.** Are microphones input devices or output devices?
(A) Input
(B) Output
- 431.** The source of the message or the person who originates the message.
(A) Sender
(B) Message
(C) Channel
(D) Receiver

432. The person that receives a message
(A) Receiver
(B) Feedback
(C) Sender
(D) Flippant
433. The basic communication model consists of five elements of communication: the sender, the receiver, the message, the channel and ____?
(A) React
(B) Response
(C) Feedback
(D) Evaluation
434. The intent, audience, purpose, bias, situat- edness, and/or background (larger environ- ment) of a source or reference
(A) Primary source
(B) Reliability
(C) Validity
(D) Context
435. In the classroom, the teacher sends the mes- sage either as words or images. The students are really [2015-DECEMBER]
(A) Encoders
(B) Decoders
(C) Agitators
(D) Propagators
436. This is the element of communication which refers to the one initiating the conversation.
(A) Receiver
(B) Sender
(C) Channel
(D) Context
437. Which element of the communication pro- cess does this statement belong to? The re- sponse of a receiver to a message, such as a comment or a nod of the head
(A) Feedback
(B) Message
(C) Receiver
(D) Channel
438. The device that transmits the message is known as the ____
(A) Messgae
(B) Transmission medium
(C) Sender
(D) Receiver
439. Communication has three important parts ____ , ____ , ____
(A) Transmitting, Listening, Feedback
(B) Transform, Listening, Accepting
440. Receives the message and interprets it.
(A) Source (sender)
(B) Destination (receiver)
(C) Channel
(D) None of above
441. It refers to the idea transmitted by the sender to thereceiver
(A) Communication
(B) Motivation
(C) Message
(D) Encode
(E) Source
442. This element of communication begins the communication process by forming the ideas, intentions and feelings that will be transmit- ted.
(A) Feedback
(B) Sender/Encoder
(C) Reciever/Decoder
(D) Channel
443. A good communication must include which of the following elements?
(A) Sender, Talking, Writing
(B) Sender, Writing, Discussion
(C) Sender, Message, Recipient
(D) None of above
444. The person who accepts the message is the ____
(A) Sender
(B) Receiver

445. Which element of communication is also called the decoder?
- (A) The channel
 - (B) The sender
 - (C) The receiver
 - (D) The code
446. The foundations of Business Communication include professional communication, mastering interpersonal communication and the components of communication.
- (A) True
 - (B) False
447. The information that a source must communicate to a destination
- (A) Depends on the transmission channel
 - (B) Depends on the signal with which it is represented
 - (C) It depends on what needs to be communicated
 - (D) None of the other three answers
448. The person who is writing an E-mail is known as ____
- (A) Receiver
 - (B) Sender
 - (C) Reader
 - (D) All of above
449. It refers to the information intended to be communicated by words, letters, pictures, or symbols.
- (A) Message
 - (B) Sender
 - (C) Channel
 - (D) Feedback
450. What do we call the person who starts communication?
- (A) Sender
 - (B) Receiver
 - (C) Channel
 - (D) Feedback
451. Messages must go through a medium to get from one communicator to another. The different mediums are called receptors.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
452. Which element of the communication process does this statement belong to? A person who creates and shares a message
- (A) Message
 - (B) Sender
 - (C) Receiver
 - (D) Channel
453. The communication channel
- (A) Is anything that interrupts the transmission of a message.
 - (B) Should be selected before idea formation.
 - (C) Includes only digital means for transmitting messages.
 - (D) Is the medium over which the messages travels.
454. The device that accepts or gets the message is the ____
- (A) Sender
 - (B) Receiver
 - (C) Encode
 - (D) Decode
455. This refers to the medium or the means in which the encoded message is conveyed personal or non-personal through speaking, writing, gesturing, signaling etc.
- (A) Receiver
 - (B) Decoding
 - (C) Encoding
 - (D) Channel
456. What is a MEETING AGENDA?
- (A) Communicating between the offices of a company or organization
 - (B) To write down, to make note of or to pass a message

- (C) Message distributed by electronic means to one or more recipients.
(D) A written message, especially in business
(E) Generally known as “orders of the day”, which participants hope to discuss during a meeting
- 457.** What do we call the people we send an email to?
(A) Contacts
(B) Recipients
(C) SPAM
(D) Inbox
- 458.** What are the three elements to any communication, those are must?
(A) TCP, IP, and HTTP
(B) Encoding, formatting, and encapsulation
(C) Protocol, suite, and model
(D) Sender, receiver, and channel
- 459.** What does ‘medium’ refer to in communication?
(A) The person receiving the message
(B) The form of communication used
(C) The content of the message
(D) The feedback from the audience
- 460.** All true communication must have the following:
(A) A sender and a receiver
(B) A speaker and a listener
(C) A hearer and a listener
(D) A speaker and an interpreter
- 461.** All are key elements of communication except —
(A) Source
(B) Feedback
(C) Receiver
(D) Marking
- 462.** Which of the following is a component of human communication?
(A) Acting on information
(B) Sharing through verbal and nonverbal messages
(C) Only nonverbal messages
(D) Comparing definitions
- 463.** What type of device is this? Microphone
(A) Input
(B) Output
(C) Storage
(D) None of above
- 464.** What is the message of a speech?
(A) Who the speech is for
(B) Background information on the speech
(C) The purpose of the speech
(D) When you give the speech
- 465.** A person who initiates the chain of communication is the receiver
(A) True
(B) False
- 466.** The title of an e-mail communication
(A) Subject line
(B) Reply
(C) Sender
(D) Message
- 467.** A message is:
(A) Communication channels
(B) The idea in the sender’s mind
(C) The idea in the receiver’s mind
(D) The sender’s idea encoded through verbal and nonverbal means and containing meaning
- 468.** The source of information or message.
(A) Barrier
(B) Context
(C) Feedback
(D) Speaker

469. Which element of the communication process does this statement belong to? An idea composed of a set of symbols, such as words or gestures.
- (A) Message
 - (B) Sender
 - (C) Receiver
 - (D) Channel
470. A piece of information that is communicated through using the senses.
- (A) Signal
 - (B) Noise
 - (C) Wave
 - (D) Code
471. The School Principal gives his speech during the first School Recognition program. Who is the receiver of the message?
- (A) Recognition program
 - (B) The parents
 - (C) Principal
 - (D) The students
472. Is the person or group to whom the message is directed.
- (A) Audience
 - (B) Small group
 - (C) Demographics
 - (D) Writer's block
473. The device/person to whom the message is sent
- (A) Sender
 - (B) Receiver
 - (C) Message
 - (D) Feedback
474. The person sending the email is called the ____
- (A) Sender
 - (B) Recipient
475. The person whom we send an E-mail is known as ____
- (A) Sender
 - (B) Receiver
 - (C) Viewer
 - (D) Reader
476. The following are the three principal elements that make teaching and learning possible, but NOT to include
- (A) Learner
 - (B) Learning environment
 - (C) Government
 - (D) Teacher
477. What is the emphasis of the Business Communications course?
- (A) All phases of communication
 - (B) Listening only
 - (C) Reading only
 - (D) Speaking only
478. Which element of communication ensures that the receiver has understood the message?
- (A) Sender
 - (B) Channel
 - (C) Feedback
 - (D) Context
479. The information to be communicated in a data communication system is the ____
- (A) Medium
 - (B) Protocol
 - (C) Message
 - (D) Transmission
480. In Human Communications Protocols, which of these statements is correct?
- (A) The sender and the receiver are identified
 - (B) The sender and receiver are not identified
 - (C) It matters more that the language and grammar are not common
 - (D) No matter how fast you speak, the receiver understands the idea faster.

481. This component of a communicative situation is usually chosen for the purpose it will serve.
- (A) Psychological Setting
 - (B) Physical Location
 - (C) Deliberative Setting
 - (D) Ceremonial Setting
482. A person who hears, sees, or reads symbols and interprets a message.
- (A) Sender
 - (B) Encoder
 - (C) Receiver
 - (D) Recorder
483. Context in communication refers to:
- (A) The physical and social situation of communication
 - (B) The language used by the speaker
 - (C) The receiver's response
 - (D) The medium of communication
484. The device that receives the message and interprets it is
- (A) Sender
 - (B) Receiver
 - (C) Modem
 - (D) Router
485. What is the destination where messages arrive called?
- (A) Message
 - (B) Sender
 - (C) Receiver
 - (D) Protocol
486. What is the role of a receiver in communication systems?
- (A) To delete unwanted signals
 - (B) To accept and translate transmitted messages
 - (C) To store large amounts of data
 - (D) To generate waveforms
487. It is the element sent or exchanged in communication.
- (A) Response
 - (B) Reply
 - (C) Message
 - (D) Feedback
488. The person or party sending a message to another person or party. The source of communication.
- (A) Sender
 - (B) Contrast
 - (C) Receiver
 - (D) None of above
489. The Channel can be defined in communication as-
- (A) The channels on your TV
 - (B) The means by which a persons communicates
 - (C) A place where one goes through in space
 - (D) Talking to yourself
490. The person who is the source of the message.
- (A) Sender
 - (B) Speaker
491. Basic element of data communication are
- (A) Source/Sender
 - (B) Destination/Receiver
 - (C) Transmission Medium/Channel
 - (D) All of above
492. The message sent during communication is also called
- (A) Signal
 - (B) Data
 - (C) Protocol
 - (D) Packet
493. Ava is giving a presentation to her colleagues in a conference room. This refers to the situation in which the communication takes place.

- (A) Channel
 - (B) Context
 - (C) Decoding
 - (D) Encoding
- 494.** This refers to the origin of the message.
- (A) Message
 - (B) Channel
 - (C) Receiver
 - (D) Sender
- 495.** In the communication process, it is the content that the sender wants to convey to the receiver.
- (A) Channel
 - (B) Message
 - (C) Feedback
 - (D) Context
- 496.** Communicators are the people involved in a verbal/nonverbal exchange.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 497.** The ___ is the form a message takes and the ___ is the system used to deliver the message.
- (A) Channel, medium
 - (B) Medium, channel
 - (C) Schema, pipeline
 - (D) Package, tunnel
- 498.** Communication has two levels of meaning
- (A) Verbal and non-verbal
 - (B) Direct and indirect
 - (C) Explicit and implicit
 - (D) Content and relationship
- 499.** “The context of the communication interaction involves the setting, scene, and expectations of the individuals involved” (McLean, 2005).
- (A) Message
 - (B) Source
 - (C) Receiver
 - (D) Context
- 500.** List in order the 6 elements of communication1. Channel2. Effect3. Feedback4. Message5. Receiver6. Transmitter
- (A) 6, 5, 4, 3, 2, 1
 - (B) 1, 2, 3, 4, 5, 6
 - (C) 6, 4, 1, 5, 2, 3
 - (D) 6, 5, 4, 1, 2, 3
- 501.** What acts as a bridge between the sender and receiver?
- (A) Protocol
 - (B) Message
 - (C) Sender
 - (D) Transmission Medium
- 502.** Choosing the right time to send a message is an example of which element of communication?
- (A) Communication channels
 - (B) Participation
 - (C) Timing
 - (D) Use of space
- 503.** Decoder
- (A) A device that changes information from one format to another
 - (B) Where information comes from.
 - (C) A place to hold information to access later, can be internal or external
 - (D) A smaller system within a larger system
- 504.** Message is one of the most important components of communication for it refers to the ideas, feelings, thoughts or information that people send and receive when they communicate with their audience. A message is basically composed of three variables below EXCEPT:
- (A) Content
 - (B) Structure
 - (C) Style
 - (D) Reference

- 505.** What is the proportion of each of the 3 elements (3Vs) of communication?
(A) Verbal-7%, Tonal-38%, Nonverbal-55%
(B) Verbal-55%, Vocal-38%, Visual-7%
(C) Verbal-7%, Vocal-38%, Visual-55%
(D) Verbal-38%, Tonal-7%, Nonverbal-55%
- 506.** The person or place that the sender intended to receive the message is called the ____
(A) Destination
(B) Sender
(C) Encoder
(D) Pitch
- 507.** The audience in the auditorium were clapping their hands after the performance of the orchestra. What element of communication is featured in the scenario?
(A) Sender
(B) Feedback
(C) Receiver
(D) Message
- 508.** What is the main purpose of a photodetector in a fiber optic communication system?
(A) To carry light beam
(B) To enhance the speed of communication
(C) To convert electrical signal back to light signal
(D) To convert light signal back to electrical signal
- 509.** In digital communication (like WhatsApp), the channel is:
(A) Mobile phone
(B) Internet / Network
(C) The message
(D) The sender
- 510.** The person who gives the message is called the ____
(A) Sender
(B) Provider
(C) Receiver
(D) Feedback
- 511.** The ____ is the information, idea, or thoughts conveyed by the speaker in the elements of communication.
(A) Message
(B) Channel
(C) Receiver
(D) Feedback
- 512.** All but one of the following are elements involving the communication process. Which one is not an appropriate element?
(A) Technology.
(B) Receiver.
(C) Message.
(D) Sender.
- 513.** The one who receives the message from the sender.
(A) RECEPIENT
(B) SENDER
(C) RECEIVER
(D) MESSAGE
- 514.** Communication system transfers data through a medium called
(A) Transmitter
(B) Receiver
(C) Channel
(D) Data source
- 515.** What are notes about all discussions during the meeting called?
(A) Resume
(B) Minutes
(C) Meeting notes
(D) Agenda book
- 516.** It is a route traveled by the message and the means of transportation.
(A) Sender
(B) Message
(C) Channel
(D) Receiver Edit

517. Medium is necessary in all kinds of communication.
(A) False
(B) True
518. A person who intercepts a message and then decodes it.
(A) Receiver
(B) Sculptor
(C) Writer
(D) Librarian
519. It refers to the idea/s that comes from the sender. What is it?
(A) Receiver
(B) Message
(C) Decode
(D) None of above
520. You must send a concise memo with three key points. Which PAIBOC element is most important at the start?
(A) Benefits
(B) Purpose
(C) Channel
(D) Objections
521. What is sender?
(A) The person who initiates the conversation
(B) The person who gives feedback
(C) The person who receives a message
(D) The person who done nothing
522. Which term refers to a person who intercepts, decodes, and interprets a message?
(A) Sender
(B) Message
(C) Receiver
(D) Ethics
523. Which one from the option is not an element of communication
(A) Sender
(B) Receiver
(C) Media
(D) Data
524. Lifeguards on the beach send messages to each other using flags. The picture shows the flag signals for the letter M and the letter C. How is the flag system like a radio system?
(A) Both systems send signals that are decoded by a receiver.
(B) Both systems receive sound waves converted into a signal.
(C) Both systems use digital signals in a short range from an antenna.
(D) Both systems change digital signals into analog information. Edit
525. What does the term "Encoding" refer to in digital communications?
(A) The process of receiving a message from another party
(B) The process of putting the message into a symbolic, electrical form
(C) The process of interpreting electrical form into thought
(D) The digital channels through which information moves
526. Used to justify, prove or enhance the main points of the speech.
(A) Introduction
(B) Support
(C) Main points
(D) Transition
527. What element refers to the means (that is, pathways or devices) by which messages are communicated.
(A) Barrier
(B) Sender
(C) Receiver
(D) Channel
528. The channel of communication is essentially the same thing as noise.
(A) True
(B) False

529. Which item is not information about communication?
- (A) Speech
 - (B) Picture
 - (C) Report
 - (D) Idea
530. What component of communication is responsible for encoding and sending the message?
- (A) Receiver
 - (B) Feedback
 - (C) Source/Speaker
 - (D) Channel
531. Define the term “medium of information transmission.”
- (A) The process of encoding information
 - (B) The channel or method used to convey information from sender to receiver
 - (C) The storage format of information
 - (D) The analysis of data patterns
532. Select the term that best matches the definition: the person or party sending a message to another person or party is known as the ____
- (A) Sender
 - (B) River
 - (C) Source of communication
 - (D) Digital communication
533. What is the role of the communication channel in a communication system?
- (A) To store the message
 - (B) To transmit packets between devices
 - (C) To process the message
 - (D) To receive the message
534. Successful communicative interaction requires attention and understanding of all below EXCEPT:
- (A) Language
 - (B) Multi sensory information
 - (C) Social context
 - (D) Organization
535. The method used to carry a message to its desired location is?
- (A) Sender
 - (B) Receiver
 - (C) Channel
 - (D) Message
536. Which of the following is a key element in the communication process?
- (A) Sender
 - (B) Translation
 - (C) Silence
 - (D) Ignorance
537. A piece of information about something is called a ____
- (A) Source
 - (B) Primary Source
 - (C) Secondary Source
 - (D) Tertiary Source
538. The source of information or message is what element of communication?
- (A) Speaker or sender
 - (B) Receiver
 - (C) Barrier
 - (D) Context
539. The person that sees or hears the message is called the ____
- (A) Process
 - (B) Speaker
 - (C) Channel
 - (D) Receiver
540. The ____ is one or more individuals for whom the message is intended for.
- (A) Channel
 - (B) Receiver
 - (C) Communicator
 - (D) None of the above

541. The message is whatever the speaker communicates to the listener.
(A) True
(B) False
(C) All the above
(D) None of the above
542. What is the definition of the receiver
(A) A communication process
(B) Symbols
(C) The person that intercepts the message then decodes it
(D) None of above
543. Communication components in organizations, except ____
(A) Sender
(B) Message
(C) Receiver
(D) Environment
544. Person who has a message to communicate.
(A) Feedback
(B) Sender
(C) Transmission
(D) Verbal communication
545. In Data Communication one computer (____) transfers data and another computer (____) over a communication channel or link
(A) Receiver, Sender
(B) Sender, Sendee
(C) Sender, Receiver
(D) Informer, informant
546. The number of key elements in the communication process is:
(A) Five
(B) Six
(C) Seven
(D) Four
547. In communication, the ____ is the content being communicated from the sender to the receiver.
(A) Message
(B) Channel
(C) Noise
(D) Feedback
548. The person(s) that interpret the message based on their background, experience, and context.
(A) Sender
(B) Receiver
(C) Decoding
(D) Channel
549. "The stimulus or meaning produced by the source for the receiver or audience" (McLean, 2005)
(A) Source
(B) Receiver
(C) Message
(D) Noise
550. Which of the following questions is one of the critical questions that should be asked for solving business communication problems?
(A) What can you infer from the information you're given?
(B) Where could you get additional information?
(C) What information must your message include?
(D) Which solution is likely to work best?
551. Anna sells cookies and cakes to many customers online. Who is the sender of the message?
(A) Customers
(B) Anna
(C) Online
(D) None of above
552. The person who transmits the message is called the ____ or
(A) Receiver
(B) Sender
(C) Taker
(D) Giver

553. The element of channel in the communication process is to checking how successful a message has been transferred.
(A) TRUE
(B) FALSE
554. ALSO KNOWN AS THE DECODER.
(A) SENDER
(B) RECEIVER
(C) CHANNEL
(D) FEEDBACK
555. The Sender
(A) The person who creates the communication
(B) The communication itself
(C) The person who receives the communication.
(D) None of above
556. What is meant by receiver?
(A) Tools for moving and filtering information
(B) Ways to connect source and destination
(C) Signal receiving device from the transmission system
(D) Origin/sender of data
(E) Purpose of sending data
557. The person who transmits/sends the message or starts the conversation.
(A) Sender
(B) Receiver
(C) Feedback
(D) Message
558. Sender
(A) Radio person
(B) Tells a story
(C) One who prepares a message
(D) Writer of a story
559. On what part of your speech should you grab the attention of your audience?
(A) Introduction
(B) Body
(C) Closing/Conclusion
(D) None of above
560. Which element of communication is the meaning or the information, thoughts or ideas?
(A) Channel
(B) Encoding
(C) Message
(D) Decoding
561. What are the 5 communication channels?
(A) Sight, eyes, mouth, nose, fingers
(B) Eat, love, smell, taste, hear
(C) Sight, hearing, touching, smell, taste
(D) Hearing, ears, mouth, nose, taste
562. What is the medium, passage or route through which encoded message is passed by the sender to the receiver called?
(A) Noise
(B) Receiver
(C) Media
(D) Feedback
563. Which element is directly influenced by the use of cosmetics?
(A) Body language
(B) Surrounding appearance
(C) Speaker's appearance
(D) Sounds
564. This is known as the decoder or listener in communication.
(A) Receiver
(B) Feedback
(C) Noise
(D) Sender
565. Sender of the message
(A) Feedback
(B) Receiver
(C) Source
(D) None of above

566. The person who initiates the communication process is called ____

- (A) Message
- (B) Encoding
- (C) Sender
- (D) Medium

567. The method used to communicate a message is also referred to as the

- (A) Channel
- (B) Pathway
- (C) Grapevine
- (D) None of the above

1.1.8 Process of Communication

1. What do we call the process of interpreting or making sense of a message?

- (A) Decoding
- (B) Encoding
- (C) Feedback
- (D) Transmitting

2. What is the term for the process of turning thoughts into words or symbols before sending a message?

- (A) Decoding
- (B) Encoding
- (C) Feedback
- (D) Channeling

3. What term best describes the process of exchanging ideas, messages, or information between individuals or groups?

- (A) Brainstorming
- (B) Problem solving
- (C) Communication
- (D) Teaming

4. To send a message from one person, thing, or place to another is an example of

- (A) Decoding.
- (B) Receiving.
- (C) Transmitting.
- (D) Storing.

5. Successful communication is achieved when:

- (A) The signifier is ignored in favor of the signified.
- (B) The signified is consistently understood between the encoder and decoder.

(C) The signifier is consistently used across multiple people

(D) Verbal messages are exchanged.

6. Which of the following is NOT one of the four major communication functions?

- (A) Feedback
- (B) Encoding
- (C) Noise
- (D) Response
- (E) Decoding

7. What is the role of the receiver when communicating?

- (A) To start the communication process
- (B) To receive the message and then decode it
- (C) To give signs and symbols to others
- (D) To be the primary person communicating

8. Based on the situation, complete the process of communication. Click the picture for the process. What is letter E? A customer sent via FB Messenger asking about the menu to the sales agent. The sales agent received and understood the question. She sent a list of products and their prices to the customer.

- (A) Customer
- (B) Sales agent
- (C) List of products and their prices
- (D) Menu Edit

9. It is the stage in which you delivered the thoughts you would like to utter or to act.

- (A) Understanding
- (B) Action

- (C) Transmission
(D) Reception
10. Which of the following best illustrates the concept of communication as a dynamic process?
(A) A printed book conveying information to a reader
(B) A series of emails exchanged without acknowledgment of previous messages
(C) A conversation where both parties adapt their messages based on feedback
(D) A one-way lecture where a professor speaks without interaction
11. The communication process includes components such as sender, message, channel, receiver, and feedback.
(A) True
(B) False
12. The project team has just completed the initial project schedule and budget. The NEXT thing to do is:
(A) Begin risk identification
(B) Begin iterations
(C) Determine communications requirements.
(D) Create a Gantt chart.
13. When the reporter says their name and station identification to close the package
(A) Lead-in
(B) Pitch
(C) Sign Out
(D) Stand Up
14. Which step involves transforming thoughts into symbols like words, visuals, or gestures?
(A) Sender selecting audience and goals
(B) Decoding interpreting received content
(C) Message arranging content components
(D) Encoding translating ideas into symbols
15. Information is organized to demonstrate the relationship between causes and their effects.
(A) Compare/Contrast Order
(B) Specific/General Order
(C) Cause/Effect Order
(D) Process/Solution Order
16. Part of the communication process that depends on the 'medium' skills of the receiver as also on the quality of encoding of the sender is ____
(A) Decoding
(B) Encoding
(C) Medium
(D) Sending
(E) Feedback Edit
17. What is the primary role of the sender in communication?
(A) To receive messages
(B) To interpret messages
(C) To communicate first
(D) To provide feedback
18. His/her role is to bear the receiver in his/her mind and to conceptualize the message that he/she will deliver, who/what is this?
(A) Encoder
(B) Decoder
19. Encoding is the process in which:
(A) The receiver sends feedback to the sender
(B) The sender has an idea and wants to share it
(C) The sender converts ideas into meaningful messages
(D) None of the above
20. What is the main function of the receiver?
(A) To create the message
(B) To interpret and understand the message
(C) To choose the communication channel
(D) To control the communication process

21. Effective communication requires choosing the right channel and encoding messages effectively to ensure they are ___ as intended.
- (A) Ignored
 - (B) Decoded
 - (C) Forgotten
 - (D) Misunderstood
22. The process of sharing relevant and timely information with channel partners to enhance collaboration and decision-making is known as:
- (A) Data mining
 - (B) Data warehousing
 - (C) Business networking
 - (D) Information sharing
23. Encoding is always done at ___
- (A) Receiver
 - (B) Transmitter
 - (C) I don't know
 - (D) We don't do encoding
24. The most effective communication process is:
- (A) One-way
 - (B) Two-way
 - (C) Downward only
 - (D) Grapevine
25. When you are thinking of how to express your thought or ideas, you are currently in the process of ___
- (A) Channeling
 - (B) Encoding
 - (C) Decoding
 - (D) Feedback-giving
26. Decoding is always done at ___
- (A) Receiver
 - (B) Transmitter
 - (C) I don't know
 - (D) We don't do encoding
27. Decoding refers to:
- (A) Sending the message
 - (B) Interpreting the message
 - (C) Distracting the message
 - (D) Reinforcing the message
28. Send energy from one place to another; to communicate by sending a message.
- (A) Reflect
 - (B) Transmit
 - (C) System
 - (D) Longitudinal wave
29. What does decoding of the message refer to?
- (A) Responding (or not responding) to the message
 - (B) Extracting the idea from the message
 - (C) Too many messages resulting in information overload
 - (D) Messages being blocked or distorted by filters
30. Choose the correct sequence of the communication process post Sender, Message
- (A) Encoding, Decoding, Channel, Receiver, Feedback
 - (B) Encoding, Feedback, Receiver, Decoding, Channel
 - (C) Encoding, Channel, Decoding, Receiver, Feedback
 - (D) Encoding, Channel, Receiver, Decoding, Feedback
31. In communication, what is the process of translating and interpreting messages into meaning called?
- (A) Encoding
 - (B) Decoding
 - (C) Feedback
 - (D) Noise
32. Complete the process of Communication: Sender, Encoding, Message, ___, Receiver, ___, Feedback
- (A) Channel, Noise

- (B) Decoding, Response
(C) Decoding, Channel
(D) Channel, Decoding
33. In face-to-face communication, the roles of the sender and recipient are not distinct. The two roles will pass back and forwards between two people talking.
(A) TRUE
(B) FALSE
34. That brings me to the end of my talk.
(A) Starting the talk.
(B) Finishing the talk.
35. Marta wanted to be very clear with Davio, so she sat down and put her thoughts on paper in a letter to him. What process is taking place?
(A) Decoding
(B) Channeling
(C) Encoding
(D) Feedback
36. Thinking is the first step of the communication process.
(A) True
(B) False
(C) All the above
(D) None of the above
37. The process of transferring information one wants to communicate into a form which can be sent, received and understood.
(A) Encoding
(B) Balance
(C) Media
(D) None of above
38. Termination refers to conversation participants' close initiating expressions that end a topic in a conversation.
(A) True
(B) False
(C) All the above
(D) None of the above
39. Learners express their ideas freely and fluently in writing without being overly concerned with accuracy.
(A) Product
(B) Process
(C) All the above
(D) None of the above
40. Which of the following is not the stage of communication?
(A) Message
(B) Sender
(C) Feedback
(D) Telephone
41. The intentional process of creating a message.
(A) Decoding
(B) Encoding
(C) Feedback
(D) Noise
42. Sender sends Encoded Information to Receiver. This statement is ____
(A) True
(B) False
43. Communication is the process of transferring information between sender and receiver through a specific channel.
(A) That's right
(B) Salah
44. When someone sends the message through a selected channel, it is called ____.
(A) Mailing
(B) Transmitting
(C) Push notification
(D) Transmission
45. Which of the following best defines communication in a healthcare setting?
(A) A one-way transfer of information
(B) An exchange of messages between sender and receiver
(C) A written document only
(D) A verbal interaction between two people

46. In most speeches you do NOT need to transition to your conclusion.
(A) True
(B) False
47. According to the communication process, who provides information.
(A) Sender
(B) Doctor
(C) Receiver
(D) Feedback
48. News should be specific and accurate to be understood for the fairness of all. What process does a reporter undertake when making something smaller and precise for the audience?
(A) Deleting Important Informations
(B) Adding Extra Words
(C) Omitting Words
(D) Narrowing Down
49. In the communication process, the sender performs the following except:
(A) Decoding ideas
(B) Encoding ideas
(C) Generating ideas
(D) Sending the message
50. It is a process which involves a sender who is required to compose a message that is clear and purposive in order to elicit his intended response.
(A) Communication
(B) Context
(C) Feedback
(D) Communication Channels
51. Cell phones turn a voice into a digital signal that can be transmitted. In order to get the original message, the person receiving this digital signal must have a device with which characteristic?
(A) The same keyboard as the cell phone that sent the message
(B) The ability to decode the digital signal back into sound
(C) A size that makes it easy to fit into a pocket or purse
(D) A battery that can run electronics for more than six hours
52. WHAT IS THE PROCESS OF EXCHANGING INFORMATION AND MEANING BETWEEN INDIVIDUALS OR GROUPS CALLED
(A) COMMUNICATION
(B) NEGOTIATION
(C) PERSUASION
(D) PRESENTATION
53. The process of sharing information by using symbols to send and receive messages is ____
(A) Conversation
(B) Communications
(C) Verbalizing
(D) Listening
54. Diagram depicting the communication process.
(A) Diagram depicting the communication process.
(B) Diagram depicting the water cycle.
(C) Diagram depicting the process of photosynthesis.
(D) Diagram depicting the food chain.
55. The speaker will generate an idea then after, what should the speaker do?
(A) The speaker will send the idea or message.
(B) The speaker will encode the idea or convert it into words or actions.
(C) The speaker will ask an answer.
(D) The speaker will not do anything.
56. The process of decoding is performed by:
(A) Sender
(B) Receiver
(C) Channel
(D) Message

57. ___ is the process of using messages to exchange meaning
(A) Communication
(B) Feedback
(C) Message
(D) Receiver
58. Communication is a ___ and cyclical process.
(A) Dynamic
(B) Static
(C) Repetitive
(D) None of above
59. True or False? The receiver has to DECODE a message.
(A) True
(B) False
60. What happens when we communicate
(A) The sender decodifies the message and the receiver codifies the message.
(B) There is no knowledge of what happens when we communicate, just that it is an innate part of humanity.
(C) The sender codifies the message and the receiver decodifies the message.
(D) Speaking and Listening happen at the same time.
61. What is the role of the destination block in the communication system?
(A) To transmit the message signal
(B) To process and understand the information received
(C) To encode the message signal
(D) To act as the channel for communication
62. During wars, it became important to ___ enemy messages ___
(A) Patented
(B) Work
(C) Proposed
(D) Intercept
(E) FM
63. The ___ begins the communication process by creating the message.
(A) Sender
(B) Receiver
64. Directions: Read each statement carefully. In the answer sheet blacken the letter with the BEST answer. An element of communication which converts symbols into thoughts.
(A) Conduit
(B) Schema
(C) Encoding
(D) Decoding
65. You are selecting a channel for sending your message. Which of the following is not a factor to consider when making this decision?
(A) Amount and speed of feedback and interactivity required
(B) Cost of the channel
(C) Confidentiality and sensitivity of the message
(D) Your competitors' channel use
66. In the diagram of the communication process, which component immediately follows Encoding?
(A) Media as transmission channel
(B) Message in structured form
(C) Receiver as target audience
(D) Feedback as response signal Edit
67. Process of giving and receiving information
(A) Information
(B) Communication
(C) Success
(D) Primary
68. Communication starts with:
(A) Encoding
(B) Sender
(C) Channel
(D) Feedback

69. Who receives the message in the communication process?
(A) Sender
(B) Receiver
(C) Feedback
(D) Observer
70. In a communication context, what does the term 'encoding' refer to?
(A) Understanding the emotions of the speaker
(B) Deciphering the message received
(C) Providing feedback on the message received
(D) Sending or expressing information through language or gestures
71. A series of actions on the part of the sender and the receiver of a message and the path the message follows is called ____
(A) Communication process
(B) Verbal communication
(C) Formal communication
(D) Informal communication
72. Choose the final step in a professional phone call.
(A) Introduction
(B) Conclusion
(C) Building Rapport and Provide Context
(D) Collect information
73. Communication begins when
(A) Feedback is given
(B) Speaker responds to a stimulus
(C) Receiver decodes the message
(D) Sender and receiver exchange roles
74. The process of converting the message into communication symbols is known as
(A) Decoding
(B) Encoding
(C) Media
(D) Noise
75. What is the primary focus of communication channels?
(A) To confuse the sender
(B) To facilitate information flow
(C) To create barriers
(D) To avoid communication
76. The process of translating a message from its symbol form into meaning is called ____
(A) Feedback
(B) Decoding
(C) Encoding
(D) Noise
77. The communication begins when the receiver transmits the message.
(A) True
(B) False
78. TRUE OR FALSE: If you are talking to someone but they are not listening or processing the information, you are STILL communicating
(A) True
(B) False
79. What is the first component of the communication process?
(A) Recipient/Decoder
(B) Message
(C) Sender/Encoder
(D) Context
80. Communication is the process managers use to interact with subordinates, peers, supervisors, customers, suppliers, owners and the general public.
(A) True
(B) False
81. Communication process involve the transfer and understanding of meaning from one person to another.
(A) TRUE
(B) FALSE

82. Which of the following statement is INCORRECT about communication.
- (A) Communication passes from source to receiver
 - (B) There is no chance for the information to get changed between sender to receiver
 - (C) Sender should make sure if receiver has understood the message
 - (D) None
83. Communication of data achieved by the processing of signals.
- (A) Data
 - (B) Signals
 - (C) Signaling
 - (D) Transmission
84. What does decoding mean?
- (A) Translate the message.
 - (B) Deciphering a formula.
 - (C) Misunderstanding a message.
 - (D) None of above
85. According to the text, what is a channel in the context of communication?
- (A) A sensory route on which a message travels to the receiver for decoding.
 - (B) A type of message.
 - (C) A participant in the communication process.
 - (D) A model of communication.
86. The process of putting our thoughts and feelings into words and non-verbal signals is called
- (A) Encoding
 - (B) Decoding
 - (C) Feedback
 - (D) Semantics
87. The communication process begins when the sender
- (A) Determines the appropriate communication channel.
 - (B) Has an idea
 - (C) Encodes an idea into a message.
 - (D) Plans for feedback.
88. It is a step by step activity and it is essentially a two-way process that involves the active participation of both the sender and receiver.
- (A) Communication as a Process
 - (B) Communication is much more of an ART than a science.
 - (C) Communication has a sender and receiver.
 - (D) Communication is verbal or non-verbal.
89. It is forming the communicative intent where the sender generates idea. This requires the individual sending the message what he wants to say and the medium through which to communicate the information.
- (A) Creation
 - (B) Translation
 - (C) Transmission
 - (D) Reception
90. Which of these is most critical to learn as a Receiver?
- (A) Decoding
 - (B) Feedback
 - (C) Analysis
 - (D) Channel Edit
91. Which of the following is an essential component of the communication process?
- (A) A book
 - (B) The boss
 - (C) A deaf person
 - (D) The context
92. In the communication process, the receiver does which of the following?
- (A) Encode
 - (B) Decode
93. The four major parts of the communication process IN ORDER are ____
- (A) Message, receiver, feedback, sender

- (B) Sender, message, receiver, feedback
(C) Receiver, feedback, sender, message
(D) Feedback, receiver, message, sender
94. What is the first step in sending a message?
(A) Deliver it directly by hand
(B) Convert it into an electronic form
(C) Encrypt it using a password
(D) Print it on paper
95. Julie said hi to Rebecca. Rebecca would be which part of the communication process?
(A) Sender
(B) Receiver
(C) Channel
(D) Message
96. When you communicate, you engage in all of the following processes except:
(A) Receiving messages
(B) Meditation
(C) Establishing relationships
(D) Sending messages
97. The communication process of translating the thoughts/ideas into appropriate messages, using the medium that is shared between the sender and the receiver is ____
(A) Decoding
(B) Encoding
(C) Message
(D) Feedback
(E) Receiving
98. In the communication process, decoding takes place ____
(A) By the sender
(B) Within the message
(C) When dealing effectively with the element of noise
(D) By the receiver
99. Message decoding is done by..
(A) Buyer
(B) Receiver
(C) Sender
(D) None of above
100. It is a creative, continuing condition of life, a process that changes as the communicators environment and needs.
(A) Communication is meaning
(B) Communication is process
(C) Communication is systematic
(D) Communication is symbolic
101. Channel or medium is how the ____ is being sent.
(A) Noise
(B) Receiver
(C) Transmitter
(D) Message
102. What is meant to impart understanding of the message?
(A) Encoding
(B) Decoding
(C) Feedback
(D) Receiver
103. Encoding Means?
(A) Translating Idea into Message
(B) Translating Message into Idea
(C) Both A and B
(D) None of the above
104. Communication is a ____
(A) One way process
(B) Two way process
(C) Three way process.
(D) Four way process
105. Who is affected in communication transactions?
(A) All communication partners
(B) Only the speaker
(C) Only the listener
(D) No one

- 106.** Which of these properly represents the order of a message being sent from Sender to Receiver:
- (A) Sender codes, Receiver decodes
 - (B) Sender decodes, Receiver codes
 - (C) Sender codes, Receiver codes
 - (D) Sender decodes, Receiver decodes Edit
- 107.** This is the process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end.
- (A) Message
 - (B) Decoding
 - (C) Modulating
 - (D) Encoding
- 108.** In the communication process, the sender does which of the following?
- (A) Encode
 - (B) Decode
- 109.** The process of sending and receiving messages.
- (A) Communication
 - (B) Executive privilege
 - (C) Writing
 - (D) Technical jargon
- 110.** In a communications system, noise is most likely to affect the signal
- (A) At the transmitter
 - (B) In the channel
 - (C) In the information source
 - (D) At the destination
- 111.** It is the process to converts those words into thought to understand the message.
- (A) Encoding
 - (B) Decoding
 - (C) Message
 - (D) None of above
- 112.** The communication process consists of
- (A) Transmitting, feedback, listening, and speaking
 - (B) Filters, interpersonal skills, semantics, and professional etiquette
 - (C) Receiving, encoding, professional etiquette, and speaking
 - (D) Encoding, transmitting, receiving, and decoding
- 113.** Which of the following is NOT one of the four major communication functions?A) feedbackB) encodingC) noiseD) responseE) decoding
- (A) A
 - (B) B
 - (C) C
 - (D) D
 - (E) E
- 114.** 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
- 115.** It means to translate a language into an idea.
- (A) Feedback
 - (B) Regulation
 - (C) Decode
 - (D) Channel
 - (E) Noise
- 116.** Translating a message from symbolic form to meaningful form is known as:
- (A) Encoding
 - (B) Channeling
 - (C) Decoding
 - (D) Feedback

117. Avery has a brilliant idea for a new app that helps people manage their time better. To share this idea with her team, she needs to convert her thoughts into verbal and/or non-verbal symbols that can be understood by her colleagues. What is this process called?
- (A) Channel
 - (B) Context
 - (C) Encoding
 - (D) Decoding
118. Marketing communicators must do all of the following EXCEPT ____
- (A) Identify the target audience
 - (B) Deliver products to the customer
 - (C) Determine the communication objectives
 - (D) Collect feedback
 - (E) Choose the media through which to send a message
119. The first thing to do when composing a message is:
- (A) Write the introduction
 - (B) Identify the purpose of the message
 - (C) Choose the medium
 - (D) Edit the message
120. Which of the following statements is true about process of communication?
- (A) Sender-channel-encoding-decoding-Receiver
 - (B) Receiver-decoding-channel-encoding-sender
 - (C) Sender-receiver-channel
 - (D) Sender-encoding-channel-decoding-receiver
121. What is translating the encoded message into language understandable by the receiver called?
- (A) Noise
 - (B) Decoding
 - (C) Sender
 - (D) Feedback
122. Consideration of Audience analysis and context of the communication event is called ____
- (A) Dialogical perspective
 - (B) Human perspective
 - (C) Political perspective
 - (D) Situational perspective
123. Noise is getting added at which component of communication system
- (A) Channel
 - (B) Transmitter
 - (C) Receiver
 - (D) All the above
124. ____ is the process by which the receiver interprets the symbols used by the source of the message by converting them into concepts and ideas.
- (A) Decoding
 - (B) Encoding
 - (C) Listing
 - (D) Interpreting
125. Asif is reading an email from his boss requesting him to conduct a workshop for the new employees next week. In the communication process, this stage is referred to as ____
- (A) Decoding
 - (B) Encoding
 - (C) Feedback
 - (D) Channel of communication
126. What is decode?
- (A) A coding system using the digits 0 and 1 to represent a letter, digit, or other character in a computer or other electronic device.
 - (B) A coding system used to store information in computers and on the internet.
 - (C) A code used to transmit information used to communicate over long distances using a series of tones, lights, or on-off clicks.
 - (D) To translate from code into ordinary language.

127. Which of the following choices correctly identifies the basic components of the communication process?
- (A) Sender, channel, message, receiver, feedback, noise
 - (B) Sender, encoder, facilitator, decoder, end-user
 - (C) Sender, facilitator, medium, processor, receiver
 - (D) Sender, encoder, decoder, end-user, non-feedback
128. In the communication process the person who creates a message to give to another person or persons is the ____
- (A) Receiver
 - (B) Channel
 - (C) Sender
 - (D) Medium
129. It refers to the conversation participants' close-initiating expressions that end a topic in a conversation
- (A) Turn-taking
 - (B) Topic Shifting
 - (C) Repair
 - (D) Termination
130. The process by which the sender organizes the ideas on his mind into message is called:
- (A) Decoding
 - (B) Sending
 - (C) Encoding
 - (D) Receiving
131. Marketing communicators must do all of the following EXCEPT ____
- A) identify the target audience
 - B) deliver products to the customer
 - C) determine the communication objectives
 - D) collect feedback
 - E) choose the media through which to send a message
- (A) A
 - (B) B
 - (C) C
 - (D) D
 - (E) E
132. When is the communication process complete?
- (A) When the sender transmits the message.
 - (B) When the message enters the channel.
 - (C) When the message leaves the channel.
 - (D) When the receiver understands the message.
133. The receiver is actively involved in the communication process by assigning meaning to the symbols received is called?
- (A) Encoding
 - (B) Source
 - (C) Noise
 - (D) Decoding
134. What is the communication process?
- (A) Communication is a continuous process between a sender and a receiver of sharing information
 - (B) Communication is a process of taking feedbacks
 - (C) Communication is a continuous process when you decode information
 - (D) Communication is a process when you record information for your friend
135. Most receiver driven communication barriers happen during
- (A) Receiving the message
 - (B) Decoding the message
 - (C) Evaluating the message
 - (D) All the options are correct
136. Jeff will be leading a virtual team meeting. What should he do to make certain that the meeting runs smoothly and professionally?
- (A) Send text messages and check his email during the meeting.
 - (B) Ensure that the technology is working for all participants before the meeting starts.
 - (C) Discourage any chit chat among team members before or after the meeting.
 - (D) Set the meeting time using Eastern Standard Time (EST).

137. What is the final step in the communications management process?
- (A) Planning communication requirements
 - (B) Implementing the communication strategy
 - (C) Evaluating the effectiveness of communication
 - (D) Assigning roles to team members
138. The process of choosing the words, sentences, and nonverbal behaviors to form a message.
- (A) Interpersonal Communication
 - (B) Encoding
 - (C) Decoding
 - (D) Interaction Coordination
139. What is the process of turning ideas and feelings into symbols to be communicated?
- (A) Decoding
 - (B) Encoding
 - (C) Channel
 - (D) Message
140. Communication is a two way dynamic process wherein the sender sends a message through a channel to a receiver with the intent of changing the receiver's ____
- (A) Awareness, knowledge, assumptions, practices & skills
 - (B) Awareness, knowledge, advocacies, presumptions, and skills
 - (C) Awareness, knowledge, attitudes, practice & skills
 - (D) Awareness, knowledge, advocacies, practice, and skills
141. If a reader misinterprets an ad due to personal prejudice, which stage primarily fails?
- (A) Decoding by the reader
 - (B) Feedback to the company
 - (C) Media carrying the message
 - (D) Encoding by the advertiser
142. Sara got a confusing message that said "Hgrwan." What step of communication did she not do correctly?
- (A) Encode
 - (B) Send
 - (C) Receive
 - (D) Decode
143. Matthew has decoded a message, this means that ____
- (A) Matthew formed his ideas into words
 - (B) Matthew wrote his message on paper
 - (C) Matthew interpreted a message
 - (D) Matthew transmitted a message
144. Identifying the audience is one of the first steps in planning a business letter.
- (A) True
 - (B) False
145. "Communication is a process" means that
- (A) Communication has clear beginning and ending points.
 - (B) Communication is ongoing and continuous.
 - (C) Communication resembles still pictures more than motion pictures.
 - (D) Communication consists of discrete and separate acts.
146. The process by which the receiver interprets the message and translate it into meaningful information is called ____
- (A) Coding
 - (B) Decoding
 - (C) Encoding
 - (D) None of the above
147. Who DECODES the message into meaning?
- (A) The Sender
 - (B) The Receiver
148. What is the process flow in a communication system?
- (A) Destination → Receiver → Transmitter → Source

- (B) Channel → Transmitter → Source → Receiver → Destination
(C) Starts with the information source → transmitter → channel → receiver → destination
(D) Receiver → Source → Transmitter → Channel
- 149.** The process of encoding a message into words is known as:
(A) Decoding
(B) Transmitting
(C) Encoding
(D) Feedback
- 150.** In the process of communication, who decodes the messages?
(A) Sender
(B) Channel
(C) Receiver
(D) None of above
- 151.** The process of Communication is:
(A) A one-way transmission of information.
(B) Listening to another person's ideas but not communicate your own.
(C) A process or means by which information is exchanged
(D) A random exchange of ideas inside your head.
- 152.** School leaders who are concerned with the effectiveness of communications must realize that:
(A) Meaning is transmitted.
(B) The receiver gives meaning to the message.
(C) Neither meaning nor feelings are important in the communication process.
(D) Only the meaning of the message is important to the sender.
- 153.** It is necessary to have a message to begin the communication process.
(A) True
(B) False
- 154.** The information which is transferred to the receiver has to be interpreted this process is called ____
(A) Encoding
(B) Decoding
(C) Opening
(D) Closing
- 155.** Tim: I went to the beach last summer. Paul: ____ Tim: I made a sandcastle with my sister.
(A) 1. What did you feel?
(B) 2. When did you go there?
(C) 3. What did you do there?
(D) 4. Where did you stay there?
- 156.** What is the stage called where the intended individual or audience receives the sender's message?
(A) Sending
(B) Receiving
(C) Interpreting
(D) Responding
- 157.** When constructing business messages in e-correspondence, the correct steps are ____
(A) Planning-drafting-formatting-revising
(B) Planning-formatting-drafting-revising
(C) Drafting-planning-formatting-revising
(D) Planning-formatting-revising-drafting Edit
- 158.** The communication process is a set of steps in which a message is sent and received from one person to another.
(A) True
(B) False
- 159.** The ____ initiates a message by encoding a thought.
(A) Deliverer
(B) Sender
(C) Messenger
(D) Encoder

- 160.** In the process of communication, which one of the following is in the chronological order?
(A) Medium, Communicator, Message, Receiver, Effect
(B) Message, Communicator, Medium, Receiver, Effect
(C) Communicator, Medium, Receiver, Effect, Message
(D) Communicator, Message, Medium, Receiver, Effect
- 161.** The communication process involves ____, observing, and processing.
(A) Listening
(B) Talking
(C) Writing
(D) Drawing
- 162.** Give and take relationship of communicators suggests that communication is one-way.
(A) True
(B) False
- 163.** True or False The sender transmits the message through the transmission medium of choice which can be a telephone, email, face-to-face conversation, presentation, post, or text.
(A) True
(B) False
- 164.** The three components of the communication process are the sender, the receiver and feedback.
(A) True
(B) False
- 165.** The process of the receiver thinking about and interpreting the message for understanding is called ____
(A) Encoding
(B) Decoding
(C) Transmitting
(D) Feedback
- 166.** Doro tries to analyze what Paula means based on the content and their relationship, and he is heartbroken. Which phase on the process of communication does Doro exhibit?
(A) Encoding
(B) Transmitting
(C) Receiving
(D) Decoding
- 167.** The process of assigning meaning to words and symbols to form the message back into thought.
(A) Decoding
(B) Feedback
(C) Layout
(D) None of above
- 168.** Which order best explains the process of communication?
A. The receiver gets the message.
B. The speaker transmits or sends out a message.
C. The speaker generates an idea.
D. The receiver decodes or interprets the message based on the context.
E. The speaker encodes an idea or converts the idea into words or actions.
F. The receiver sends or provide feedback.
(A) ABCDEF
(B) CEBADF
(C) FEDCBA
(D) CEABDF
- 169.** Choice of the correct channel is important for an effective business communication because;
(A) Sender's idea is transmitted to the receiver through this channel.
(B) Distorts the message and conveys ideas not intended by the sender.
(C) Communication is carried on through structured, organised or official route.
(D) Immediate feedback is not required.
- 170.** Which statement does NOT describe decoding process?
(A) It is deciding on the medium to use in transmitting a message.

- (B) It involves interpretation.
(C) It is assigning meaning to the message.
(D) It is usually done by the receiver in a communication process.
- 171.** In the communication process, all of the following occur except
(A) The receiver decodes the message.
(B) The sender transmits the message.
(C) The receiver has an idea.
(D) The receiver gets the message.
- 172.** This happens when the idea or information is understood and interpreted by the receiver
(A) Feedback
(B) Decoding
(C) Encoding
(D) Channel
- 173.** The decoding stage of a message occurs when:
(A) The listener receives information.
(B) You express your thoughts and ideas.
(C) The information is transmitted.
(D) The listener interprets the information.
- 174.** Effective communication is essentially a
(A) Two way process
(B) One way process
(C) Both a one-way and a two-way process
(D) Three way process
- 175.** When you finish showing your screen during the meeting, you must click.
(A) Do not send the meeting link to others
(B) Talk without permission
(C) Stop sharing the presentation
(D) Share screens
- 176.** The step in the process where the receiver gets the message is called ____.
(A) Transmitting
(B) Receiving
(C) Sending
(D) Catching
- 177.** Decoding messages in the communication process is carried out by ____
(A) Message sender/sender
(B) Message recipient/receiver
(C) Company Internal
(D) Organization member
- 178.** What is the process of exchanging information, ideas, and feelings between individuals or groups?
(A) Interpretation
(B) Communication
(C) Expression
(D) Dialogue
- 179.** SENDERS CONVEY MESSAGES BY CONVERTING THEIR THOUGHTS INTO SYMBOLS.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
- 180.** In communication process, the most important things that you need to understand is?
(A) Language
(B) Action
(C) Response
(D) None of above
- 181.** Transactional communication occurs continuously and simultaneously
(A) Yes
(B) No
(C) At some point of communication process
Edit
(D) None of above
- 182.** Decoding an idea means ____
(A) Generating an idea
(B) Converting the idea into words or actions
(C) Sending out the message
(D) Interpreting the message based on the context

- 183.** Messages arise in the mind of the ____
(A) Sender
(B) Receiver
(C) Listener
(D) None of above
- 184.** Which one can be discussed correctly?
(A) The creator of communication
(B) What is responsible for bringing information from the sender to the receiver
(C) All tools used in the communication process
(D) Technology that transforms data in various forms into digital formats
- 185.** Encoding involves translating a message from its symbol form into meaning.
(A) True
(B) False
- 186.** Communication is a process of:
(A) Reading and writing only
(B) Transferring information from one person to another
(C) Talking to oneself
(D) Making fun of others
- 187.** To ____ means to give information.
(A) Tag
(B) Transmit
(C) Record
(D) Customise
- 188.** Decoding is the process by which information is ____
(A) Sent to all
(B) Understood by the receiver
(C) Made into a concrete message.
(D) None of above
- 189.** What is the process of converting information into the proper form for transmission?
(A) Formatting
(B) Encoding
(C) Encapsulation
(D) None of above
- 190.** True or False The message is encoded by the sender
(A) True
(B) False
- 191.** HP's advertising agency assembles words and illustrations into an advertisement that will convey the company's intended brand message. In the communication process, HP is ____
(A) Messaging
(B) Encoding
(C) Sending
(D) Decoding
(E) Responding
- 192.** Receiver is responsible to choose the right channel to deliver the messages
(A) True
(B) False
- 193.** The term 'decoding' in communication means:
(A) Creating a message
(B) Interpreting a message
(C) Transmitting a message
(D) Ignoring a message
- 194.** The context in the communication process is ____
(A) The location communication takes place
(B) The tool used to communicate
(C) The person sending the message
(D) The person receiving the message
- 195.** The mutual process through which persons interpret messages in order to coordinate individual and social meanings.
(A) Communication
(B) Active listening
(C) Leadership
(D) Team
(E) Belief

196. Who decodes or interprets the message based on the context?
- (A) Barrier
 - (B) Receiver
 - (C) Channel
 - (D) Sender
197. The communication process begins when the receiver provides feedback to the sender.
- (A) True
 - (B) False
198. Communication is a one-way process.
- (A) TRUE
 - (B) FALSE
199. Which of the following is NOT a step in the communication process?
- (A) Sending
 - (B) Receiving
 - (C) Feedback
 - (D) Ignoring
200. Marketing communicators must be good at ___ messages that take into account how the target audience ___ them.
- (A) Delivering; encodes
 - (B) Sending; encodes
 - (C) Encoding; decodes
 - (D) Retrieving; perceives
 - (E) Decoding; receives
201. When the information the sender encoded is sent to the receiver, this occurs:
- (A) Decoding
 - (B) Receiving
 - (C) Transmitting
 - (D) Encoding
202. Who is considered the sender?
- (A) The person listening
 - (B) The person speaking
 - (C) The person mailing it out
 - (D) The person receiving Edit
203. It is the process of sending information, ideas or messages from one person to another through different means:-
- (A) Communication
 - (B) Transport
 - (C) Settlement
 - (D) None of these
204. A. Click the best answer. The ___ is a process of converting the message into communication symbols.
- (A) Decoding
 - (B) Encoding
 - (C) Feedback
 - (D) None of above
205. The process of interpreting a received message is called:
- (A) Encoding
 - (B) Feedback
 - (C) Decoding
 - (D) Noise
206. The process of attaching meaning to words, symbols, or behaviors
- (A) Decoding
 - (B) Encoding
 - (C) Feedback
 - (D) Noise
207. If you telephone the individual, allow the phone to ring longer than usual to allow extra time for the person to ___ the telephone.
- (A) Reach
 - (B) Ignore
 - (C) Fix
 - (D) Disconnect
208. Extract meaning from spoken or written channels.
- (A) Encoding
 - (B) Feedback
 - (C) Channel
 - (D) Decoding

- 209.** During a team meeting, Olivia presents a new project idea using both her words and visual aids. The way her colleagues interpret and understand her message, based on the verbal and non-verbal cues she provides, is crucial for the project's success.
- (A) Channel
 - (B) Context
 - (C) Decoding
 - (D) Encoding
- 210.** Communication is the SENDING of information. Which keyword is being referred to in this definition of communication?
- (A) Share
 - (B) Deliver
 - (C) Transmit
 - (D) Create
- 211.** The sender decodes the message.
- (A) True
 - (B) False
- 212.** What is the job of the receiver?
- (A) To encode the message.
 - (B) To create noise.
 - (C) To decode the message.
 - (D) To choose the channel.
- 213.** Communication is a two-step system called a ____
- (A) Trend
 - (B) Function
 - (C) Process
 - (D) Resolution
- 214.** I'd like to draw things to a close.
- (A) Inviting / Nominating someone to say something
 - (B) Checking if you have understood something correctly
 - (C) Stating that you are not persuaded or have doubts about something
 - (D) Managing the discussion and the behaviour of the participants
 - (E) Summarizing / Ending the discussion
- 215.** The process of making meaning out of a message
- (A) Encoding
 - (B) Decoding
 - (C) Feedback
 - (D) None of above
- 216.** The process of transforming information to be conveyed into a transferable form
- (A) Thinking
 - (B) Encoding
 - (C) Transmitting
 - (D) Receiving
- 217.** Meghna sends a message to Maya. Meghna-the sender decodes the message and the Maya-the recipient encodes the message. Is this statement correct?
- (A) Correct
 - (B) Incorrect
- 218.** During what step of the Communication Process Model does the receiver's motivation and ability to remember to act on a message become most important?
- (A) When providing feedback
 - (B) When responding to the message
 - (C) When receiving the message
 - (D) When decoding the message
 - (E) When selecting the message
- 219.** What would you need to consider when planning communication
- (A) Nothing, communication plans are unnecessary
 - (B) Audience, purpose and method
 - (C) Grammar and spelling errors
 - (D) What to wear
- 220.** Which of the following is a complex process of encoding and decoding information, ideas, and feelings?
- (A) Confidence
 - (B) Communication
 - (C) Professional presence
 - (D) Transmission model
 - (E) Feedback

221. Which of the following best describes "context" in the communication process?
- (A) The background noise
 - (B) The surrounding environment and circumstances
 - (C) The physical location of the sender
 - (D) The emotional state of the sender
222. Encoding modifies, disrupts, or distorts a communication message.
- (A) True
 - (B) False
223. The other term for sender is called ____
- (A) Informant
 - (B) Encoder
 - (C) Teller
 - (D) Suppliant
224. Communication is a process in which sender, messages, channels, and receivers remain constant or static.
- (A) True
 - (B) False
225. Which of the following Communication Process is stated in the correct order?
- (A) Sender-Message-Encoding-Channel-Decoding-Receiver
 - (B) Sender-Encoding-Message-Channel-Receiver-Decoding
 - (C) Sender-Message-Decoding-Channel-Encoding-Receiver
 - (D) Sender-Decoding-Message-Channel-Encoding-Receiver
226. What is the process the sender uses to turn their idea into a message they can send?
- (A) Decoding
 - (B) Feedback
 - (C) Encoding
 - (D) Transmission
227. A process through which you send messages to and receive messages from others.
- (A) Creative
 - (B) Professionalism
 - (C) Communication
 - (D) Customer Service
228. What is the receiver's retranslation of the message
- (A) Noise
 - (B) Decoding
 - (C) Encoding
 - (D) Channel
229. It is an indication that communication really takes place.
- (A) When the message enters the channel.
 - (B) When the receiver decodes the message
 - (C) When the sender transmits the message
 - (D) When the message is encoded by the receiver
230. Which of the following was not used to transmit information using Morse Code?
- (A) A telegraph
 - (B) A flashlight
 - (C) Pencil and paper
 - (D) A sundial
231. Communication has stages; it is a step by step process.
- (A) FALSE
 - (B) TRUE
232. The Process of converting the message into words, actions or other forms that both the speaker and the receiver understands
- (A) Encoding
 - (B) Decoding
 - (C) Sending
 - (D) Receiving
233. In the two-way communication process people share meaning verbally and non-verbally.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above

- 234.** Communication involve both sending skills and receiving skills.
(A) True
(B) False
- 235.** Identify if the the statement is TRUE or FALSE: Communication is a process.
(A) True
(B) False
- 236.** When the sender converts an idea into a message that the receiver can understand:
(A) Message
(B) Encoding
(C) Decoding
(D) Feedback
- 237.** Which of the following is the process of converting a message into a form such as words that can be transmitted?
(A) Encoding
(B) Transmission
(C) Decoding
(D) Feedback
- 238.** Paul tells Jenna that her last name must be Campbell, bc she is "Mmmm... good."He is trying to ___ the message to her.
(A) Encode
(B) Decode
(C) Provide feedback
(D) Provide noise
- 239.** You learn through communication.
(A) True
(B) False
- 240.** Carefully choosing words when creating messages is part of:
(A) Message evaluation
(B) Message encoding
(C) Channel selection
(D) Message decoding
- 241.** It pertains to the process by which people decide who takes the conversational floor.
(A) Nomination
(B) Restriction
(C) Turn-taking
(D) Topic Control
- 242.** In the ___ phase of the communication process, sharing of information is initiated between two or more individuals or groups.
(A) Feedback
(B) Overload
(C) Perceptual
(D) Transmission
- 243.** The process of forming messages by transforming thoughts and ideas into verbal and non-verbal signs is called
(A) Encoding
(B) Decoding
- 244.** Which term is NOT part of the sending of a message in the communications process?
(A) Transmitter
(B) Source
(C) Receiver
(D) Encoder
- 245.** Who is the initiator of the message in communication?
(A) Sender
(B) Receiver
(C) Channel
(D) None of above
- 246.** It is a process of communication in which it conceptualizes an idea in his mind before he is able to formula and organizes the message.
(A) Message
(B) Sender
(C) Receiver
(D) Environment
- 247.** After receiving the message, the receiver interprets it and tries to understand it. This process is called:

- (A) Encoding
 - (B) Decoding
 - (C) Feedback
 - (D) Transmission
- 248.** In the communication process, he/she encodes the message.
- (A) Receiver
 - (B) Noise
 - (C) Speaker
 - (D) None of above
- 249.** The emphasis in Communicative approach is on
- (A) The process of communication
 - (B) Mastery of the language forms
 - (C) Learning rules
 - (D) Enriching vocabulary
 - (E) Drill and memorization
- 250.** Communication process involves several components or elements that play vital role in the building of shared understanding between the sender and the receiver.
- (A) True
 - (B) False
- 251.** The ability of the receiver to determine the main idea of the message is known as what?
- (A) Encoding
 - (B) Channel
 - (C) Medium
 - (D) Reading
 - (E) Decoding
- 252.** What are those 8 components of Communication process?
- (A) Source, Message, Channel, Receiver, Feedback, Environment, Context and Interference/Barrier
 - (B) Source, Message, Channel, Encoding, Feedback, Environment, Context and Interference/Barrier
 - (C) Source, Message, Channel, Receiver, Feedback, Environment, Style and Interference/Barrier
 - (D) Source, Message, Channel, Receiver, Stimulus, Environment, Context and Interference/Barrier
- 253.** Who primarily decodes the message and takes action based on its content?
- (A) Receiver such as clients or employees
 - (B) Sender such as managers or teams
 - (C) External auditors and regulators
 - (D) Public audiences and communities
- 254.** Process of sending and receiving messages, and it occurs whenever we express ourselves in a manner that is clearly understood.
- (A) Communication
 - (B) Sender
 - (C) Receiver
 - (D) Feedback
- 255.** When you are trying to interpret what you understand from the message, you are ____
- (A) ENCODING
 - (B) DECODING
 - (C) MAKING NOISE
 - (D) CHANNELING
- 256.** A process by which information is exchanged from sender to receiver.
- (A) Media
 - (B) Information
 - (C) Communication
 - (D) Literacy
- 257.** Rearrange the jumbled words to identify the correct option. 'two, process, communication, way, is, a'
- (A) A two process is way communication.
 - (B) Communication is a two way process.
 - (C) Communication is a process two way.
 - (D) Two is a process way communication.
- 258.** There are ____ stages of communication.
- (A) 4
 - (B) 6
 - (C) 5
 - (D) 7

259. The process of putting a message into the form in which it will be communicated
- (A) Stimulus
 - (B) Encoding
 - (C) Communication
 - (D) Language
260. When the sender must choose certain words or nonverbal methods to send an intentional message, it is called:
- (A) Decoding
 - (B) Medium
 - (C) Feedback
 - (D) Encoding
261. The influence of culture, thinking styles and moods can have the greatest impact on what step of the Communication Process Model?
- (A) Encoding the message
 - (B) Transmitting the message
 - (C) Decoding the message
 - (D) Responding to the message
 - (E) Providing feedback
262. In what forms can messages be received during the receiving stage?
- (A) Writing, drawing, and painting
 - (B) Hearing, seeing, and feeling
 - (C) Speaking, shouting, and singing
 - (D) Typing, texting, and emailing
263. The transformation of a message into an encoded form is known as ____
- (A) Encoding.
 - (B) Encryption.
 - (C) Decoding.
 - (D) None of these.
264. Process by which the source expresses thoughts or feelings in words, sounds, and physical expressions, which together make up the actual message that is sent.
- (A) Encoding
 - (B) Code
 - (C) Nonverbal communication
 - (D) Value(s)
 - (E) Communication
265. Which of the following is NOT a part of the communication process?
- (A) Feedback
 - (B) Noise
 - (C) Decoding message
 - (D) Encoding message
266. What process is used to receive transmitted data and convert it into a readable message?
- (A) Decoding
 - (B) Access control
 - (C) Flow control
 - (D) Encapsulation
267. The originator of the message in the communication process is known as the ____?
- (A) Receiver
 - (B) Sender
 - (C) Message
 - (D) Feedback
268. The receiver ____ the message.
- (A) Understands
 - (B) Confuses
 - (C) Decodes
 - (D) None of above
269. What is the fourth stage in the communication process?
- (A) Communication Channel
 - (B) Message
 - (C) Sender
 - (D) Encoding
270. In the Communication process, which part is missing? Sender, ____, Channel, Receiver,
- (A) Teacher
 - (B) Message
 - (C) Opening
 - (D) Cooking

271. What is the second stage in the communication process?
(A) Sender
(B) Encoding
(C) Communication Channel
(D) Message
272. The message moves through the channel to the ____, who completes the communication process by interpreting and assigning meaning to the message. This is also known as decoding.
(A) Sender
(B) Noise
(C) Feedback
(D) Receiver
273. In the model of the communication process, ____ occurs when a message is put into a written, verbal or symbolic form that can be recognised and understood by the receiver.
(A) Encoding
(B) Decoding
(C) Transmission
(D) Feedback
274. When you communicate, you choose what you want to say and how you say it.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
275. How does communication happen?
(A) When someone goes through the door
(B) When someone comes back inside
(C) When someone gives information and someone else receives it
(D) I don't know
276. In writing stage process, your main focus is to create a draft of your paper.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
277. Communication is a two-way process of reaching mutual understanding.
(A) True
(B) False
278. Which stage of communication process is the noise not present?
(A) Sending
(B) Transmitting
(C) Receiving
(D) All options are incorrect in this question
279. The sender and receiver must follow the ____ in order to transfer the information between them.
(A) Medium
(B) Protocol
(C) Source
(D) Destination
280. In the communication process model, who is the person who starts the process?
(A) The Receiver.
(B) The Sender.
(C) The Channel.
(D) The Noise.
281. Communication is a process of sending message not receiving
(A) True
(B) False
(C) All the above
(D) None of the above
282. Which is not an appropriate way to end a conversation?
(A) Tell the other person you are finished with the conversation
(B) Tell the other person that you need to go.
(C) Just walk away
(D) Say "Nice talking to you"Edit

- 283.** An important topic to include in safety orientation is the
(A) Method used for scheduling refresher training
(B) Process used to communicate safety concerns
(C) Name of the person who does safety inspection
(D) Process used to change equipment operation procedures
- 284.** When we communicate, we give and receive information.
(A) True
(B) False
(C) All the above
(D) None of the above
- 285.** The process of converting ideas into message is called:
(A) Decoding
(B) Encoding
(C) Channeling
(D) Feedback
- 286.** Communication process involves understanding, sharing and consists of essential elements
(A) True
(B) False
- 287.** Leaders can minimize conflict by:
(A) Avoiding difficult conversations
(B) Encouraging open dialogue
(C) Implementing strict rules
(D) Ignoring team concerns
- 288.** While designing communication strategy feed-forward studies are conducted by
(A) Media
(B) Satellite
(C) Audience
(D) Communicator
- 289.** What does it mean to TRANSMIT something?
(A) To send it.
(B) To return it.
(C) To give it an address
(D) None of above
- 290.** What is the main purpose of encoding and decoding signals?
(A) To convert analog signals into digital formats only.
(B) To compress data for storage purposes.
(C) To enhance the visual quality of images during transmission.
(D) The main purpose of encoding and decoding signals is to facilitate efficient communication and ensure data integrity.
- 291.** The statement “Communication is a process” means ____.
(A) Communication changes from time to time.
(B) Communication is composed of symbols.
(C) Communication is present anywhere.
(D) Communication undergoes stages.
- 292.** The receiver’s main role is to ____ the message.
(A) Receive
(B) Accept
(C) Translate
(D) Interpret
- 293.** What is the message converted to symbolic form?
(A) Noise
(B) Decoding
(C) Encoding
(D) Channel
- 294.** The process of communication is complete when sender sends his message.
(A) True
(B) False

295. What are the three steps in the process of communication?
- (A) Receiving, Interpreting and Responding
 - (B) Interpreting, Formulate Response, Responding
 - (C) Think About Topic, Listen, Respond
 - (D) None of above
296. What is the process a receiver uses to mentally process a message?
- (A) Encoding
 - (B) Decoding
 - (C) Transmitting
 - (D) Receiving
297. Process of mentally processing a message
- (A) Decoding
 - (B) Transmitting
 - (C) Encoding
 - (D) None of above
298. If a teacher writes instructions on the board, what part of the communication process is this?
- (A) Message
 - (B) Feedback
 - (C) Distraction
 - (D) Receiver
299. In the communication process, what happens after the "Message" is encoded by the sender?
- (A) The message is decoded by the receiver.
 - (B) The message is sent to the receiver.
 - (C) Feedback is provided to the sender.
 - (D) Noise is introduced into the process.
300. Sara needs to organize a staff meeting to discuss how the new regulations should be implemented. Sara is related to which part of the communication process?
- (A) Choose communication channel (message transmission)
 - (B) Decode the message (transfer message)
 - (C) Formulate ideas (have ideas)
 - (D) Encode the message (turn ideas into messages)
301. When a sender is forming a message and the receiver is listening to or reading it, they are doing what?
- (A) Sending and receiving respectively.
 - (B) Dodging noise, and offering feedback respectively.
 - (C) Skipping the use of communication process.
 - (D) Encoding and decoding respectively.
302. This requires the receiver to interpret the transmitted information in order to understand the message.
- (A) Message
 - (B) Encoding
 - (C) Decoding
 - (D) Feedback
303. How does understanding occur in a communication process?
- (A) When each party can agree on what was being communicated without the need for inferences or assumptions.
 - (B) When each party is able to say what they want to without the other person interrupting.
 - (C) When each party gets a chance to be a sender and speaker.
 - (D) When each party is able to provide feedback.
304. One of the first steps to sending a message is encoding.
- (A) True
 - (B) False
305. In the communication process, what do we call the act of expressing an idea in an appropriate medium?
- (A) Decoding
 - (B) Encoding
 - (C) Feedback
 - (D) Transmission

306. The final output of the communications signal/message.
(A) Destination
(B) Decoder
(C) Transmitter
(D) Encoder
307. What steps are involved in changing a message into several forms?
(A) Message
(B) Encoding
(C) Decoding
(D) Feedback
308. It refers to the medium in the communication process. What is it?
(A) Decode
(B) Encode
(C) Channel
(D) None of above
309. Business communication is best described as the process of
(A) Social interaction among employees
(B) Exchanging personal messages
(C) Transmitting information within and outside an organization
(D) Casual conversation in the workplace
310. Which one of the following is correct: the process of communication.
(A) Encoding, receiver, message, response, feedback, the sender
(B) Sender, encoding, message, decoding, receiver, response, feedback
(C) Sender, response encoding, message, decoding, receiver, feedback
(D) Sender, decoding, message, encoding, receiver, response, feedback
311. In the communication process, who is the one that initiates the message that needs to be transmitted?
(A) Receiver
(B) Channel
(C) Sender
(D) Feedback
312. Who initiates communication?
(A) Speaker
(B) Listener
(C) Both
(D) Message
313. Conversion of ideas into symbols is known as
(A) Encoding
(B) Decoding
(C) Filtering
(D) Receiving
314. The receiver interprets and understands a message through
(A) Encoding
(B) Decoding
(C) Both of the above
(D) None of the above
315. It is a strategy used when responses need to be within the set categories or instructions. These instructions confine you as a speaker and limit what you can say.
(A) Nomination
(B) Restriction
(C) Turn-taking
(D) Topic Control
316. After the receiver gets the message, what is the next step?
(A) The receiver will provide feedback.
(B) The receiver will keep quiet.
(C) The receiver will end the conversation.
(D) The receiver will decode or interpret the message based on the context.
317. Choose the correct order of communication.
(A) Reception, response, transduction
(B) Transduction, reception, response
(C) Response, transduction, reception
(D) Reception, transduction, response

318. Communication is a process. It is ongoing and always changing.
(A) True
(B) False
319. The ___ of the message is the person starting off the process by sending the message.
(A) Transmitter
(B) Medium
(C) Receiver
(D) Feedback
320. Allows a person to send a message he or she received to a new recipient.
(A) Blind copy
(B) Forward
(C) Signature block
(D) Template
321. What is the fourth step in the process of communication?
(A) Methods of communication
(B) Receiver
(C) Feedback
(D) Sender
322. It refers to the medium or passage through which the encoded message is transmitted to the receiver.
(A) Channel
(B) Feedback
(C) Encoding
(D) Context
323. Encoding is the process of
(A) Receiving the message
(B) Translating thoughts into symbols
(C) Interpreting feedback
(D) Eliminating noise
324. In the format and encapsulation of the message, which of these statements is correct?
(A) They do not take into account the medium to format the message
(B) They take into account the medium to format the message and the type of message
(C) It takes into account only the medium to format the message
(D) Use a non-specific universal format
325. The process of determining what a message means to you. You use your knowledge, experience, and ability to focus to decode a message.
(A) Encoding
(B) Decoding
(C) Channeling
(D) Feedback
326. Channel or medium needs to be ___ in order for the sender to send his/her message most effectively.
(A) Short
(B) Long
(C) Complicated
(D) Predetermined
327. The intended audience should be identified and considered by the sender before attempting to send a message.
(A) True
(B) False
328. What is the first stage in the communication process?
(A) Sender
(B) Encoding
(C) Communication Channel
(D) Message
329. The process of communication is not complete until the message is ___ by the receiver
(A) Understood
(B) Received
(C) Accepted
(D) Refused
330. What is the correct arrangement for the following events in the order that they would

- occur in the process of communication?1. Aliyah would call her friend2. Aliyah wants to ask her friend about their assignment3. Aliyah friend remembered the assignment and told her what was it4. Aliyah friend got her message and try to remember what was the assignment
- (A) 2-4-3-1
(B) 2-4-1-3
(C) 2-3-1-4
(D) 2-1-4-3
- 331.** What do we call the process of using words, gestures and other linguistic signs that will allow a message source to express his or her thought in some sensible way?
(A) Encoding
(B) Decoding
(C) Verbal communication
(D) Non verbal communication
- 332.** What is the purpose of making conclusions at the end of a meeting?
(A) To start a new project immediately.
(B) To summarize decisions and ensure everyone understands the next steps.
(C) To decide where to go for lunch.
(D) To criticize the participants.
- 333.** Who is the participant that initiates the communication process and establishes the purpose of the message?
(A) Sender
(B) Receiver
(C) Medium
(D) Message
- 334.** As Hwan watched the play, he followed the dialogue carefully to make sure he didn't miss anything. Hwan was ____ the message.
(A) Encoding
(B) Decoding
(C) Translating
(D) Distorting
- 335.** Thinking "a person who is very careful when spending money" when someone describes a person as "thrifty" represents a process called ____
(A) Encoding
(B) Decoding
(C) Feedback
(D) Semantics
(E) Communication
- 336.** An important first step in communicating with your client is:
(A) Clarification of their needs
(B) Advising
(C) Making a sale
(D) Giving your opinion
- 337.** The correct sequence of the communication process is ____
(A) Effect>Receiver>Medium>Message>Communicator
(B) Message>Communicator>Effect>Medium>Receiver
(C) Communicator>Message>Medium>Receiver>Effect
(D) Medium>Message>Effect>Receiver>Communicator
- 338.** Decoding is the process of the receiver ____
(A) Understanding the message.
(B) Returning the message.
- 339.** If you are writing to a person that you have never met, you should ____ yourself first.
(A) Introduce
(B) Produce
(C) Engage
(D) None of above
- 340.** The process of communication begins when ____
(A) The receiver decodes the message
(B) A message is sent over a communication channel to the receiver
(C) The sender has an idea
(D) A message is put into words

341. What is the second step in the communication process?
- (A) The receiver decodes the message.
 - (B) The sender encodes the idea.
 - (C) The sender has an idea
 - (D) The sender selects a channel and transmits the message.
342. Who or what is in charge of encoding the message?
- (A) Sender
 - (B) Receiver
 - (C) Medium
 - (D) Feedback
343. When the receiver interprets the message this is known as
- (A) Feedback
 - (B) Encoding
 - (C) Decoding
 - (D) Interpreting
344. What is the primary function of a communication system?
- (A) To store data securely
 - (B) To transmit data from one device to another
 - (C) To process data for analysis
 - (D) To create data packets for storage
345. For conveying a message to the receiver, the sender must choose the appropriate ____
- (A) Coding
 - (B) Receiver
 - (C) Message
 - (D) Channel
346. Why is decoding crucial in the communication process?
- (A) It determines the accuracy of the transmitted message.
 - (B) It ensures that the sender receives feedback.
 - (C) It allows the receiver to interpret the meaning of the message.
 - (D) It helps the sender organize their thoughts
347. Jill and Kandra were in the library talking about their day and trying to study for school. The library is an example of what part of the communication process?
- (A) Context
 - (B) Channel
 - (C) Receiver
 - (D) Sender
348. In the communication process, the person who initiates the message is called the:
- (A) Receiver
 - (B) Channel
 - (C) Sender
 - (D) Medium
349. Communication is the process of
- (A) Transferring information and meaning..
 - (B) Listening actively
 - (C) Writing messages.
 - (D) None of the above
350. It is a process that takes place when two or more people exchange ideas either through written or spoken words or actions, where both verbal and nonverbal forms can be used at the same time.
- (A) Interaction
 - (B) Communication
 - (C) Interpretation
 - (D) Expression
351. When the message is sent by the sender it is received by the recipient.
- (A) TRUE
 - (B) FALSE
352. Which of the steps is not included in the process of reception?
- (A) Decoding
 - (B) Encoding
 - (C) Storage
 - (D) Interpretation

353. Communication is the process of sending and receiving messages
(A) True
(B) False
354. What are the primary roles involved in the communication process?
(A) Speaker and listener
(B) Sender and receiver
(C) Encoder and decoder
(D) All of the above
355. Which of the following would NOT be seen in the pre-linguistic stage of language?
(A) Cooing and Laughter
(B) Two word stage
(C) Babbling
(D) Burping
356. In Communication is a Process, it is stated that communication can start even if no one is talking and can continue even when they are done talking.
(A) True
(B) False
(C) All the above
(D) None of the above
357. In the process of communication, who is responsible for encoding the message?
(A) Source
(B) Receiver
(C) Channel
(D) Feedback
358. What is the second step in communication planning?
(A) Determine the purpose of the message
(B) Outline the communication for delivery
(C) Clarify objectives
(D) Identify the audience
(E) Determine the best channel of communication
359. What does the "Encoding" step involve in the communication process shown in the diagram?
(A) Reading the email
(B) Writing the email
(C) Understanding the new deadline
(D) Replying to the message
360. Decoding is a step in the communication process which is carried out by the ____
(A) Sender
(B) Receiver
(C) Channel
(D) All parties in communication
361. The ____ encodes the message.
(A) Receiver
(B) Sender
(C) Channel
(D) Message
362. What is the process of creating or sharing meaning in informal conversation, group interaction, or public speaking. It is the act of transmitting intended meanings from one entity or group to another through the use of mutually understood signs and semiotic rules.
(A) Communication
(B) Transmission
(C) Reception
(D) Information
363. Which of the following involves selecting the appropriate channel of communication for the message delivery?
(A) Decoding
(B) Transmitting
(C) Encoding
(D) Listening
364. Which correctly orders the steps of communication using signals?
(A) Encode, transmit, decode
(B) Decode, encode, transmit.
(C) Transmit, decode, encode
(D) Encode, decode, transmit

- 365.** Communication Technology (CT) is the process of sending, receiving and exchanging information
(A) TRUE
(B) FALSE
- 366.** Set of rules or symbols used to translate a message from one form to another.
(A) Code
(B) Trustworthiness
(C) Interpersonal communication
(D) Policy
(E) Active listening
- 367.** This is the process of interpreting messages from others into meaning.
(A) Deciphering
(B) Deconstructing
(C) Decoding
(D) Desensitizing
- 368.** The people in a communication transaction play the roles of sender and receiver, sometimes simultaneously.
(A) True
(B) False
- 369.** Process of translating a message into the thoughts or feelings that were communicated.
(A) Decoding
(B) Asynchronous communication
(C) Meaning
(D) Technophile
(E) Code
- 370.** Which step of the communication process are you using when you read a text message?
(A) Encoding
(B) Channeling
(C) Decoding
(D) Feedback
- 371.** Organizing information provides a reasonable thought process of how and when information should be ____ It allows for the information to be easily understood
(A) Excommunicated
(B) Released
(C) Processed
(D) Communicated
- 372.** The final link in communication chain is ____
(A) Feedback
(B) Receiver
(C) Decoding
(D) Medium
- 373.** When you are trying to say what you mean into words or non-verbal language, you are ____
(A) ENCODING
(B) DECODING
(C) MAKING NOISE
(D) CHANNELING Edit
- 374.** The first step of communication is:
(A) Formulating an idea.
(B) Message encoding.
(C) Message transmission.
(D) None of above
- 375.** The success of any communication begins with the ____
(A) Message
(B) Method
(C) Purpose
(D) Sender
- 376.** Decoding
(A) Skilled communicators will choose the channel most appropriate to the specific goals sought at that time
(B) You may misinterpret words and read negative impressions between the lines.
(C) This is the process of interpreting.
(D) None of above

377. Which process involves both sending and receiving messages?
(A) Communication Process
(B) Mass Communication
(C) Distractions
(D) Feedback only
378. It is an "assemblage of signs (such as words, images, sounds and/or gestures) constructed (and interpreted) with reference to the conventions associated with a genre and in particular medium of communication (such as verbal, nonverbal, or both)".
(A) Text
(B) Structure
(C) Message
(D) Language
379. What is the process of exchanging messages?
(A) Conflict resolution
(B) Texting
(C) Communication
(D) None of above
380. What does it mean to RELAY a message?
(A) To send it on to its next destination
(B) To respond to a message
(C) To refuse to read a message.
(D) None of above
381. The ____ or sender of the message is the person starting off the process by sending the message.
(A) Transmitter
(B) Receiver
(C) Feedback
(D) Message
382. In the communication process, what do we call the act of translating the encoded message into a language that can be understood by the receiver?
(A) Encoding
(B) Decoding
(C) Feedback
(D) Channel
383. The process used to send and interpret messages so they are understood.
(A) Communicating
(B) Encoding
(C) Decoding
(D) Audience analysis
384. In the communication process, decoding takes place when a sender puts information into a format to be transmitted.
(A) True
(B) False
385. Writing a blog is an example of encoding.
(A) True
(B) False
386. Process of communication starts from
(A) Sender
(B) Message
(C) Decoding
(D) Encoding
387. It is the process of converting the idea, thinking or component of message into words.
(A) Encoding
(B) Sharing
(C) Decoding
(D) Analyzing
388. What is the process the receiver uses to interpret the message and give it meaning?
(A) Encoding
(B) Decoding
(C) Transmission
(D) Feedback
389. The four parts of the communication process are the ____, the ____, the ____, and the ____
(A) Sneezing, coughing, fever, and headache

- (B) Sender, Message, Receiver, and Feedback
 - (C) Talking, listening, asking, and writing
 - (D) None of the above
- 390.** How does the sender begin the communication process?
- (A) They have an idea for a message to send.
 - (B) They have a thought that they keep to themselves.
- 391.** The setting in which communication takes place is called decoding.
- (A) True
 - (B) False
- 392.** This is the stage in communication where an intended audience tries to understand the message relayed to him.
- (A) Decoding
 - (B) Context
 - (C) Encoding
 - (D) Receiving
- 393.** What does a receiver do to decode a message?
- (A) Confirm that a message was received properly
 - (B) Listen to the message being sent
 - (C) Use their language skills
 - (D) Apply their own frame of reference
- 394.** Distortion occurs only when a message is being decoded.
- (A) True
 - (B) False
- 395.** Message is sent from one communicator to next
- (A) Text
 - (B) Channel
 - (C) Noise
 - (D) Voice
- 396.** What is the process of exchanging information between individuals?
- (A) Debate
 - (B) Socialization
 - (C) Communication
 - (D) Argumentation
- 397.** Which are the correct ones?
- (A) The speaker also decodes a message in a one-way process of communication.
 - (B) The receiver encodes his ideas in a transactional process of communication.
 - (C) Through sound waves, a speaker and a receiver can communicate.
 - (D) Shannon-Weaver model is a two-way process of communication.
- 398.** Who is the presenter?
- (A) The person(s) receiving the information.
 - (B) The person(s) using the presentation software to deliver the message or information.
 - (C) The person(s) talking a lot at the front of the room.
 - (D) The person(s) who looks and acts like a teacher.
- 399.** What is the purpose of "Noise" in the communication process?
- (A) To enhance the clarity of the message.
 - (B) To disrupt or distort the communication process.
 - (C) To provide feedback to the sender.
 - (D) To ensure the message reaches the receiver.
- 400.** Sending information is the opposite of:
- (A) Action
 - (B) Transmitting information
 - (C) Receiving information
 - (D) Encoding message
- 401.** Promotion is a ___ process, which consists of a sender who encodes a message and directs it to a receiver who decodes it and provides some form of feedback.
- (A) Communication

- (B) Advertising
 - (C) Personal selling
 - (D) Public relations
402. This is the process of converting meaning into messages composed of words and nonverbal signals.
- (A) Encompassing
 - (B) Emoting
 - (C) Enhancing
 - (D) Encoding
403. In the communication process, which of these is how the message will be received and interpreted into meaning?
- (A) Decoding
 - (B) Encoding
 - (C) Feedback
 - (D) Channel of Communication
404. The message content in the communication process includes:
- (A) What a message is about
 - (B) Who the message is going to
 - (C) How the message is being delivered
 - (D) Who is sending the message
405. What is the process of turning thoughts into communication called?
- (A) Encoding
 - (B) Decoding
 - (C) Channeling
 - (D) Transmitting

1.1.9 Communication Cycle

1. Arrange communication cycle according to flow it follows
 - (A) Sender->Encoding->Message->Decoding->Receiver->Feedback->Response
 - (B) Sender->Encoding->Message->Decoding->Receiver->Response->Feedback
 - (C) Sender->Decoding->Message->Encoding->Receiver->Response->Feedback
 - (D) Sender->Encoding->Message->Decoding->Response->Receiver->Feedback
2. Which is not a part of the communication cycle?
 - (A) Encoding
 - (B) Decoding
 - (C) Encrypting
 - (D) Feedback
3. What is interpreting the symbols in a message?
 - (A) Encoding
 - (B) Decoding
 - (C) Message
 - (D) Channels
4. Sender-Encoding- ____ -Decoding-Receiver.
 - (A) Feedback
 - (B) Noise
 - (C) Message
 - (D) None of above
5. The sender of a message is also called:
 - (A) The encoder
 - (B) The decoder
 - (C) The inceptor
 - (D) The receiver Edit
6. What term describes the act of transmitting a received message to another recipient?
 - (A) Replying
 - (B) Sending
 - (C) Forwarding
 - (D) Replicating
7. A received message is what of the communication system.
 - (A) Impact
 - (B) Process
 - (C) Output
 - (D) Copier

8. The final step in the communication process is
- (A) Receiving the message
 - (B) Sending the message
 - (C) Giving feedback to the sender
 - (D) Interpreting the message.
9. The communication cycle includes:
- (A) Sender and Receiver
 - (B) Actors and Dancers
 - (C) Teachers and Students
 - (D) None of the above
10. To send a message. When you hit send or post for a text message.
- (A) Encode
 - (B) Transmit
 - (C) Decode
 - (D) Electrical signals Edit
11. It is shown when there is an understanding in the communication
- (A) Each gets a chance to be the sender and the receiver.
 - (B) Each party is able to provide feedback.
 - (C) Each party is able to say what they want to without the other person interrupting.
 - (D) Each party has different languages.
12. Which of the following is essential component of communication cycle?
- (A) A message.
 - (B) An interpreter.
 - (C) An email account.
 - (D) An internet connection.
13. It is a situation where a communication takes place.
- (A) The receiver interprets the message.
 - (B) The sender recognizes the communication style of the other.
 - (C) The sender translates the message into a perceivable form.
 - (D) Both sender and receiver need to exchange messages.
14. What is the basic communication process that involves a sender, a message, a receiver, and feedback?
- (A) Circular communication
 - (B) Communication cycle
 - (C) Feedback loop
 - (D) Message transmission
15. A listener is the source of a message that is transmitted to a speaker.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
16. In the communication process, the ___ receives the information from the sender.
- (A) Receiver
 - (B) Transmitter
 - (C) Channel
 - (D) Encoder Edit
17. When you encode a message, you are actually deciding the ___ of the message
- (A) Medium
 - (B) Content
 - (C) Channel
 - (D) None of the above
18. When the cashier gives the cash register printed receipt to the customer, this is considered the ___ in the Information Processing Cycle.
- (A) Input
 - (B) Processing
 - (C) Output
 - (D) None of above
19. We know we have good process of communication when ___
- (A) It begins with the sender and ends with the receiver in the form of feedback.
 - (B) The communication contains one or more discrete acts.

- (C) The communication begins with the speaker.
(D) The communication relies on being an active listener.
20. The cycle of communication is complete when the sender receives ___ from the receiver.
(A) Response
(B) Message
(C) Feedback
(D) Encoded message
21. To send a signal, who must understand how the signal was encoded?
(A) Just the sender
(B) Just the receiver
(C) Both the sender and the receiver
(D) Neither the sender nor the receiver
22. Sender ___ Encode ___ Receiver
(A) Decode; Media
(B) Media; Decode
23. Lady: ___ Receptionist:Of course. What would you like to tell him?Lady:Could you tell him that the meeting today is canceled?
(A) The line is busy.
(B) I'll connect you to him.
(C) Could you take a message, please?
(D) Could I tell you the meeting is cancelled?
24. Communication becomes circular when
(A) The channel is clear
(B) The source is credible
(C) The feedback is absent
(D) The decoder becomes an encoder
25. ___ are the decoded signals which should be comprehensible for the receiver.
(A) Received Signal
(B) Transmitted Signal
(C) Encoded Message
(D) Noise
26. Find the correct statement
(A) Input ___ Output ___ Process
(B) Process ___ Output
(C) Output ___ process ___ Input
(D) Input ___ Process ___ Output
27. Communication is often presented as a circular process. A source or sender with a concept in mind decides a message, transmits noise through a channel or medium of communication to a receiver, who then encodes the message and provides feedback, which reverses the encoding/transmission/decoding process.
(A) True
(B) False
(C) All the above
(D) None of the above
28. In a communication loop, the receiver must understand the message and respond to the sender in some ways, or there is no communication.
(A) True
(B) False
29. In the communication cycle, it is the speaker (sender) who has the major responsibility for making sure the message is clearly exchanged.
(A) True
(B) False
30. Communication process/cycle is
(A) Sender, receiver, message, feedback
(B) Message, decoding, comprehension, feedback
(C) Receiver, message, decoding, feedback
(D) Dialogue, message, understanding and feedback
31. Which of the following completes the loop of the communication process?
(A) Channel
(B) Feedback
(C) Context
(D) Medium Edit

32. This stage turns the input into the output.
- (A) Processing.
 - (B) Interpreting.
 - (C) Compiling.
 - (D) Working.
33. Which component of the communication process is described as 'the disrupter'?
- (A) The Message.
 - (B) The Channel.
 - (C) Feedback.
 - (D) Noise.

1.1.10 Feedback in Communication

1. Baldo went to a gift shop and asked the sales lady if they have a big teddy bear because he will be attending his classmate's eighteenth birthday. The sales lady told Baldo that they do not have the item. In the situation, which conveys the feedback element of communication?
- (A) Buying a gift for a party
 - (B) Baldo going to a gift shop
 - (C) The sales lady greeted Baldo.
 - (D) The sales lady told Baldo that they do not have the item.
2. It is caused by people's emotional response / reaction to words.
- (A) Feedback
 - (B) Setting
 - (C) Message
 - (D) None of above
3. It is the message a sender receives from the receiver.
- (A) Referent
 - (B) Message
 - (C) Channel
 - (D) Feedback
4. Feedback, in terms of teaching in general, has two main components:
- (A) Assessment and correction
 - (B) Visible and invisible benefits
 - (C) Plan and product
 - (D) Goals and achievement
 - (E) Process and result
5. Feedback should be in verbal communication.
- (A) True
 - (B) False
6. What is the role of reinforcement in communication for rapport building?
- (A) To discourage healthy behaviors
 - (B) To avoid smiles and nodding gestures
 - (C) To strengthen and support positive behaviors
 - (D) To criticize and judge others
7. This will define whether or not the decoder grasped the intended meaning of the message, what/who is this?
- (A) Sender
 - (B) Feedback
8. Upward communication is essential for:
- (A) Top-down decision-making only
 - (B) Creating a feedback loop in organizations
 - (C) Avoiding employee involvement
 - (D) None of these
9. What does 'Attending' involve in the context of effective feedback in healthcare?
- (A) It involves the use of gestures and confirming remarks.
 - (B) It involves only written communication.
 - (C) It involves ignoring the speaker's emotions.
 - (D) It involves providing only negative feedback.
10. Peer feedback mainly develops students':
- (A) Anxiety

- (B) Responsibility
 - (C) Memorization
 - (D) Silence
11. Without feedback, communication is only a two-way process: sender to receiver and receiver to sender
- (A) True
 - (B) False
12. Which of the following is a characteristic of effective feedback?
- (A) Timely and specific
 - (B) Vague and ambiguous
 - (C) Focused on the person rather than the behavior
 - (D) Given in a confrontational manner
13. During active listening, "responding" is the process of
- (A) Interpreting the meaning of the communication
 - (B) Restating the information you have received
 - (C) Focusing on the information you are receiving
 - (D) Showing the sender you are listening by providing feedback
14. You are giving feedback on a classmate's vlog. Which of the following is the most appropriate comment?
- (A) "You didn't even try"
 - (B) "That was boring"
 - (C) "Why did you even bother recording that?"
 - (D) "Your video was informative, but next time you could improve your transitions for clarity"
15. The process of ensuring that the message is received and understood as intended.
- (A) Feedback
 - (B) Encoding
 - (C) Decoding
 - (D) Noise
16. Which of the following is an example of a validating statement?
- (A) "I can see how upset this makes you feel."
 - (B) "You shouldn't feel that way."
 - (C) "That's not a big deal."
 - (D) "Just get over it."
17. What is interpreting?
- (A) Personalizing the sender's message to determine meaning for you
 - (B) The listener's reaction to a message
 - (C) Providing feedback to the sender
 - (D) None of above
18. In the communication process, it refers to the response of the receiver to the message sent to him/her by the sender.
- (A) Channel
 - (B) Feedback
 - (C) Encoding
 - (D) Context
19. The Receiver sends a ____ back to the sender if everything was OK
- (A) NAK
 - (B) PAK
 - (C) ACK
 - (D) NCK
20. Which component of communication involves the response that a receiver sends back to the source?
- (A) Environment
 - (B) Channel
 - (C) Feedback
 - (D) Interference
21. Why is it important to seek feedback and support?
- (A) To improve and grow
 - (B) To show off
 - (C) To avoid responsibility
 - (D) To waste time

22. There are several rules that ensure effective feedback: it must
- (A) Be objective, businesslike
 - (B) Contain essential rather than useless information
 - (C) Be timely
 - (D) Consolidate the results achieved during communication
23. What is the benefit of using Soundtrap's recording feature for language learners?
- (A) It helps in memorizing vocabulary
 - (B) It allows for self-assessment of pronunciation
 - (C) It provides instant grammar correction
 - (D) It offers translation services
24. What is the main purpose of feedback in communication?
- (A) To confuse the message
 - (B) To respond to the sender
 - (C) To receive information
 - (D) To encode the message again
25. ____ is the response provided by the receiver in the elements of communication.
- (A) Feedback
 - (B) Message
 - (C) Channel
 - (D) Sender
26. The sender and receiver may briefly restate what has been discussed in the conversation
- (A) Summary
 - (B) Greeting
 - (C) Introduction
 - (D) Exchange
27. A zero-feedback situation exists when
- (A) The audience asks direct questions.
 - (B) There is a free flow of interacting communication.
 - (C) It is impossible for the sender to be aware of the receiver's response.
 - (D) There is excessive external noise.
28. How should you respond to a colleague's idea in a meeting?
- (A) That's a terrible idea.
 - (B) I don't agree.
 - (C) I appreciate your perspective, but I have a different viewpoint. Let's discuss it further.
 - (D) Your idea is wrong.
29. A reversal of the communication process where the receiver becomes the sender and the sender becomes the receiver is called ____
- (A) Feedback
 - (B) Encoding
 - (C) Decoding
 - (D) Medium Edit
30. Evaluating the effectiveness of a message is most often accomplished in which stage of the Communication Process Model?
- (A) The sender has an idea.
 - (B) The sender produces the message in a transmittable medium.
 - (C) The audience receives the message.
 - (D) The audience decodes the message.
 - (E) The receiver provides feedback.
31. If the person just wants to 'vent', what should you do according to the 'Timing' guidelines?
- (A) Let them vent and the next time you speak may be the more appropriate time to provide feedback.
 - (B) Interrupt them and provide feedback immediately.
 - (C) Ignore their feelings and change the subject.
 - (D) Give feedback while they are venting to address the issue right away.
32. In face-to-face communication, feedback comes through the facial expressions of the receiver.
- (A) True
 - (B) False
33. Corrective and timely feedback is ineffective.
- (A) True
 - (B) False

34. Giving feedback to someone you are listening to can be through oral or nonverbal communication.
- (A) False
 - (B) True
35. Which option reflects a diplomatic way to give negative feedback?
- (A) "This needs significant improvement before it meets expectations."
 - (B) "This doesn't meet the standard. Let's figure out where we can improve."
 - (C) "Your work is below expectations. You should fix it."
 - (D) "You'll need to redo most of this."
36. Which tool ensures a message is received and acknowledged by the recipient in communication?
- (A) Response
 - (B) Acknowledgment
 - (C) Read receipt
 - (D) Effective communication
37. What is the most appropriate feedback for a struggling student?
- (A) You're not trying hard enough.
 - (B) You failed again.
 - (C) Let's try this part together and improve from there.
 - (D) Your classmates did better than you.
38. In communication process, it is not important to have a feedback or questioning which ensures correct understanding of the intended message.
- (A) True
 - (B) False
39. The response to the message is called ____
- (A) Sender
 - (B) Receiver
 - (C) Barrier
 - (D) Feedback
40. What role does feedback play in the communication process within an organization?
- (A) Feedback confirms that the message has been received but not understood
 - (B) Feedback is used to evaluate the effectiveness of communication
 - (C) Feedback is an unnecessary part of communication
 - (D) Feedback interrupts the flow of communication
41. What is Negative Feedback in the context of error correction?
- (A) Giving a student a failing grade
 - (B) Shouting at a student for making a mistake
 - (C) Ignoring a student's answer completely
 - (D) Information provided to the learner that an utterance is incorrect
 - (E) Discouraging a student from speaking
42. Good, right, excellent, welldone, fine, carry on, go ahead are ____
- (A) Non-Verbal Positive Reinforcement
 - (B) Verbal Positive Reinforcement
 - (C) Negative Verbal Reinforcement
 - (D) Negative Non verbal Reinforcement
43. The function of a message is always determined by the receiver.
- (A) True
 - (B) False
44. Discuss the role of feedback in improving communication skills in the workplace.
- (A) Communication skills are innate and cannot be improved
 - (B) Feedback has no impact on communication skills
 - (C) Feedback helps individuals identify areas for improvement and provides guidance on how to enhance their communication abilities.
 - (D) Improving communication skills is not important in the workplace

45. ____ occurs when the receiver receives the message, interprets the message, and responds to the message.
- (A) Interference
 - (B) Anger
 - (C) Feedback
 - (D) Joy
46. What is one way to clarify what a speaker has said?
- (A) Ignore what they said
 - (B) State what the speaker has said as you understand it, and check whether this is what they really said
 - (C) Change the topic
 - (D) Interrupt them
47. Turning off a commercial on TV IS an example of managing a persuasive message.
- (A) True
 - (B) False
48. Baldo went to a toy store and asked the salesperson if they have a remote-controlled car because he will be attending his nephew's birthday party. The salesperson informed Baldo that they do not have the item. In this situation, which conveys the feedback element of communication?
- (A) Buying a gift for a party
 - (B) Baldo going to a toy store
 - (C) The salesperson greeted Baldo.
 - (D) The salesperson told Baldo that they do not have the item.
49. The reaction of the receiver in communication is called ____
- (A) Communication
 - (B) Message
 - (C) Feedback
 - (D) Receiver
50. If you are going to react to a product or an employee's performance, it is critical to provide ____ which can be used for a basis of improvement.
- (A) Help
 - (B) Feedback
 - (C) Advice
 - (D) Tips
51. What feedback should you give your partner after they explain your skill?
- (A) Point out any steps they missed in their explanation.
 - (B) Compliment their speaking style only.
 - (C) Ignore any mistakes and say nothing.
 - (D) Ask them to repeat everything without feedback.
52. The Nurse is interviewing a client during admission to the hospital and the client gives information that is unclear to the nurse. What statement made by the nurse best demonstrates "seeking clarification"?
- (A) "I don't know what you are talking about."
 - (B) "What did you say?"
 - (C) "We can move on to something else."
 - (D) "Would you please explain what you meant?"
53. When thinking of new ideas, why is it important to share ideas with others, even if they are not perfect?
- (A) To make others feel included.
 - (B) To show off your knowledge.
 - (C) Talking can help make ideas better.
 - (D) To impress others.
54. It is the reaction of the message.
- (A) Noise
 - (B) Medium
 - (C) Receiver
 - (D) Feedback
55. Failing to seek or receive feedback from the recipient can make it challenging to gauge whether the message was successfully conveyed. True or False?
- (A) True
 - (B) False

- (C) Cannot be determined
(D) Not applicable
56. In a conversation, if someone says, 'Sorry, let me explain that again,' what are they doing?
(A) Interrupting
(B) Repairing communication
(C) Starting a new topic
(D) Ending the conversation
57. Feedback
(A) Includes only those verbal responses from the receiver.
(B) Is not an important part of the communication process.
(C) Is the process of converting an idea that will convey meaning.
(D) Includes both the verbal and nonverbal responses from the receiver.
58. What are some best practices for providing feedback on student work in an online environment?
(A) Discourage self-reflection
(B) Avoid giving examples
(C) Be specific, provide constructive criticism, give examples, offer actionable suggestions, encourage self-reflection
(D) Provide vague feedback
59. The receptionist asked the caller to ___ his personal information details because he spoke too fast for her to understand.
(A) Accommodate
(B) Clarify
(C) Customize
(D) Summarize
60. Feedback is considered a downward communication technique for nurses supervising others.
(A) True
(B) False
61. What is feedback?
(A) The originator of the message
(B) The information that is communicated
(C) The receiver's response to a message
(D) The person who receives the message
62. If a person communicates a response to a message, that person is providing the speaker with ____
(A) Culture
(B) Context
(C) Channels
(D) Feedback
63. Patient: "I am angry!" Caregiver: "What makes you angry?"
(A) Reflecting
(B) Offering Self
(C) Presenting Reality
(D) Providing Broad Opening
64. Zoe and Avery are designing a new video game and ask Sophia, "Can you give us some feedback?" What does feedback mean in this context?
(A) The particular type or category of a computer-based video game
(B) Analyzing an existing game.
(C) Suggestions and ideas for improving or refining the game or issues with playing the game. Edit
(D) None of above
65. Which of the following is not true about feedback?
(A) It enhances performance
(B) It is always immediately available
(C) Feedback can be verbal or nonverbal
(D) It indicates effective understanding or misunderstanding of the message.
66. The set of reactions and acknowledgments the receiver displays after receiving the message.
(A) Feedback
(B) Decoding
(C) Contrast
(D) None of above

67. Feedback helps with all of the following areas, except ____?
- (A) Decreasing productivity
 - (B) Lowering stress
 - (C) Lowering absenteeism
 - (D) Lowering turnover
68. From the ____ step in the communication process, sender can judge whether the message has been properly understood by the receiver.
- (A) Encoding
 - (B) Decoding
 - (C) Feedback
 - (D) Channel
69. Which type of feedback allows growth?
- (A) Selective
 - (B) Constructive
 - (C) Non-specific
 - (D) Negative
70. It is the term that refers to the message or reply of the receiver to the sender. What is it?
- (A) Channel
 - (B) Message
 - (C) Feedback
 - (D) None of above
71. Feedback is not necessary after self-disclosure.
- (A) True
 - (B) False
72. According to the tips for planning what you want to say, what should you ask your audience? Fill in the blank: Ask your audience if they ____?
- (A) Understand
 - (B) Agree
 - (C) Remember
 - (D) Enjoy
73. What is the role of feedback in business communication?
- (A) To reinforce the sender's message
 - (B) To create confusion
 - (C) To improve future communication
 - (D) To delay responses
74. Kaylynn replies to a text message with a heart emoji. Which part of the communication process is the heart emoji?
- (A) Sender
 - (B) Feedback
 - (C) Message
 - (D) Receiver
75. Which of the following describes "Responding" from the listening process?
- (A) The listener attaches meaning to sounds attended to
 - (B) The listener makes an effort to attend to a particular sound
 - (C) The listener discriminates which sound to focus on
 - (D) The listener offers some feedback to indicate that the message has been received and comprehended
76. Anything that blocks or hinders the accurate communication of the message is called feedback.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
77. When giving feedback to a speaker on their performance, you should focus on what two elements to make the feedback more meaningful?
- (A) Specific and observable
 - (B) Entertaining and short
 - (C) Kind and empathetic
 - (D) Direct and short
78. It monitors regularly and provides feedback on learners understanding of content.
- (A) Community linkages
 - (B) Curriculum
 - (C) Planning, Assessing and Reporting
 - (D) Diversity of learners

79. Feedback should always be honest and effective
(A) True
(B) False
(C) All the above
(D) None of the above
80. What is “Wait Time 1”?
(A) The first minute of an exam
(B) The time spent waiting for the lesson to start
(C) The time after a teacher asks a question before a student responds
(D) The time a student waits in line for lunch
(E) The duration of a student’s silence as a punishment
81. You’re saying that it’s not worth reconsidering?
(A) Inviting / Nominating someone to say something
(B) Checking if you have understood something correctly
(C) Stating that you are not persuaded or have doubts about something
(D) Managing the discussion and the behaviour of the participants
(E) Summarizing / Ending the discussion
82. A supportive feedback given to individuals to help identify solutions to areas of weakness they may have.
(A) Constructive feedback
(B) Observatory feedback
(C) Customer feedback
(D) None of above
83. Effective communication typically requires feedback
(A) True
(B) False
84. Jon made it a habit to paraphrase any verbal information. This is a little annoying to the sender but it ensures that Jon understands the message as intended. In the communication process, paraphrasing is
(A) Annoying
(B) Feedback
(C) Critical of the original message
(D) None of above
85. In the absence of feedback, there is no communication.
(A) True
(B) False
86. If someone realized you miscommunicated with them, what would you want them to do?
(A) Clarify the misunderstanding with you
(B) Ignore the miscommunication
(C) Get upset without telling you
(D) Assume they understood correctly
87. Choose the best response after answering a call and you want the caller to increase the volume of voice.
(A) Can you speak more slowly?
(B) Can you say that again?
(C) Can you repeat that?
(D) Can you speak more loudly?
88. Which item is MOST aligned with the idea that communication is two-way traffic?
(A) Broadcasting ads without contact channels
(B) Sending messages and inviting responses
(C) Posting notices without reading replies
(D) Issuing orders with no clarification
89. Daniel and Melody are eating lunch together in the cafeteria. Melody asked Daniel about how well he did on his algebra test. Daniel answering Melody’s question is an example of —
(A) Feedback
(B) Noise
(C) Message
(D) Receiver

90. Pay attention to the audience's verbal and non-verbal feedback.
(A) Perfection
(B) Perception
(C) Visualization
(D) Discipline
91. When a receiver relays information, they expect ____
(A) Feedback
(B) Communication
(C) Reaction
(D) Symbols
92. What is it called when a receiver's feedback doesn't match up with what they mean (such as nodding and smiling when you're confused).
(A) A mixed message
(B) Proxemics
(C) Social space
(D) Encoding
93. What is the BEST way to judge the success of your writing?
(A) Receiving a raise or promotion
(B) Using a spell-checker
(C) Receiving feedback from your receiver
(D) Organizing your message using the direct organizational strategy
94. Feedback is crucial in communication because:
(A) It reduces costs
(B) It improves clarity and understanding
(C) It decreases employee turnover
(D) It enhances marketing efforts
95. True or False: With scores and rewards being very powerful feedback tools, it is best to set rewards at key points throughout the lesson and to prioritize a certain standard of proficiency to encourage learners to do their best.
(A) True
(B) False
96. If a resident is difficult to understand, a nursing assistant should:
(A) Pretend to understand even when she does not so the resident won't be embarrassed
(B) Restate what the resident is saying in her own words
(C) Avoid communicating with the resident
(D) Use cliches to make things easier for the resident
97. To response received to a message is called
(A) Encoding
(B) Channel
(C) Noise
(D) Feedback
98. Giving honest and continual feedback is one way of improving communication in the workplace.
(A) True
(B) False
(C) Sometimes True
(D) Sometimes False
99. Downward communication is MOST effective when:
(A) It allows for two-way feedback
(B) It avoids all interaction with employees
(C) It focuses only on instructions without explanations
(D) It is one-sided
100. Which of the following sentences requires communication repair?
(A) I think we should go left.
(B) I meant to say we should go right.
(C) Let's go to the park.
(D) I agree with you.
101. Stephen answering Joe's question about how he did on his algebra test is an example of (a).
(A) Feedback
(B) Noise

102. It is when the sender and the receiver exchange role in the communication process.
- (A) Turn-taking
 - (B) Communis
 - (C) Communication
 - (D) Feedback
103. To avoid a communication breakdown, it's important to:
- (A) Avoid repeating key points
 - (B) Encourage feedback from the receiver
 - (C) All the above
 - (D) None of the above
104. "Sorry, I didn't understand that" is ____
- (A) Receiving call
 - (B) Taking message
 - (C) Leaving message
 - (D) Asking for repetition
105. How do you know if communication has been successful?
- (A) Someone tells the Project Manager
 - (B) If the project wins and award
 - (C) It depends on whether people like us or not
 - (D) There is a built in feedback mechanism
- Explanation:** There has to be a feedback mechanism to ensure that communications have been effective.
106. Which of the following is a key element of effective feedback?
- (A) It is general and non-specific.
 - (B) It is delivered long after the task is completed.
 - (C) It is specific, timely, and actionable.
 - (D) It focuses only on what was done wrong.
107. Which of the following is a characteristic of effective interpersonal communication?
- (A) It avoids feedback
 - (B) It allows for immediate feedback
 - (C) It is only verbal
 - (D) It is always formal
108. Which of the following is the best summary of the correct manner for giving feedback?
- (A) Be brutally honest and talk about things beyond the speakers control
 - (B) Only give feedback to your best friends, if they beg you for it
 - (C) Keep your feedback to yourself
 - (D) Be honest without being brutal and give feedback inside the speaker's control
109. Ms. Samsi: After all of my presentations, ____
Udin: I'm sorry. I still don't understand your last slide, Ma'am.
- (A) Do you get my point?
 - (B) Stop talking, please.
 - (C) I know.
 - (D) Yes, please.
110. Which feedback techniques is typically used without directly indicating an error?
- (A) Explicit correction
 - (B) Recast
 - (C) Metalinguistic feedback
 - (D) Explanation
111. To deliver difficult feedback effectively, a manager should:
- (A) Use clear language while remaining respectful
 - (B) Raise their voice to show authority
 - (C) Give comments only through text messages
 - (D) Avoid explaining performance concerns
112. What does the phrase 'ROGER' signify in communication?
- (A) Confirmation of message delivery
 - (B) Request for message repetition
 - (C) Acknowledgment of receipt
 - (D) Inquiry about the sender's status
113. If a manager fails to provide a forum for regular feedback, what is a likely consequence for the team?
- (A) Decreased communication and unclear expectations

- (B) Increased motivation and productivity
(C) Improved understanding of employee needs
(D) Better matching of personalities
114. Vantasia asked a question to Burns and Odom that encouraged them to reveal more information about the topic they were discussing. What is the term for such open-ended questions?
(A) Open-Ended Questions
(B) Close-Ended Questions
(C) Probing Questions
(D) Paraphrasing
115. — is restating the patient's message in a manner that asks the patient to verify that the message received is accurate.
(A) Clarifying
(B) Confronting
(C) Judging
(D) Advising
116. If you don't understand what was said, how do you respond?
(A) I don't understand.
(B) Can you say it one more time more slowly?
(C) Would you please repeat that?
(D) All of the above
117. Nodding your head, making eye contact, and saying 'uh-huh' are all examples of which step in the listening process?
(A) Remembering
(B) Understanding
(C) Attending
(D) Responding
118. The Monday after the test, Mrs. Nutter hands back the tests to all the students with a letter grade on them. She asks them to raise their hand if they have any questions about the problems and will clarify the questions everyone missed. What teaching skill is being displayed?
(A) Closure and application
(B) Questioning
(C) Feedback
(D) Review
119. UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). An employee who wants to ensure a message was understood correctly should:
(A) Paraphrase the received information
(B) Move on without clarification
(C) Guess the meaning based on tone
(D) Ignore missing details completely
120. Communication is successful if feedback is —
(A) Positive
(B) Brain-drain
(C) Understood
(D) None of above
121. Who made significant contributions to the concept of feedback in the field of communication?
(A) Wilbur Schramm
(B) Aristotle
(C) Norbert Wiener
(D) Claude Shannon
122. Employees struggling to understand written instructions should:
(A) Request clarification from the sender
(B) Ignore unclear sections
(C) Continue working without checking
(D) Wait until the next performance review
123. Someone wrote a very nice — about the article I posted on the intranet.
(A) Comment
(B) Opinion
(C) Heading
(D) Font

124. Feedback is the receivers response to the sender's message
(A) True
(B) False
125. When you receive negative feedback about your presentation, you should:
(A) Get angry and defend your point of view
(B) Listen, absorb and find ways to solve problems
(C) Ignore the person's opinion and continue the presentation
(D) Deny the problem, apologize or excuse your ignorance
126. This is the return process of communication which completes the loop of communication.
(A) Reply
(B) Channel
(C) Message
(D) Feedback
127. Email is best used:
(A) When the writer needs rich interaction
(B) When feedback is needed but not immediately
(C) When digital information must be readily accessible to others
(D) When group decision-making and consensus are important
128. By the expression 'Very good! You have integrated the material with appropriate examples!' you have used:
(A) Pre-action
(B) Positive reinforcement
(C) Specific praise
(D) Punitive procedure
129. Sometimes a student may recite sentences with wrong grammar, the teacher may correct him right away.
(A) Repair
(B) Restriction
130. While listening you should
(A) Stay still to demonstrate power and confidence
(B) Say yes frequently
(C) Stay quiet so they know you're listening.
(D) Nod and make encouraging gestures and sounds
131. AA4The way that a receiver responds to a message that helps the sender know ifthe message was understood is called what?
(A) Nonverbal communication
(B) Self-communication
(C) Listening skills
(D) Feedback
132. Constructive Feedback is also known as the "positivity sandwich"because it is based on the principle of
(A) Praise-Criticize-Praise
(B) Criticize-Praise-Criticize
(C) Praise-Criticize-Punishment Edit
(D) None of above
133. How the reader feels while reading the piece of writing
(A) Connotation
(B) Denotation
(C) Tone
(D) Mood
134. When I give negative feedback to someone,
(A) I focus on the person's work or observable behavior and offer suggestions.
(B) I focus on what I don't like about the person.
(C) I just tell the person what to do right.
(D) None of above
135. Match the appropriate feedback levels in active listening: 'Dad, I think that's enough. Studying is not important at all!'
(A) Express emotions-Do you not want to study anymore?
(B) Try to understand the essence of the problem-Do you think that's enough? Do you think school is not important?

- (C) Repeat the content in an inferential way-Do you feel bored?
- (D) Quote verbatim-Do you really feel bored of studying?
- 136.** In the context of communication, what does the term 'feedback' refer to?
- (A) The initial message sent by the sender
- (B) The response from the receiver back to the sender
- (C) The noise that disrupts the message
- (D) The medium used to send the message
- 137.** A preceptor documents that a student "is careless and irresponsible." This is problematic because feedback should be:
- (A) Vague and judgmental
- (B) Focused on behavior and specific incidents, not labels
- (C) Emotional
- (D) Avoided
- 138.** It is the reply of the listener to the speaker's message.
- (A) Noise
- (B) Feedback
- (C) Message
- (D) None of the above
- 139.** This is the response of the decoder once the message conveyed reaches him/her. This can be a frown, a smile, or a verbal comment.
- (A) Message
- (B) Medium
- (C) Noise
- (D) Feedback
- 140.** Mr. Pike held his wife's hands and talked urgently to her in low voice, but there didn't seem to be any response
- (A) Feeling
- (B) Emotion
- (C) Reply
- (D) Effect
- 141.** When I give feedback to someone,
- (A) I do it around other people so everyone can hear.
- (B) I did it in front of my supervisor.
- (C) I talked to the person alone in a private place.
- (D) None of above
- 142.** In the context of communication, what does 'repair' refer to?
- (A) Fixing a broken device
- (B) Correcting a misunderstanding
- (C) Building a rapport
- (D) Ending a conversation
- 143.** Caller: Yes, and could you ask him to call me back when the shipment arrives?Receptionist: Certainly. Could you give me your number please?Caller: Yes, it's 503-589-9087Receptionist: That's 503-589-9087Caller: Yes, that's right. Thanks for your help. GoodbyeWhy the receptionist repeat the number again?
- (A) To make sure she gets the right numbers.
- (B) To let the caller call back.
- (C) To inform the caller to call back.
- (D) To leave a message.
- 144.** In the communication process, how does the receiver indicate to the sender that the message has been received and understood?
- (A) Ignoring the message
- (B) Providing feedback
- (C) Changing the subject
- (D) Repeating the message
- 145.** What do we call the immediate response of the receiver to the message?
- (A) REPLY
- (B) ANSWER
- (C) FEEDBACK
- (D) COMMENT

146. Effective feedback in a professional setting should be ____
- (A) Vague and general
 - (B) Specific, timely, constructive, and actionable
 - (C) Feedback without examples
 - (D) Bias
147. You should use perception checks
- (A) Whenever you assume that you understand another person perfectly
 - (B) Very infrequently.
 - (C) To express approval or disapproval of the message received.
 - (D) Whenever the accuracy of your understanding is important.
148. Feedback is the term referring to anything that distorts the encoded messages Feedback can take several forms.
- (A) False
 - (B) True
 - (C) All the above
 - (D) None of the above
149. Maurine is the office manager in a medical office. Jerry is the new office billing clerk. As Maurine explains the billing procedure, Jerry nods his head when he understands her explanation. In communication terms, Jerry's responses are called ____
- (A) Body language
 - (B) Inflection
 - (C) Enumeration
 - (D) Feedback
150. Which of these types of responses would make somebody feel confirmed?
- (A) Ambiguous
 - (B) Recognition
 - (C) Impervious
 - (D) Tangential
151. What do you mean by feedback?
- (A) Response
 - (B) Cashback
 - (C) Following
 - (D) Non of the above
152. The communication process can be motivational when school leaders:
- (A) Provide feedback on the results of faculty performance.
 - (B) Provide flextime.
 - (C) Provide monetary incentive.
 - (D) Do not discuss the performance of faculty members.
153. The receiver's response to the message
- (A) Encoding
 - (B) Decoding
 - (C) Feedback
 - (D) Advice
154. In oral communication, what is the role of feedback?
- (A) To confuse the speaker
 - (B) To provide the speaker with information about their performance
 - (C) To interrupt the speaker
 - (D) To distract the audience
155. Which type of feedback communicates encouragement in response to a message?
- (A) Evaluative
 - (B) Interpretive
 - (C) Supportive
 - (D) Probing
156. NOT ALWAYS AVAILABLE IN THE COMMUNICATION PROCESS
- (A) NOISE
 - (B) BARRIER
 - (C) MESSAGE
 - (D) FEEDBACK
157. This is the response or feedback given after decoding the message, which can be verbal, nonverbal, or behavioral.
- (A) Thinking

- (B) Monitoring
(C) Symbolizing
(D) Reacting
- 158.** When you are engaged in a communication situation but the person you are talking to does not give a reply, this means, there was no communication.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
- 159.** What type of message is the following “I lost my homework today”?
(A) Information-only
(B) Action-and-information
(C) Negative-information
(D) Feedback
- 160.** B. True or FalseThe listener in the communication process should always check for understanding by asking questions or repeating what was heard.
(A) TRUE
(B) FALSE
- 161.** Which option illustrates feedback in business communication?
(A) A server stores archived files
(B) A printer outputs the memo
(C) A supervisor replies to a report
(D) A department drafts the message
- 162.** The main goal of communication is to have “shared meaning”. That means when the receiver is able to send a feedback, then communication is completed.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
- 163.** John is working with his team. He finds a way to give constructive to help members grow.
(A) Positive feedback
(B) Collaboration
(C) Delegate responsibilities
(D) Building trust
- 164.** When giving feedback, what should you focus on?
(A) The person’s mistakes
(B) Their personality
(C) The behavior or task, not the person
(D) Who’s to blame
- 165.** In a group skit, Ana acts as the receiver of a message. What should she do to complete the communication process?
(A) Ignore the message
(B) Transmit a new channel
(C) Generate new message immediately
(D) She should provide feedback to the sender
- 166.** An advantage of oral communication ____ rapid feedback allows the sender to quickly detect and ____ it.
(A) Interpret
(B) Correct
(C) Receive
(D) Use
- 167.** The reply of the receiver.
(A) MESSAGE
(B) FEEDBACK
(C) CHANNEL
(D) CONTEXT
- 168.** When proposing delegated tasks to her team, Becca asked for feedback so that she could
(A) Establish openness
(B) Promote her authority
(C) Discourage over-reporting
(D) Set expected outcomes

- 169.** The purpose of providing appropriate feedback in conflict resolution is to:
- (A) Assign blame definitively.
 - (B) Ensure all parties understand the impact of the issue and have a voice in the solution.
 - (C) Immediately call a meeting.
 - (D) Use a declarative sentence.
- 170.** Verbal/nonverbal messages sent by 1 communicator in response to the other communicators message
- (A) Feedback
 - (B) Context
 - (C) Content Dimension
 - (D) Skills
- 171.** In case of phone conversations, feedback is —
- (A) Immediate
 - (B) Delayed
 - (C) Weak
 - (D) No scope
- 172.** What is the significance of constructive feedback?
- (A) It is unnecessary
 - (B) It helps in professional growth
 - (C) It only benefits the giver
 - (D) It should be avoided
- 173.** Why is feedback an essential element of effective organisational communication?
- (A) It allows employees to correct misunderstandings and improve performance.
 - (B) It discourages employees from questioning authority.
 - (C) It slows down decision-making by adding unnecessary steps.
 - (D) It ensures that only leaders' opinions are valued.
- 174.** Our reactions to messages
- (A) Are usually verbal.
 - (B) Are what we call feedback.
 - (C) Are really a minor part of the communication process.
 - (D) Should not be taken too seriously by the sender
- 175.** Feedback all messages, verbal and nonverbal, sent by listeners to speakers.
- (A) True
 - (B) False
- 176.** Example of self evaluation questions during 'post call analysis' like —
- (A) Did I hold the customer interest?
 - (B) Did I watch non-verbal signals?
 - (C) Did I answer the objection properly?
 - (D) All
- 177.** What is the relationship between providing constructive feedback and learner motivation in speaking skill development?
- (A) Providing feedback has no impact on learner motivation
 - (B) Feedback can demotivate learners
 - (C) Feedback positively influences learner motivation
 - (D) Feedback only matters if it is overly critical
- 178.** Senders should avoid asking their receivers questions such as, "Am I making myself clear?" or "Is there anything you don't understand?"
- (A) T
 - (B) F
- 179.** The reaction or responses of the receiver
- (A) Feedback
 - (B) Noise
 - (C) Process
 - (D) Interaction
- 180.** Feedback in communication is:
- (A) A response that helps clarify understanding
 - (B) A list of weekly cleaning duties
 - (C) An annual financial statement
 - (D) A log of company vehicles

- 181.** Son: I want to quit school. Dad: Are you serious? Son: Yeah! I'm smart, I don't need to go to university ____ Dad: Listen. I don't care how smart you are, if you don't have a good education, you can't get a good job these days. Do you know what I mean? Do you know what I mean? expresses ____
- (A) Checking understanding
 - (B) Showing you understand someone
 - (C) When you don't understand someone
 - (D) Showing total agreement
- 182.** When receiving negative feedback, what should you do?
- (A) Get angry and defend your point of view
 - (B) Deny the issue, apologize, or defend your lack of knowledge
 - (C) Acknowledge and seek ways to improve the issue
 - (D) None of above
- 183.** How can feedback improve team dynamics?
- (A) Feedback improves team dynamics by enhancing communication, building trust, and fostering collaboration.
 - (B) Feedback has no impact on team relationships.
 - (C) Feedback leads to increased competition within the team.
 - (D) Feedback creates confusion among team members.
- 184.** The receiver's response to a message during a communication is called ____
- (A) Feedback
 - (B) Reaction
 - (C) Reply
 - (D) Acknowledgment
- 185.** When you say, "That's a valid point," you are giving:
- (A) Total disagreement.
 - (B) Acknowledgment that the point is logical or acceptable.
 - (C) A strong opinion.
 - (D) An irrelevant comment.
- 186.** Which of the following statements is true of effective business communication?
- (A) The speaker should seek and understand feedback from the speaker's audience.
 - (B) The communication should be static and one way.
 - (C) The communication is most effective when a speaker is able to extensively use special effects and sounds in the presentation.
 - (D) Communication is most effective when a speaker is able to extensively use jargon in his speech.
- 187.** A receiver gives a ____ back to the sender.
- (A) Encoding
 - (B) Decoding
 - (C) Feedback
 - (D) Message
- 188.** It is the verbal or non-verbal response of the receiver.
- (A) Message
 - (B) Feedback
 - (C) Communication
 - (D) Channel
- 189.** Providing observable feedback is crucial because it:
- (A) Proves you will remember everything later.
 - (B) Makes communication a two-way street and shows you are engaged.
 - (C) Is the first step in the listening process.
 - (D) Helps you hear the message more clearly.
- 190.** What role does feedback play in effective communication?
- (A) Feedback is not necessary in communication
 - (B) Feedback helps in clarifying messages and improving understanding
 - (C) Feedback leads to misunderstandings
 - (D) Feedback is only required in written communication

- 191.** Feedback supports growth by
(A) Highlighting failures only
(B) Encouraging improvement
(C) Discouraging effort
(D) Assigning blame
- 192.** When does feedback occur in the communication process?
(A) When the sender creates a message
(B) When the receiver responds to the message
(C) When the message is ignored
(D) When the message is sent
- 193.** How can 'feedback' contribute to personal growth and professional development?
(A) Feedback is not important for personal growth or professional development
(B) Feedback can help in identifying strengths and areas for improvement, setting personal and professional goals, and enhancing skills and competencies.
(C) Feedback can hinder personal growth and professional development
(D) Feedback has no role in personal growth or professional development
- 194.** Explain the role of feedback in workplace communication.
(A) Feedback is unnecessary in communication
(B) Feedback helps improve performance and understanding
(C) Feedback should be avoided to prevent conflicts
(D) Feedback is only for negative comments
Tags: DOK Level 2: Skill/Concept
- 195.** Which of the following is the way to understand an opinion?
(A) Report
(B) Feedback
(C) Analysis
(D) Drawings
- 196.** Which method of interacting in a team-based workgroup is generally considered appropriate?
(A) Dominating the discussion.
(B) Actively listening and offering constructive feedback.
(C) Using horizontal communication exclusively.
(D) Avoiding all conflict resolution.
- 197.** Sometimes I do something wrong. My good friend or teacher should
(A) Let me know
(B) Ignore it
(C) Yell at me about it
(D) None of above
- 198.** When a customer lets a producer know something about its products or advertising, the customer is providing ____
(A) decoding
(B) noise
(C) feedback
(D) encoding
(E) reverse marketing
- 199.** Which phrase can be used to acknowledge someone's efforts?
(A) I recognize your eagerness to ____
(B) I recognize your reasons for ____
(C) I recognize your efforts to ____
(D) I recognize your dedication to ____
- 200.** What is "Direct Feedback"?
(A) Feedback given indirectly
(B) Clearly understood verbal or written feedback
(C) A chart used to compare data
(D) A level of organization within a business
- 201.** IT REFERS TO THE MESSAGE TRANSMITTED BY THE RECEIVER IN RESPONSE TO THE MESSAGE OF THE SENDER

- (A) NOISE
 - (B) FEEDBACK
 - (C) MESSAGE
 - (D) CHANNEL
- 202.** Stephen and Joe are eating lunch together in the cafeteria. Joe asked Stephen how he did on his algebra test. Stephen answering Joe's question is an example of which of the following?
- (A) Feedback
 - (B) Noise
 - (C) Message
 - (D) Receiver
- 203.** Sophia is working on a group project and wants to give feedback to her teammates about waiting until the last minute. Which is the best way for Sophia to use an "I" statement?
- (A) I feel frustrated when the group waits until the last minute.
 - (B) You always wait until the last minute and mess up the project.
 - (C) All the above
 - (D) None of the above
- 204.** What are the core elements of effective feedback?
- (A) Be candid and positive
 - (B) Be specific, be positive, deliver the right amount, and own the feedback
 - (C) Provide written examples of performance issues, clarify standards, and set new expectations.
 - (D) Be redundant to ensure they hear you, be positive and be impersonal.
- 205.** The verbal and nonverbal responses from a receiver are called ____
- (A) Encoding
 - (B) Feedback
 - (C) Transmission
 - (D) Decoding
- 206.** B: I think you did a great job. / A: Thank you. / B: ____, I think you should work on your eye contact and your voice projection.
- (A) Having said that
 - (B) Needless to say
 - (C) When all is said and done
 - (D) You can say that again!
- 207.** Reflecting statements (or gestures) are neutral responses to statements made by the subject to encourage him or her to continue talking.
- (A) True
 - (B) False
- 208.** What is the best response a listener can have when bypassing creates misunderstanding during communication?
- (A) Rely on denotative meaning.
 - (B) Trust nonverbal hints.
 - (C) Stress uniqueness.
 - (D) Ask questions.
- 209.** Giving feedback to a person that you are listening to helps the conversation to continue naturally.
- (A) True
 - (B) False
- 210.** In mass communication, feedback is typically
- (A) Instant and direct
 - (B) Quite powerful
 - (C) Absent
 - (D) Delayed and inferential
- 211.** What is the role of feedback in interpersonal communication within a research team?
- (A) To improve communication clarity
 - (B) To increase experimental accuracy
 - (C) To enhance data precision
 - (D) To control variables
- 212.** Validating involves answering in a way that shows the other person you believe their ____ or statement is valid.
- (A) Experience
 - (B) Mistake
 - (C) Appearance
 - (D) Accent

213. When a receiver gets a message, he sends back a ____
(A) Card
(B) Mobile
(C) Response
(D) Gesture
214. RESPONSE OF RECEIVER TO SENDER
(A) FEEDBACK
(B) NOISE
(C) INTERFERENCE
(D) MESSAGE
215. To take full advantage of feedback, ask for it early in the communication process and use it to evaluate and revise your communication strategy.
(A) True
(B) False
216. The audience were very ____ and carried him through his difficult presentation.
(A) Coherent
(B) Responsive
(C) Vague
(D) Eloquent
217. Which of the following helps improve the communication process?
(A) The sender selecting the best communication channel
(B) The receiver decoding the message
(C) The receiver providing clear and complete feedback
(D) The sender encoding the message
218. Which is NOT a way to give feedback to someone you're listening to?
(A) Nod your head
(B) Ask questions
(C) Frown
(D) All listed answers are ways to give feedback
219. A speaker must open to the questions being raised by the audience.
(A) True
(B) False
220. Which of the following best describes 'explicit feedback' in L2 teaching?
(A) Recasting an error without pointing it out
(B) Clearly indicating the error and providing the correct form
(C) Ignoring the error entirely
(D) Letting peers correct the learner
221. What is the purpose of "Feedback"?
(A) To provide a response after communication
(B) To summarize a meeting
(C) To compare data
(D) To create a document
222. The receiver is responsible to:
(A) Confirm a clear understanding of the message.
(B) Always answer back.
(C) Choose a medium.
(D) None of above
223. 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.
224. Why is it important to give and receive feedback?
(A) To make others feel inferior
(B) To foster growth and improvement
(C) To avoid communication altogether
(D) To increase confusion

225. If a receiver was unable to understand the message of the sender in a verbal communication, which of the step a receiver should take.
- (A) Ask questions and confirm meaning to avoid misunderstanding
 - (B) Let the sender talk and take no interest in interrupting
 - (C) Ask someone else about the message
 - (D) None
226. By simply saying "Thank you; I appreciate receiving this today" when a coworker provides you information ahead of schedule, you are can influence that person to submit work early again in the future.
- (A) True
 - (B) False
227. Jack says to Wendi, "If I understand you correctly, you are saying that you want to change the format of the inventory report so it will be easier for the managers to analyze." What communication technique is Jack using to clarify Wendi's suggestion?
- (A) Expressing an opinion
 - (B) Paraphrasing
 - (C) Passive listening
 - (D) Quoting
228. If you don't understand the others, you would say ____
- (A) Does that make any sense?
 - (B) I see what you're saying.
 - (C) I'm not sure I get your point.
 - (D) Do you know what I mean?
229. "Well done, you have improved a lot" is an example of:
- (A) Negative feedback
 - (B) Constructive positive feedback
 - (C) Neutral feedback
 - (D) Punitive remark
230. The recognizable response to a message.
- (A) Sender
 - (B) Receiver
 - (C) Message
 - (D) Feedback
231. After a presentation, speakers should avoid doing which of the following?
- (A) Encouraging questions but setting time limits.
 - (B) Saying "yes, but" to answer difficult questions.
 - (C) Distributing handouts when appropriate.
 - (D) Beginning answers by repeating the audience's question.
232. The thing to assess whether the receiver has understood the message and in a communication process is ____
- (A) Encoding
 - (B) Decoding
 - (C) Message
 - (D) Feedback
233. Immediate feedback from instructor and peers
- (A) SYNCHRONOUS
 - (B) ASYNCHRONOUS
234. Your communication will be most successful
- (A) If you rely on your impressions to determine how another person feels.
 - (B) If you assume that others are for the most part like yourself.
 - (C) If you talk with other people to correct their perceptions.
 - (D) If you check perceptions verbally before you react.
235. Giving constructive comments to help learners improve reflects the principle of:
- (A) Reinforcement
 - (B) Feedback
 - (C) Motivation
 - (D) Active Learning

236. In Communication process the First Feedback is given by the ____
(A) Sender
(B) Receiver
(C) Both
(D) Any one
237. Organizational change can be facilitated by:
(A) Rigid policies
(B) Open communication and feedback
(C) Ignoring employee input
(D) Maintaining the status quo
238. If Amy says to Ricardo, "Hey how are you?" and Ricardo answers back with, "I'm great!" Ricardo's response would be considered what?
(A) Feedback
(B) Noise
(C) Channel
(D) Message
239. Which is said to exist when it is virtually impossible for the sender to be aware of a receiver's response?
(A) Nonverbal feedback
(B) Verbal feedback
(C) Zero-feedback
(D) Both A&B
240. When I receive unpleasant feedback,
(A) Ask for specific examples, and note what areas were improved
(B) Angry and defensive
(C) Denying the problem, making excuses, and admitting not knowing
(D) None of above
241. All of the following are good reasons to provide feedback except to ____
(A) Let the sender know you received the message
(B) Ask question
(C) Correct the speaker
(D) Give information if needed
242. You answer your first question at a job interview and the interviewer frowns. Which characteristic of communication best describes the situation?
(A) Feedback can be verbal or nonverbal
(B) Communication is dyadic
243. The speaker can only receive feedback if the speaker is monitoring the listener.
(A) TRUE
(B) FALSE
244. When you reword the sender's message and ask for confirmation, it is referred to as:
(A) Paraphrasing
(B) Reflecting
(C) Asking questions
(D) Requesting examples
245. Which of the following best describes the "Feedback" element in the communication process?
(A) The initial message sent by the sender.
(B) The response or reaction of the receiver to the message.
(C) The interference that disrupts the message.
(D) The process of encoding the message.
246. It is the response or reaction given by the receiver to the sender of the message.
(A) Message
(B) Receiver
(C) Sender
(D) Feedback
247. What is one advantage of using grapevine for communication?
(A) It creates organizational hierarchy
(B) It safeguards emotions
(C) It provides quick feedback to top management
(D) It slows down the transmission of information

248. What is the main goal of effective feedback?
- (A) To avoid communication
 - (B) To create misunderstandings
 - (C) To analyze the efficacy of the message
 - (D) To ignore others
249. It is unnecessary to seek feedback when practicing a memorized speech.
- (A) TRUE
 - (B) FALSE
250. In the communication process, which element ensures that the message has been successfully encoded and decoded?
- (A) Message
 - (B) Channel
 - (C) Feedback
 - (D) Context
251. Feedback is communication to a person or group providing information as to how their behavior is affecting or influencing you.
- (A) True
 - (B) False
252. A reaction that the receiver gives to the message sent by the sender
- (A) Reciprocal
 - (B) Feedback
 - (C) Nonverbal communication
 - (D) Oral communication
253. When giving feedback, it is important to be:
- (A) Brutal.
 - (B) Honest.
 - (C) Patronizing.
 - (D) Critical.
254. This lets the individual know that an item has been selected and in some cases provides information about the selected item
- (A) Input
 - (B) Feedback
 - (C) Output
 - (D) Access
255. Recasts, clarification requests, elicitation, and explicit metalinguistic correction are four feedback types discussed in the slides.
- (A) True
 - (B) False
256. The response of a person to a message is what?
- (A) Etiquette
 - (B) Feedback
 - (C) Body language
 - (D) Written
257. Feedback is always verbal.
- (A) True
 - (B) False
258. During the project team meeting, the manager gave Mark an elaborate negative feedback regarding his work and personal conduct in a polite manner. Mark did not take the feedback positively and reacted aggressively. Whose action was improper?
- (A) Manager
 - (B) Mark
 - (C) Both Manager and Mark
 - (D) None of above
259. During an orientation session for new employees, Hung notices confusion on some listeners' faces. He stops and asks, "Do you have any questions for me?" Hung is attempting to overcome interpersonal communication barriers by:
- (A) Questioning his assumptions, biases, and prejudices.
 - (B) Improving his language and listening skills.
 - (C) Reducing physical distractions.
 - (D) Creating an environment for useful feedback.
260. For an effective communication to occur a sender should access feedback from receiver which means which of the following.
- (A) Did the receiver got the message

- (B) How receiver perceived the message
 - (C) How receiver responded on the message
 - (D) None
- 261.** You should ask permission first before giving effective feedback.
- (A) True
 - (B) False
- 262.** Analysis: Why is feedback important in communication?
- (A) It discourages interruption
 - (B) It gives the process more depth
 - (C) It gives details to the responses
 - (D) It ensures the message is understood
- 263.** Which of the following is NOT a tip for delivering constructive feedback?
- (A) Communicate caringly
 - (B) Ask permission
 - (C) Provide specific suggestions
 - (D) Blocking two-way communication
- 264.** It completes the communication process and is a shared responsibility between the sender and the receiver.
- (A) Communication
 - (B) Turn taking
 - (C) Feedback
 - (D) Channel
- 265.** It is the other term for the reactions, responses, or information provided by the receiver.
- (A) Channel
 - (B) Feedback
 - (C) Context
 - (D) Message
- 266.** The message a receiver receives from the sender. It indicates whether the receiver understood the meaning of the sender's message.
- (A) Receiver
 - (B) Feedback
 - (C) Interpersonal variables
 - (D) Environment
- 267.** This is another term for answer or reply.
- (A) Sender
 - (B) Feedback
 - (C) Channel
 - (D) Message
- 268.** This is the receiver's reaction or response to the message.
- (A) Feedback
 - (B) Noise
- 269.** Jovan is nervous about his first day of work. He hopes to remember all that he learned in classes and training, especially in interactions with his manager. Which of the following should Jovan AVOID when communicating with his manager?
- (A) Being a problem solver
 - (B) Getting his facts straight
 - (C) Not welcoming constructive criticism
 - (D) Avoiding both gossip and complaining about colleagues
- 270.** What is the primary goal of communication repair?
- (A) To confuse the listener
 - (B) To clarify and ensure understanding
 - (C) To dominate the conversation
 - (D) To introduce a new topic
- 271.** Which of the following is an example of feedback in communication?
- (A) Nodding in agreement
 - (B) Sending a message
 - (C) Creating a distraction
 - (D) Being the sender
- 272.** If we do not like a behavior that someone is doing to us, how will they know?
- (A) Us doing nothing
 - (B) By reading our minds
 - (C) Us telling them we do not like it
 - (D) They will just know

273. Which of the following best describes the role of feedback in a preceptorship program?
- (A) It is optional and can be disregarded
 - (B) It serves as a tool for continuous improvement and learning
 - (C) It is only necessary at the end of the program
 - (D) It should be limited to positive comments only
274. In the communication process feedback is:
- (A) The initial message sent to the receiver of the message
 - (B) The receivers response to the initial message
 - (C) Not necessary for communication to continue
 - (D) None of these answers
275. You're giving someone verbal feedback about some work they have completed that isn't up to standard; what should you do?
- (A) Point out wrong points
 - (B) Base your feedback on what you have heard from others
 - (C) Criticize them for their work
 - (D) In private, Suggest where improvements can be made and agree on a plan
276. It is the message sent by receiver in response to the message he received.
- (A) Message
 - (B) Sender
 - (C) Feedback
 - (D) Environment
277. Feedback means
- (A) Any reaction of the environment, including people, that serves as the basis for appropriate actions
 - (B) Active reaction of the control object
 - (C) Ensuring the fulfillment of assigned tasks by changing the performer's line of conduct
 - (D) None of above
278. — is the verbal and nonverbal cues receivers convey to indicate their reaction to communication. This can be eye contact, nodding, yeah's and mmm-hmmm's.
- (A) Feedback
 - (B) Encoding
 - (C) Decoding
 - (D) Gestures
279. A manager improving communication during performance coaching should:
- (A) Focus on behaviors, not personal traits
 - (B) Use vague statements without examples
 - (C) Criticize the employee publicly
 - (D) Provide feedback only once a year
280. When receiving feedback, the most important first step is to:
- (A) Get defensive.
 - (B) Listen to understand.
 - (C) Plan your rebuttal.
 - (D) Blame someone else.
281. What makes the interactive model different from linear model?
- (A) Encoding
 - (B) Two-way
 - (C) Feedback
 - (D) Messaging
282. Allows the communicator to adjust his message and be more effective
- (A) Feedback
 - (B) Speech
 - (C) Message
 - (D) None of above
283. When is a communication considered failed?
- (A) A negative feedback was given by the recipient of the message.
 - (B) Both sender and receiver stopped the conversation process.
 - (C) The persons involved fixed the problem that provoked in the process.
 - (D) The recipient did not decode the meaning of the message sent.

- 284.** Feedback can be interpreted as
- (A) Criticism
 - (B) Compliments
 - (C) Confrontation
 - (D) All of the above
- 285.** What are the key characteristics of effective feedback that can enhance student learning?
- (A) Timely, specific, and constructive
 - (B) Vague, general, and infrequent
 - (C) Focused solely on student errors
 - (D) Given only to high-achieving students
- 286.** What is the significance of feedback in the management process?
- (A) Feedback is essential for performance evaluation, improvement, and effective communication in management.
 - (B) Feedback is irrelevant to management decisions.
 - (C) Feedback is only useful for team bonding activities.
 - (D) Feedback should be avoided to maintain authority.
- 287.** Feedback helps communicators understand how their message was received.
- (A) True
 - (B) False
- 288.** To increase engagement, managers should:
- (A) Provide meaningful feedback consistently
 - (B) Limit communication tools
 - (C) Reduce team interactions
 - (D) Encourage skipping discussions
- 289.** What is the main goal of constructive criticism?
- (A) To avoid communication
 - (B) To provide feedback for improvement
 - (C) To belittle others
 - (D) To create misunderstandings
- 290.** This is an element of the communication process which permits the receiver of the message to analyze the efficacy of the message.
- (A) Speaker
 - (B) Message
 - (C) Channel
 - (D) Feedback
- 291.** It allows the sender to gauge the effectiveness of their communication, closing the loop in the communication process.
- (A) Feedback
 - (B) Noise
 - (C) Channel
 - (D) Sender
- 292.** What are verbal and non-verbal responses to messages called?
- (A) Communication
 - (B) Feedback
 - (C) Verbal
 - (D) Message
- 293.** What are the characteristics of effective feedback?
- (A) Consistent, ongoing, tangible & transparent
 - (B) User-friendly, timely, ongoing
 - (C) Goal-referenced, user-friendly, consistent
 - (D) Goal-referenced, tangible & transparent, actionable
- 294.** What should you do if you don't understand something during a conversation?
- (A) Walk away
 - (B) Ignore it
 - (C) Ask questions
 - (D) Change the subject
- 295.** "Verbal or nonverbal, all these feedback signals allow the source to see how well, how accurately (or how poorly and inaccurately) the message was received" (Leavitt & Mueller, 1951).
- (A) Receiver

- (B) Feedback
(C) Source
(D) Context
- 296.** Which one is NOT one of the ways to give feedback when listening?
(A) Repeat the information back
(B) Give advice
(C) Reflect how the speaker probably feels
(D) Put their statement in your own words, to clarify.
- 297.** What can help get past communication breakdowns and cue the speaker to clarify the statement?
(A) Making loud noises
(B) Avoiding eye contact
(C) Using complex words
(D) Repeating part of what was said
- 298.** A communication process in which the receiver repeats back to the sender what he or she heard is called:
(A) Interpersonal communication
(B) Feedback loop
(C) Filter
(D) Professional etiquette
- 299.** Analyzing others' communication is unnecessary for personal growth.
(A) True
(B) False
- 300.** Message sent by the sender is understood in the same terms by the receiver or not can be judged by the feedback received.
(A) Empathy
(B) Listening skill
(C) Feedback
(D) Concreteness
- 301.** It is the response by the receiver.
(A) Channel
(B) Encode
(C) Feedback
(D) Signal
- 302.** What are the different types of feedback?
(A) Positive, constructive & specific
(B) Positive, negative & specific
(C) Positive, constructive & general
(D) Praising, criticizing & general
- 303.** Which example is the best form of letting the speaker know your listening?
(A) Sleeping
(B) Eye contact
(C) Speaking
(D) Texting
- 304.** Why is communication repair important in a conversation?
(A) To ensure clarity and understanding
(B) To make the conversation longer
(C) To confuse the listener
(D) To dominate the discussion
- 305.** You don't have to act interested when a presenter is speaking if you aren't actually interested.
(A) True
(B) False
- 306.** The response of an audience to a message
(A) Feedback
(B) Medical documentation
(C) Medical record
(D) Triage
(E) Confidentiality
- 307.** An answer to the person that has written to you
(A) Spam
(B) Forward
(C) Sender
(D) Reply

- 308.** An effective way to correct speaking mistakes is to:
- (A) Wait for the student to finish speaking and then list all of the students' errors.
 - (B) Stop the student mid-sentence and correct the error immediately.
 - (C) Praise the comment and repeat the utterance correctly.
 - (D) Simply not mention it so as not to embarrass the student.
- 309.** During a group project, Ishika provided feedback to Aarush about his presentation skills. What should Ishika focus on?
- (A) Facts
 - (B) Placing blame
 - (C) Being right
 - (D) Ignoring problems
- 310.** Receivers may respond to messages with words, action, or both.
- (A) TRUE
 - (B) FALSE
- 311.** The following is an appropriate way to ask for clarification
- (A) Gah! I never understand what you say.
 - (B) I did not understand ____, do you mean ____? (here you rephrase what you think the group member said and wait for clarification)
 - (C) What does that even mean?
 - (D) You are so confusing! What do you mean?
- 312.** What should you pay attention to in order to improve your communication skills?
- (A) Weather reports
 - (B) Feedback from teachers
 - (C) Your favorite TV show
 - (D) Social media trends
- 313.** An technician installs a new air conditioning unit and asks the homeowner to test the unit to ensure everything works. After checking, the homeowner informs the technician that there seems to be a problem with water leaking. In the communication process, what role is the homeowner playing by providing this information?
- (A) The feedback provider
 - (B) The channel
 - (C) The sender
 - (D) The decoder
- 314.** Feedback in the context of client education is important because it:
- (A) Allows the nurse to demonstrate their knowledge
 - (B) Helps the client feel more involved in the process
 - (C) Is helpful for information improvement and ensures the client understands the material
 - (D) Is a formal requirement for all educational sessions
- 315.** Communication among coworkers and supervisors should be
- (A) An opportunity for feedback.
 - (B) An optional formality.
 - (C) Contained in one meeting.
 - (D) Saved for individual performance reviews.
- 316.** Impact/ effectiveness of the communication in achieving its objectives
- (A) Encoder
 - (B) Channel
 - (C) Communication source
 - (D) Feedback
- 317.** I'm not fully convinced as yet.
- (A) Inviting / Nominating someone to say something
 - (B) Checking if you have understood something correctly
 - (C) Stating that you are not persuaded or have doubts about something
 - (D) Managing the discussion and the behaviour of the participants
 - (E) Summarizing / Ending the discussion

318. Which is an example of constructive feedback?
- (A) "That was terrible."
 - (B) "You always mess this up."
 - (C) "Here's one way to improve this section."
 - (D) "I don't care how it's done."
319. True or false, you should frame your feedback from your perspective, such as "I observed ____" or "I felt that ____"
- (A) True
 - (B) False
320. What is feedback in the context of the interaction model of communication?
- (A) Messages sent in response to other messages.
 - (B) Background noise during a conversation.
 - (C) A one-way message from sender to receiver.
 - (D) A type of semantic noise.
321. UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). To deliver difficult feedback effectively, a manager should:
- (A) Use clear language while remaining respectful
 - (B) Raise their voice to show authority
 - (C) Give comments only through text messages
 - (D) Avoid explaining performance concerns
322. Correct, quick, firm is a how a teacher should handle right and wrong answers and this is an example of:
- (A) Reviewing over time
 - (B) Feedback and correcting errors
 - (C) Guided student practice
 - (D) Presenting and structuring
323. During a lively classroom discussion, Aiden gives feedback to Emma and Priya. In interpersonal communication, feedback is:
- (A) Irrelevant
 - (B) Optional
 - (C) Essential
 - (D) Discouraged
324. When information is communicated to a patient or customer, you should always look for:
- (A) Posture.
 - (B) Gestures.
 - (C) Feedback.
 - (D) Projection.
325. During the practice stage of skill acquisition with students with disabilities, the adapted physical educator must provide appropriate feedback, which means it must be:
- (A) Consistent with the learner's performance and level of understanding
 - (B) Congruent and simultaneously delivered
 - (C) Complete and consistent with the learner's performance
 - (D) Based on appropriate task analysis and cues
326. How can you provide constructive criticism via email?
- (A) Writing in a harsh tone and blaming the recipient
 - (B) Concealing issues to avoid offending the recipient
 - (C) Providing clear feedback and possible solutions
 - (D) Not providing feedback at all
327. ____ feedback provides some specific information but does not give detailed description.
- (A) Formal Feedback
 - (B) Informal Feedback
 - (C) Descriptive Feedback
 - (D) Non Descriptive Feedback
328. What is "The Feedback Loop"?
- (A) A type of music used in language learning
 - (B) A circle drawn by the teacher on a student's paper

- (C) A technical error in the classroom's speakers
(D) When the teacher repeats the same feedback forever
(E) The process of giving, receiving, and acting on feedback
- 329.** What is the best response when someone gives you feedback you don't agree with?
(A) That's wrong.
(B) I hear you. Can you tell me more?
(C) Whatever.
(D) You don't know what you're talking about.
- 330.** An understood message is confirmed through the response of the receiver.
(A) TRUE
(B) FALSE
- 331.** Scarlett, Olivia, and Nora are working together on a team project. Which statement best describes how they should give each other constructive feedback?
(A) Focus on personality traits and deliver criticism firmly.
(B) Center feedback on ideas and behaviors, frame it as suggestions, and listen before responding.
(C) Offer praise only to maintain morale.
(D) Provide anonymous comments to reduce tension.
- 332.** What is "Indirect Feedback"?
(A) Feedback given verbally
(B) Feedback given through body language
(C) A recap of a meeting
(D) A document convincing an employer
- 333.** What is the primary purpose of the comments section in an online news article?
(A) To provide a space for advertisements
(B) To verify the website's authenticity
(C) To allow readers to share their thoughts and opinions on the article
(D) To direct users to related content
- 334.** Making comments, asking questions restating, and showing empathy are all ways to:
(A) Give feedback.
(B) Keep in touch.
(C) Self-disclose.
(D) Communicate nonverbally.
- 335.** Feedback makes communication a what?
(A) One-way street.
(B) Two-way street.
(C) Dead end.
(D) Straight line.
- 336.** The class of Mr. Flores was asked to provide feedback on each other's learning. Which form of assessment was used?
(A) Summative.
(B) Formative.
(C) Peer.
(D) None of the above.
- 337.** Julia texted Jonah, asking about plans for the basketball game. Jonah texted back, replying to meet at the high school gym at 7:30 p.m. Which of the following would Jonah's response be considered in the scenario?
(A) Feedback
(B) Receiver
(C) Source
(D) Sender
- 338.** What conclusion about interactional feedback is true?
(A) Feedback always causes immediate acquisition of the corrected form.
(B) Feedback can be ignored in communicative classrooms, but it is very important when communicating with native speakers.
(C) Feedback may provide additional input that can contribute to development, but its effects are not guaranteed or immediate.
(D) Only explicit feedback has any value.
- 339.** Corrective feedback can be categorised as:
(A) Formative or summative

- (B) Explicit or implicit
(C) Written or oral
(D) Immediate or delayed
- 340.** How can feedback improve communication?
(A) By clarifying misunderstandings
(B) By confusing the message
(C) By ignoring feedback
(D) By avoiding communication
- 341.** Receiver's response which is communicated back to the original sender
(A) Noise
(B) Decoding
(C) Receiver
(D) Feedback
- 342.** A mother tells her son to go clean his room. He does it, although he mutters something under his breath and makes a face to let her know he is not happy about it. This is an example of —
(A) Context
(B) Feedback channel
(C) Decoding
(D) Noise
- 343.** What is the role of feedback in educational science games?
(A) To guide learning and improvement
(B) To confuse the player
(C) To provide entertainment only
(D) To discourage further attempts
- 344.** What is the role of feedback in professional development for science educators?
(A) It helps teachers refine their teaching practices and improve student outcomes.
(B) It focuses only on negative aspects.
(C) It discourages constructive criticism.
(D) It is not considered important.
- 345.** Morgan is developing a marketing page for her company's Web site and is concerned about the appearance of the active links. She seeks reactions from fellow employees. The reactions she seeks are part of the decoding phase of the communication process.
(A) True
(B) False
(C) Morgan is seeking feedback, not decoding, from her fellow employees.
(D) The reactions are part of the encoding phase.
- 346.** It's a good idea to let someone else read your article before it is put in the newspaper.
(A) True
(B) False
- 347.** The skill of reinforcement involves:
(A) Giving punishments
(B) Using verbal and non-verbal appreciation to encourage responses
(C) Ignoring students' answers
(D) Repeating the same content
- 348.** Feedback is given by the encoder. It is based on the decoded message received. Which statement is correct?
(A) The first statement is correct while the other is not.
(B) The second statement is correct while the first one is incorrect.
(C) Both statements are correct.
(D) Both statements are incorrect.
- 349.** Which of the following is a form of feedback?
(A) The email itself
(B) A smile after receiving a compliment
(C) The noise in the background
(D) The sender of the message
- 350.** Feedback shows that the receiver has understood the message.
(A) True
(B) False

- 351.** What is the definition of a feedback?
- (A) Information about the outputs of a process or system that is used to regulate the system
 - (B) Something that is emerging as popular
 - (C) An imagined set of events with details plans or possibilities
 - (D) Imitation or acting how something works
- 352.** The communication is not complete until?
- (A) The sender transmit the message
 - (B) The recipient receives the message
 - (C) The message is received using an appropriate channel
 - (D) The receiver gives feedback
- 353.** Clarification requests typically:
- (A) Provide the correct form directly.
 - (B) Ask the learner to repeat or clarify because the message was not understood.
 - (C) Ignore the content and focus only on pronunciation.
 - (D) Change the topic of conversation.
- 354.** Feedback is ____
- (A) The response to the initial communication
 - (B) The person the communication is directed at
 - (C) The person initiating the communication
 - (D) The initial communication
- 355.** Johnny has a habit of ignoring the message of his mother. Which element is referring to Johnny's response to the message?
- (A) Channel
 - (B) Participation
 - (C) Context
 - (D) Feedback
- 356.** An employee who wants to ensure a message was understood correctly should:
- (A) Paraphrase the received information
 - (B) Move on without clarification
 - (C) Guess the meaning based on tone
 - (D) Ignore missing details completely
- 357.** Chleo happily replied to her boyfriend that she loves him too. Chleo's reply is considered as the ____ of communication.
- (A) Message
 - (B) Channel
 - (C) Sender
 - (D) Feedback
- 358.** Offering helpful, non-critical responses and accepting feedback gracefully is an example of which skill?
- (A) Giving and receiving constructive feedback
 - (B) Time management
 - (C) Technical writing
 - (D) Public speaking
- 359.** Feedback is a ____ and ____ to a message.
- (A) Idea and thought
 - (B) Reaction and response
 - (C) Idea and understanding
 - (D) None of above
- 360.** B. True or FalseThe receiver sends feedback after decoding or interpreting the message.
- (A) True
 - (B) False
- 361.** Which is NOT a way to implement and receive feedback?
- (A) Set goals
 - (B) Create an action plan
 - (C) Follow up
 - (D) Yell at the person giving feedback
- 362.** A: I'm having trouble pronouncing this word. Can you help me?B: " ____ "
- (A) Thank you.
 - (B) Here you are.
 - (C) Of course! Repeat after me.
 - (D) What can I do now?

- 363.** Why is providing a forum for regular feedback important in managing people?
- (A) It allows managers to detect brewing conflicts
 - (B) It decreases the feeling of accomplishment
 - (C) It prevents leaders from making changes to policies
 - (D) It encourages individuals to sink into spitefulness
- 364.** Which expression shows that the listener is asking for repetition?
- (A) "Sounds good!"
 - (B) "Can you please repeat what you said?"
 - (C) "So, are you saying that ___?"
 - (D) None of above
- 365.** Refers to how speakers address the problems in speaking, listening, and comprehending that they encounter in a conversation.
- (A) Repair
 - (B) Topic COntrol
 - (C) Topic Shifting
 - (D) Turn Taking
- 366.** In the communication process, what does feedback refer to?
- (A) The medium used to convey the message
 - (B) The response or reaction to the message
 - (C) The encoding of the message
 - (D) The context of the message
- 367.** In communication, 'feedback' refers to:
- (A) The initial message
 - (B) The response to a message
 - (C) The medium of the message
 - (D) The noise in communication
- 368.** Which element of communication is the reaction of the receiver?
- (A) Communication
 - (B) Message
 - (C) Feedback
 - (D) Receiver
- 369.** This, going between sender and receiver, shows that the message has been sent and understood.
- (A) Feedback
 - (B) Noise
 - (C) Sender
 - (D) Decode
- 370.** What is another word for the reply or response in the communication model?
- (A) Feedback
 - (B) Channel
 - (C) Receiver
 - (D) Source
- 371.** When a customer lets a producer know something about its products or advertising, the customer is providing ____
- (A) Decoding
 - (B) Noise
 - (C) Feedback
 - (D) Encoding
 - (E) Reverse marketing
- 372.** Our reaction to messages
- (A) Are always verbal
 - (B) Are what we call feedback
 - (C) Should not be taken to seriously by the sender
 - (D) Are really a minor part of communication process
- 373.** The purpose of feedback is to ____
- (A) Start a fight
 - (B) Give a response
 - (C) Refuse to respond
 - (D) Start a conversation
- 374.** True or False: listening actively, asking for clarification, avoiding immediate reactions, seeking multiple perspectives, and self-reflection are all ways to receive and implement feedback.
- (A) True
 - (B) False

375. When communicating a message, to be most effective, the school leader must indicate to the receiver that:
- (A) Feedback is important and desired.
 - (B) Only the meaning of a message is important.
 - (C) Body language and voice tone is not important.
 - (D) Feedback is not important.
376. Which of the following is always an advantage of meetings?
- (A) There is always a record of what has been said
 - (B) The sender of the message can always be seen as well as heard by the receiver.
 - (C) The sender can check immediately with the receiver that they have understood the message.
 - (D) It is a way of avoiding confrontation when the message is given.
377. Feedback that is sent using verbal communication is the only way the speaker knows that the message has been received.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
378. What role does feedback play in effective communication within teams?
- (A) Feedback can create confusion and misunderstandings.
 - (B) Feedback is essential for effective communication within teams as it promotes clarity, collaboration, and continuous improvement.
 - (C) Feedback is only necessary for team leaders.
 - (D) Feedback is irrelevant in a successful team environment.
379. What is an effective way to handle criticism during a performance review?
- (A) Ignore the feedback and continue working as before
 - (B) Take it personally and argue with the reviewer
 - (C) Reflect on the feedback and ask for suggestions to improve
 - (D) Complain to coworkers about the unfair review
380. Restating what the speaker says is called:
- (A) Listening
 - (B) Speaking kindly
 - (C) Feedback
 - (D) Repeat back
381. Giving feedback in active listening means:
- (A) Repeating exactly every word the speaker said
 - (B) Summarizing and checking understanding
 - (C) Interrupting to correct mistakes
 - (D) Waiting silently until they finish
382. What is the purpose of feedback in the communication process?
- (A) To encode the message
 - (B) To interpret the environment
 - (C) To respond to the message and indicate understanding
 - (D) To create interference
383. What is a vital part of the communication process?
- (A) Feedback
 - (B) Verbal mediums
 - (C) Eye contact
 - (D) Talking over the sender.
384. Asking clarifying questions is a way to give positive feedback to someone you are talking to.
- (A) False
 - (B) True
385. Which of the following communication practices of an instructional supervisor is most likely to result in improved teacher practice?

- (A) Using evaluative language to provide clarity
- (B) Providing general comments about a teacher's practice
- (C) Directing comments toward changeable behaviors
- (D) Soliciting the teacher's response

1.1.11 Effective Communication

1. 'Naturalness of a speech where what is said sounds as if the speaker is really thinking about the ideas'. This is referring to
 - (A) Effective Delivery
 - (B) Spontaneity
 - (B) Reply after work is done
 - (C) Acknowledge and give timeline
 - (D) Forward to someone else
2. Which of the following statements about the power of the human voice is correct?
 - (A) The voice sends only verbal messages to receivers.
 - (B) Individuals can learn to change their voice to make it more effective and powerful.
 - (C) No correlation exists between the voice and perceived authority and trust.
 - (D) Flat monotone voices are considered to be polished and professional
3. Which among the following shows an effective audio and video conference?
 - (A) Noisy background
 - (B) Cooperation from participants
 - (C) Slow internet connection
 - (D) Inappropriate equipment
4. What is the benefit of clear communication?
 - (A) Increases confusion
 - (B) Increases clarity
 - (C) Increases secrecy
 - (D) Increases efficiency
5. Which can make communication easier?
 - (A) Realistic expectations
 - (B) Prejudices
 - (C) Lack of trust
 - (D) Gender stereotyping
6. If an email needs time to respond, what is the correct action?
 - (A) Ignore it
 - (B) Reply after work is done
 - (C) Acknowledge and give timeline
 - (D) Forward to someone else
7. When the person receiving a message interprets it the same way the sender meant it, it is ___ communication.
 - (A) Good
 - (B) Misunderstood
 - (C) Effective
 - (D) Confusing
8. It refers to the use of simple and precise words.
 - (A) Keep Focused
 - (B) Be Specific
 - (C) Speak Intelligibly
 - (D) Minimize Distractions
9. Which of the following demonstrates a productive and efficient way to answer a telephone call?
 - (A) This is Beth. May I help you?
 - (B) Precision Integrations. What's on your mind?
 - (C) Hello. What can I do for you?
 - (D) Thanks for calling Precision Integrations. This is Beth Dittmer. How may I help you today?
10. Roberto has just finished giving a presentation about global warming. An obviously irritated audience member stands and says that there is no evidence to prove global warming exists. Roberto calmly reads results from three scientific reports on its existence. Roberto's response is an example of
 - (A) Defending an idea objectively
 - (B) An effective conclusion
 - (C) A transition
 - (D) Expressing a cultural behavior

11. A colleague asks for help resolving a customer complaint. What response maintains an effective relationship?
 - (A) Critique their approach publicly first
 - (B) Ignore the request until later
 - (C) Refer them elsewhere without comment
 - (D) Respond positively and offer assistance
12. An audience-centered approach means focusing on what?
 - (A) The corporation's needs
 - (B) The sender's needs
 - (C) Technology use
 - (D) The audience's needs
 - (E) Time
13. What does it mean to send your message clearly?
 - (A) Expressing thoughts or ideas in a way that is easily understood
 - (B) Speaking in a foreign language
 - (C) Using complex and confusing language
 - (D) Mumbling and speaking softly
14. Which behavior most reduces the chance of misreading nonverbal cues during conversation?
 - (A) Avoiding all eye contact
 - (B) Checking your phone briefly
 - (C) Planning your next response
 - (D) Staying fully present and attentive
15. Communication is said to be effective, unless —
 - (A) Communication that is right on target, effective or achieves goals
 - (B) Communication whose message can be received and understood well by the recipient
 - (C) Communication that does not involve two or more people
 - (D) Communication that creates a common perception, changes behavior or obtains information
16. What could you say in this situation? What happened: Your manager blames you for a problem at work, but your coworker caused it
 - (A) A respectful response using an 'I' statement, e.g., 'I understand there is a problem. I want to clarify that I was not involved, but I am happy to help resolve it.'
 - (B) Blame your coworker directly in front of your manager.
 - (C) Ignore your manager and walk away.
 - (D) Get angry and argue loudly with your manager.
17. During a presentation, when the speaker notices signs of audience fatigue or inattention, the speaker should:
 - (A) Speak more softly with a monotonous tone.
 - (B) Insult the audience for not paying attention.
 - (C) Stop presenting to avoid wasting the audience's time.
 - (D) Use techniques to help the audience relax and regain focus.
18. Which communication style is most effective in the workplace?
 - (A) Passive
 - (B) Aggressive
 - (C) Passive-aggressive
 - (D) Assertive
19. Which is NOT a benefit of effective communication?
 - (A) Enhanced interpersonal relationships
 - (B) Clearer understanding of business goals
 - (C) Revenue losses
 - (D) Improved business and individual performance
20. If we speak to the elderly, we should speak — so they can hear us.
 - (A) With a lower volume
 - (B) Faster
 - (C) Louder
 - (D) With a high pitch

21. Active listeners view communication as a ____ process.
- (A) Lazy
 - (B) Boring
 - (C) Dynamic
 - (D) Distracted
22. Which of the following is a key aspect of fostering teamwork and cooperation in sports?
- (A) Encouraging athletes to compete against each other.
 - (B) Focusing on individual achievements over team goals.
 - (C) Designing activities that require collaboration and effective communication.
 - (D) Avoiding communication to reduce conflicts.
23. What is the main purpose of a Letter of Appreciation?
- (A) To ask for a salary increase.
 - (B) To express gratitude for someone's help, service, or contribution.
 - (C) To complain about a late delivery.
 - (D) To resign from a position.
24. In journalism, the writer needs to avoid which of the following?
- (A) Concise writing
 - (B) Understandable language
 - (C) Long, complicated sentences and paragraphs
 - (D) Quoting sources directly
25. An effective communicator is someone who:
- (A) Speaks fast without pauses
 - (B) Is a quick thinker, active listener, and win-win negotiator
 - (C) Avoids feedback
 - (D) Changes style constantly to match everyone
26. Idzwan is a computer technician. An older customer is asking the same questions repeatedly. What should Idzwan do?
- (A) Tell the customer, "You already asked that question."
 - (B) Sigh and roll her eyes at the customer.
 - (C) Try using different words, a drawing, or a demonstration to answer the questions.
 - (D) Stop answering the questions and walk away.
27. Which of these should not be avoided for effective communication?
- (A) Noise
 - (B) Planning
 - (C) Semantic problems
 - (D) Wrong assumptions
28. If you are feeling emotional while writing an email, what is the best practice to follow before sending it?
- (A) Wait at least 24 hours
 - (B) Send it immediately so you don't forget
 - (C) Ask everyone to reply quickly
 - (D) Change the formatting and resend
29. Temporarily pausing a heated discussion to cool down is called taking ____
- (A) Time-outs
 - (B) Breakfast
 - (C) Notes
 - (D) Attendance
30. What are some key elements of an effective presentation?
- (A) No organization, no visuals, unprepared delivery, and no audience engagement
 - (B) Confusing organization, distracting visuals, monotone delivery, and no audience interaction
 - (C) Clear organization, engaging visuals, confident delivery, and audience interaction
 - (D) Messy organization, boring visuals, nervous delivery, and ignoring the audience
31. Your ability to communicate-to write, speak, and listen-affects your ability to inform and influence those around you.
- (A) True
 - (B) False

32. Context: At the networking event, Mark tried to ___ by telling a funny story to start conversations with strangers.
- (A) Take a back seat
 - (B) Common ground
 - (C) Break the ice
 - (D) Got off on the wrong foot
33. Use familiar examples and ___ to help students make relevant connections (bridges).
- (A) Analogies
 - (B) Algorithms
 - (C) Anecdotes
 - (D) Assessments
34. Using good judgement in what you say and do
- (A) Patience
 - (B) Enthusiasm
 - (C) Self-motivation
 - (D) Discretion
35. The ability to understand people is the key to operating ___ in many professions
- (A) Confidently
 - (B) Calmly
 - (C) Complicated
 - (D) Effectively
36. B. True or False The appropriate use of jargon is a major barrier in communication.
- (A) True
 - (B) False
37. Paying close attention to something
- (A) Enthusiasm
 - (B) Customer Service
 - (C) Logic
 - (D) Attentiveness
38. Interaction coordination means that we check with another person before we communicate to be sure that what we're saying makes sense.
- (A) True
 - (B) False
39. Consistently practicing communication skills makes individuals ___
- (A) It helps in learning new languages.
 - (B) It improves mathematical skills.
 - (C) It makes individuals more effective communicators.
 - (D) It enhances artistic abilities.
40. Which of these should you pay attention to, so that the audience clearly hears and knows what words are being said in the speech?
- (A) Organization
 - (B) Pronunciation
 - (C) Purpose
 - (D) Gestures
41. Multitasking while listening enhances communication.
- (A) True
 - (B) False
42. Tact is an important communication management skill because it allows you to:
- (A) Win every argument.
 - (B) Avoid all conflict.
 - (C) Maintain relationships while still being honest about difficult topics.
 - (D) Say whatever you want without consequences.
43. Working to develop a(n) ___ style will improve your communication skills and avoid misunderstandings.
- (A) Assertive
 - (B) Aggressive
 - (C) Passive
 - (D) Mixed
44. Why is it important to adapt your communication style to your audience?
- (A) It is not important; your style should not change.
 - (B) It can help ensure your message is understood.
 - (C) It shows that you are unpredictable.
 - (D) It is only necessary when communicating with children.

45. Business messages should use positive language rather than negative language. Positive language
- (A) Has no effect on the tone of a message
 - (B) Conveys less information than negative language.
 - (C) Grants the reader all requests or demands
 - (D) Tells what is and what can be done.
46. When writing a business letter, you can guard against talking down to the reader by
- (A) Putting sound but negative comments in your response.
 - (B) Letting the reader know that you doubt their claim is honest.
 - (C) Discussing the features of your product boastfully.
 - (D) Putting yourself in the reader's place and imagining your response.
47. Why is it important to revise an argument before finalizing it?
- (A) To add more emotional appeal
 - (B) To ensure clarity and logical consistency
 - (C) To make it longer
 - (D) To remove all evidence
48. Quang is attending a work meeting. When is it appropriate for him to use his smartphone?
- (A) If the meeting is boring.
 - (B) If his supervisor is not present.
 - (C) If the speaker cannot see him using it.
 - (D) If the meeting specifically requires the participants to access information online.
49. The nurse must use ___ communication, with language that is very clear and concise.
- (A) Focused
 - (B) Vague
 - (C) Ambiguous
 - (D) Casual
50. When talking on the telephone
- (A) Speak clearly and more slowly than you would in person
 - (B) Enunciation is of little importance
 - (C) Use a pleasant, high-pitched voice
 - (D) Do not waste time with pleasantries, such as saying please and thank you
51. What alternative way can you end a presentation?
- (A) Hello and welcome ___
 - (B) In conclusion ___
 - (C) I would like to tell you about ___
 - (D) My name is ___
52. Modify communication to meet the needs of the ___ /client and be appropriate to the situation.
- (A) Patient
 - (B) Doctor
 - (C) Nurse
 - (D) Visitor
53. What is the recommended tone for business communication?
- (A) Casual and informal
 - (B) Stiff and formal
 - (C) Arrogant and assertive
 - (D) Friendly but professional
54. The act of sharing information between two people (or groups of people) so that the information is successfully understood.
- (A) Interpersonal Skills
 - (B) Positive Attitude
 - (C) Effective Communication
 - (D) Flexibility
55. Communicators will: state needs and wants clearly, appropriately, and respectfully. Express feelings clearly, appropriately, and respectfully
- (A) Passive
 - (B) Aggressive
 - (C) Passive-aggressive
 - (D) Assertive

56. Which of the following terms best describes the process of successfully transferring information from one person to another in a business?
- (A) Effective communication
 - (B) Communication
 - (C) Insufficient communication
 - (D) Excessive communication
57. Often, the biggest variable in a persuasive message is the reader's ____ of the writer.
- (A) Knowledge
 - (B) Perception
58. What is the role of assertiveness in communication?
- (A) Expressing ideas clearly and respectfully
 - (B) Avoiding conflict
 - (C) Listening passively
 - (D) Being aggressive
59. What is the term for questions that connect both with student interests and with their personal experience?
- (A) Probing or delving questions
 - (B) Scaffolding questions
 - (C) Authentic questions
 - (D) Differentiated questions
60. Evelyn and Harper are having a disagreement. Evelyn notices she often plays the victim and counter-attacks instead of accepting her part in the conflict. Which antidote would help Evelyn break this pattern and make their friendship stronger?
- (A) Gentle Start-Up
 - (B) Build Appreciation
 - (C) Take Responsibility
 - (D) Self-Soothing
61. Which message is most respectful?
- (A) "You never listen to me."
 - (B) "When I'm talking and you're on your phone, I feel ignored."
 - (C) "Whatever."
 - (D) "Why are you like this?"
62. The skill of stimulus variation means:
- (A) Changing seating arrangements
 - (B) Using gestures, movement, voice, and media to maintain attention
 - (C) Changing syllabus frequently
 - (D) Using only chalk and talk
63. Which of the following is a characteristic of effective messages?
- (A) They are clear and concise
 - (B) They use complex vocabulary
 - (C) They are lengthy and detailed
 - (D) They focus on the writer's perspective
64. Open and honest communication helps organizations by
- (A) Reducing accountability
 - (B) Preventing feedback
 - (C) Building trust
 - (D) Eliminating conflict entirely
65. The ability to manage effective interpersonal communications depends on emotional intelligence, ____ and self-management.
- (A) Self-actualization
 - (B) Mental Intelligence
 - (C) Self-awareness
 - (D) Multitasking
66. How can one improve their communicative competence in a second language?
- (A) Practice speaking and listening, immerse in the language and culture, seek feedback, and use language learning resources.
 - (B) Use translation apps for all conversations
 - (C) Only focus on reading and writing
 - (D) Avoid interacting with native speakers
67. Which of the following is a characteristic of a healthy family relationship?
- (A) Ignoring each other's feelings to avoid conflict
 - (B) Open communication and mutual respect
 - (C) Rigid roles that do not allow flexibility
 - (D) Avoiding family discussions about problems

68. What is required for accurate written communication?
- (A) Speed, creativity, and humor
 - (B) Accuracy, clarity, and organization
 - (C) Volume, tone, and pitch
 - (D) Color, size, and shape
69. Which communication approach demonstrates respect for a resident?
- (A) Finishing their sentences
 - (B) Ignoring their slow communication
 - (C) Waiting for their responses
 - (D) Talking over them
70. Which of the following is NOT a key component of effective communication in the workplace?
- (A) Active listening
 - (B) Frequent interruptions
 - (C) Clear messaging
 - (D) Appropriate feedback
71. In audio-video production, which of the following methods can enhance communication with your audience?
- (A) Focus on the individual or group being addressed
 - (B) Strive to memorize your presentation in its entirety
 - (C) Ignore pronunciation
 - (D) Avoid practicing speaking
72. Describe the importance of using appropriate language and tone in professional communication.
- (A) Using inappropriate language and tone can make communication more interesting
 - (B) It helps to convey respect, professionalism, and clarity in the message being communicated.
 - (C) Professionalism is overrated in communication
 - (D) It doesn't matter as long as the message is clear
73. Leaders who model good communication habits can:
- (A) Influence staff to communicate more effectively
 - (B) Prevent employees from speaking up
 - (C) Reduce all training requirements
 - (D) Make communication unnecessary
74. Which includes effective persuasive techniques
- (A) Make specific and reasonable requests
 - (B) Doesn't provide a solution
 - (C) Ignore credibility
 - (D) Ignore the facts
75. What is an effective strategy for delivering bad news in a business context?
- (A) Deliver it in person
 - (B) Use email for formality
 - (C) Wait until the last minute
 - (D) Blame external factors
76. During the meeting the chairperson notices that a couple of people have not contributed to the discussion. What action can they take to make sure everyone has had an opportunity to contribute to the meeting? Select one option
- (A) Complete a round robin
 - (B) Stick to the agenda
 - (C) Make sure the meeting finishes on time
 - (D) Ensure everybody is introduced
77. Informative speeches should avoid personal biases and unsubstantiated information.
- (A) True
 - (B) False
78. Which of the following is a benefit of using pauses effectively in spoken communication?
- (A) It makes the speech sound choppy
 - (B) It allows the speaker to gather thoughts
 - (C) It confuses the audience
 - (D) It reduces the impact of the message

79. What does effective communication within teams help achieve?
(A) Reduced misunderstandings and better outcomes
(B) More meetings
(C) Increased hardware speed
(D) Shorter prototypes
80. Telecommunication devices such as mobile should be used properly and ____
(A) Honestly
(B) Sensibly
(C) Truthfully
(D) None of above
81. When preparing a business message or oral presentation, your writing should be purposeful, persuasive, economical, and:
(A) Audience oriented.
(B) Creative.
(C) Lengthy.
(D) Formal.
82. Effective communicators avoid the flabby expression in the near future by using the word
(A) Now.
(B) Soon.
(C) Probably.
(D) For.
83. For effective communication
(A) Keep Listening.
(B) Keep Talking.
(C) Listen and talk carefully.
(D) Listen carefully but talk unnecessarily
84. You should always proofread for grammar and spelling errors in your email before sending it.
(A) True
(B) False
85. Good communication techniques include:
(A) Not looking directly at the patient.
(B) Watching only your own body language.
(C) Interrupting when you need to.
(D) Demonstrating respect.
86. Unspoken policies that guide users on how to properly convey communication through technological vehicles
(A) Ethics
(B) Web Wisdom
(C) Technology Etiquette
(D) Social Media Policing
87. Choose the word closest to "eloquent":
(A) Silent
(B) Articulate
(C) Loud
(D) Short
88. What is the purpose of using appropriate vocabulary?
(A) To avoid communication
(B) To enhance communication
(C) To make statements
(D) To confuse others
89. Make someone agree, understand, or realize the truth or validity of something
(A) Target audience
(B) Counterclaim
(C) Bias
(D) Convince
90. If you are writing a memo to remind staff about a new parking policy, the tone should be ____
(A) Sarcastic
(B) Professional and clear
(C) Emotional
(D) Complicated
91. Why is it important for managers to communicate both verbally and non-verbally?
(A) It helps ensure messages are understood and promotes effective listening
(B) It wastes time
(C) It confuses employees
(D) It is only necessary for large companies

92. 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
93. Unambiguous statements are:
- (A) Clear and unlikely to be misunderstood
 - (B) A vague and confusing phrase
 - (C) A biased emotional reaction
 - (D) An unrelated opinion
94. All of the following except ____ will make your business messages more effective.
- (A) Providing practical information
 - (B) Clarifying expectations and responsibilities
 - (C) Presenting information concisely and efficiently
 - (D) Discussing personal issues and complaining about problems
95. Can you ____ your point?
- (A) To keep someone in the loop
 - (B) Can't make head nor tail of it
 - (C) Clarify
 - (D) Extrovert
96. A spokesperson uses the words guesstimate or allegedly in their crisis response. Rumors and gossip start. What should the spokesperson have done instead in their crisis response?
- (A) Should have said nothing
 - (B) Should have said they didn't know anything
 - (C) Stick to confirmed facts
 - (D) Should have covered up the problem
97. What is the primary purpose of E-mail etiquettes?
- (A) To promote excessive use of jargon.
 - (B) To encourage informal language in professional settings.
 - (C) To facilitate misunderstandings between recipients.
 - (D) To ensure clear and respectful communication.
98. During communication we only speak, we do not need to listen to others
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
99. One of the best ways to develop audience benefits is to use the "you" view, which
- (A) . means that all messages are written in the active voice
 - (B) Dictates that all sentences be written as commands
 - (C) Emphasizes second-person pronouns instead of first-person pronouns.
 - (D) Uses slang and abbreviations to personalize the message
100. When should text messages be used in the workplace?
- (A) To share large amount of information.
 - (B) To share confidential information.
 - (C) To share inappropriate jokes.
 - (D) To share urgent information, provide a quick response, or ask a simple question.
101. Most important communication advice is
- (A) To start with a handshake
 - (B) Think before you speak
 - (C) Remove distractions
 - (D) Eye contact
102. The indirect strategy begins with a ____ to ease into the bad news.
- (A) Buffer

- (B) Conclusion
 - (C) Summary
 - (D) Introduction
- 103.** Business documents should be audience-centered. Focusing on a specific audience helps you:
- (A) Write to solve problems or convey information
 - (B) Have a clear purpose for delivering the message
 - (C) Present ideas clearly and concisely
 - (D) View issues from the receiver's perspective
- 104.** Which of the following is NOT one of the practical steps for effectively communicating in the workplace?
- (A) React instead of responding.
 - (B) Believe in yourself.
 - (C) Talk less and listen more.
 - (D) Be attentive.
- 105.** True or False: Before sending, you should check for mistakes
- (A) True
 - (B) False
- 106.** Why is it important to practice clear and concise documentation?
- (A) To include personal opinions and biases
 - (B) To save time by omitting important details
 - (C) To ensure accurate and effective communication among healthcare professionals
 - (D) To avoid documenting patient concerns and preferences
- 107.** What should you do if a resident is difficult to understand?
- (A) Pretend to understand
 - (B) Restate what the resident is saying
 - (C) Avoid communication
 - (D) Use slang
- 108.** A person who communicates really well is considered a good communicator because they:
- (A) Express their ideas clearly and listen actively
 - (B) Interrupt others frequently
 - (C) Avoid giving feedback
 - (D) Speak in a confusing manner
- 109.** A great way to bring your audience in is to?
- (A) To show off your listening skills
 - (B) To interrupt the speaker with your own thoughts
 - (C) Tell a great story
 - (D) Be really annoying
- 110.** When composing instructions/directions, the language should be:
- (A) Figurative and poetic.
 - (B) Clear, precise, and chronological.
 - (C) Full of jargon.
 - (D) Open to individual interpretation.
- 111.** Why is it important to check and edit documents before sending them?
- (A) To waste time
 - (B) To ensure the message sounds serious and formal
 - (C) To correct grammar, spelling, and other errors
 - (D) Because it makes the document appear shorter
- 112.** Being assertive shows that we
- (A) Can take charge
 - (B) Don't care
 - (C) Respect ourselves and others
 - (D) Are scared of others
- 113.** What is one benefit of effective communication for engineers?
- (A) It ensures ideas are kept private.
 - (B) It fosters teamwork and idea exchange.
 - (C) It allows engineers to ignore clients.
 - (D) It focuses solely on technical skills.

- 114.** What is the role of empathy in effective business communication?
- (A) It is not necessary
 - (B) It helps in building rapport
 - (C) It complicates the communication
 - (D) It should be avoided
- 115.** The best way to help nervousness when giving a speech is to
- (A) Get over it
 - (B) Practice and prepare
 - (C) Forget about the audience
 - (D) None of above
- 116.** What is the purpose of a clear and concise subject line in an email?
- (A) To make the email look longer
 - (B) To confuse the recipient
 - (C) To save the recipient's time and reduce confusion
 - (D) To add a professional touch to the email
- 117.** What is one way to reduce misunderstandings in workplace communication?
- (A) Avoid feedback
 - (B) Focus only on written communication
 - (C) Clarify assumptions and encourage two-way dialogue
 - (D) Use complex terminology
- 118.** During presentations, you should be fast without taking pauses.
- (A) True
 - (B) False
- 119.** Verbal and nonverbal communication are important for medical assistants (MA). How can an MA use these forms of communication to reach a specific goal?
- (A) By using clear speech and positive body language to reassure patients and convey information effectively.
 - (B) By ignoring patient concerns and focusing only on written instructions.
 - (C) By relying solely on gestures without speaking to patients.
 - (D) By using medical jargon that patients may not understand.
- 120.** Complete the strategy statement: ____ your audience's reaction.
- (A) Question
 - (B) Influence
 - (C) Anticipate
 - (D) None of above
- 121.** What are some common challenges faced during negotiation in Model United Nations (MUN) and how can they be overcome?
- (A) Interrupt others frequently
 - (B) Use aggressive language
 - (C) Promote active listening, seek common ground, maintain professionalism, be open-minded, and use diplomatic language.
 - (D) Focus solely on personal interests
- 122.** To inquire about the reservation name, you can say: answer choice s are below, except:
- (A) It's under Eric Qushootmassay.
 - (B) Under what name is it?
 - (C) What name is the reservation under?
 - (D) What's your name?
- 123.** To effectively communicate information, what do you need to do?
- (A) Develop various skills, prepare comprehensively, show confidence in your topic and yourself
 - (B) Develop various skills, prepare comprehensively, and be yourself
 - (C) Develop various skills, prepare comprehensively, show confidence in your topic & yourself, and be yourself
 - (D) Develop various skills, prepare comprehensively, and show confidence in yourself
- 124.** Why does practicing courtesy matter in professional and social settings?
- (A) It guarantees you will always get what you want.
 - (B) It shows that you are better than everyone else.

- (C) It prevents conflict, builds relationships, and creates a positive reputation.
(D) It is a sign of weakness.
- 125.** Which action shows effective communication?
(A) Using vague language
(B) Ignoring nonverbal cues
(C) Adapting the message to the audience
(D) Speaking as quickly as possible
- 126.** All except which of the following is a technique or consideration for effective communication management?
(A) Choice of media
(B) Writing style
(C) Communication frequency
(D) Presentations
- 127.** How does communicative competence impact professional success?
(A) It improves the ability to effectively communicate with colleagues, clients, and stakeholders.
(B) It has no impact on professional success
(C) It only impacts personal relationships, not professional success
(D) It can actually hinder professional success by causing misunderstandings
- 128.** You're being accused of breaking something you didn't. What should you do?
(A) Argue your case immediately.
(B) Figure out who broke the item.
(C) Make a plan to pay for the broken item.
(D) Stay calm, honest, and explain your side. Try to calm the other side.
- 129.** How does active listening benefit communication?
(A) It has no impact
(B) It enhances engagement
(C) It confuses the message
(D) It disrupts communication
- 130.** What should you do if you are talking with someone who has a problem in speaking?
(A) Making eye contact
(B) Give him more time to speak
(C) Guess what he is trying to say
(D) Don't mind him
- 131.** A passenger is upset with Petra, a flight attendant, because the plane has not taken off and he is worried about being late for an important meeting. Before responding, Petra takes a deep breath, listens to his complaint, and apologizes. Petra is
(A) Deferring to authority
(B) Solving the problem
(C) Diffusing the customer's anger
(D) Avoiding the conflict completely
- 132.** Bimodal input, where learners read and listen at the same time, may help some learners but can overload others.
(A) True
(B) False
- 133.** If you are a speaker, you have to enjoy what you are doing it can also lessen the nervousness that you feel.
(A) True
(B) False
- 134.** How does effective internal communication impact employee performance?
(A) It reduces employee engagement by limiting discussions.
(B) It creates clear expectations, improves motivation, and enhances job satisfaction.
(C) It increases hierarchical barriers in decision-making.
(D) It discourages collaboration and teamwork.
- 135.** Identify which strategy to effective oral communication is described in this statement: Oral communication involves a speaker who thinks before he/she speaks.
(A) Speak flexibly

- (B) Speak precisely
(C) Speak clearly
(D) Speak simply Edit
- 136.** In the art of attracting listeners, what should a speaker pay attention to for a first impression?
(A) Appearance, Professional competence, Personality
(B) Appearance, Speaking skills, Personality
(C) Appearance, Professional competence, Style
(D) Appearance, Speaking skills, Manner
- 137.** What is the best way to handle negative information in communication?
(A) Omit it completely
(B) Present it positively
(C) Emphasize the negative aspects
(D) Use complex language
- 138.** It is not recommendable to create a list of agenda/questions before engaging yourself in a phone call.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
- 139.** Why should you avoid using slang, multiple punctuation marks, and emojis in professional e-mails?
(A) They make the e-mail more interesting.
(B) They are difficult to type.
(C) They can make the e-mail appear unprofessional.
(D) They are required for formal communication.
- 140.** Clarity and conciseness are important in professional settings because:
(A) They help ensure effective communication and prevent misunderstandings.
(B) They make conversations unnecessarily lengthy.
(C) They encourage the use of jargon and complex language.
(D) They reduce the need for feedback and clarification.
- 141.** Punctuality in communication shows:
(A) Impatience
(B) Respect
(C) Nervousness
(D) Carelessness
- 142.** Which of the following is a best practice in avoiding biased language?
(A) Use the word “they” to avoid identifying gender based on observation
(B) Relate to coworkers by pointing out that you share their ethnic background
(C) Identify the generational category of the person you are speaking with
(D) Include unfamiliar words when you speak with people at work
- 143.** What should be considered first when choosing a communication channel?
(A) The weather
(B) The audience’s needs and expectations
(C) The speaker’s preference
(D) The complexity of vocabulary
- 144.** Why mute your mic when not speaking?
(A) Stay quiet
(B) Prevent background noise
(C) Doesn’t matter
(D) None of above
- 145.** Which opening sentence is most effective for a response memo or email?
(A) This message is to respond to your email dated June 30.
(B) Thank you for your interest in our services.
(C) According to your request, I am pleased to answer your questions.
(D) Below are the answers to the questions you asked in your email dated June 30.

- 146.** When should emojis be used in an email?
- (A) Depends on the audience and purpose of the email
 - (B) Only in formal business emails
 - (C) Never in any email
 - (D) In every email to show friendliness
- 147.** What is the significance of a clear message in communication?
- (A) To make it longer
 - (B) To ensure understanding
 - (C) To confuse the audience
 - (D) To avoid feedback
- 148.** Why is mutual understanding important in effective communication?
- (A) It ensures that the message is delivered quickly.
 - (B) It helps both the sender and receiver to interpret the message accurately.
 - (C) It eliminates the need for feedback.
 - (D) It focuses only on the sender's perspective.
- 149.** From the article "The Value of Transparency in Corporate Communications and the Tools that Foster It", which of these would not be an effect of an organization being more transparent in their communications?
- (A) Positive customer relationships
 - (B) Ease of compliance
 - (C) Happier employees
 - (D) Lower profits
- 150.** Which C stresses the need for the message to be unified and consistent in its theme or purpose?
- (A) Clarity
 - (B) Coherence
 - (C) Correctness
 - (D) Completeness
- 151.** Which of the following is a critical component for businesses to deliver consumer value through quality products at fair prices?
- (A) Ethnocentrism and nepotism
 - (B) Honesty and communication
 - (C) Loyalty and integrity
 - (D) Collusion and apathy
- 152.** A good friend of yours is very upset as her best friend has had a terrible accident. You are tired from the day's work. The phone rings and the caller I.D. shows that it's her. What should you do?
- (A) Ignore the call because you are tired
 - (B) Answer the call and talk to her for as long as she wants to
 - (C) Tell her that you are too tired and she should call someone else
 - (D) Listen to her for some time and then tell her that you will talk again tomorrow
- 153.** A barangay conducts regular disaster drills but still struggles with slow information flow. What improvement should they prioritize?
- (A) Implementing a streamlined emergency communication system with clear chains of command and reliable alert channels
 - (B) Holding more evacuation drills without changing procedures
 - (C) Purchasing additional rescue boats as a first step
 - (D) Building a larger evacuation center gymnasium
- 154.** Why is it important for a leader to use short, simple words in communication?
- (A) To prove their vocabulary mastery
 - (B) To demonstrate their status
 - (C) To avoid confusion, ensure messages are clearly understood
 - (D) To encourage the listener to ask more questions
- 155.** When giving a presentation in front of an audience you should do all of the following except for:
- (A) Speak loud and clear
 - (B) Provide handouts if needed
 - (C) Dress professionally
 - (D) Look at your screen and not the audience

156. How can you ensure your email is concise and to the point?
- (A) Use long paragraphs to elaborate on details.
 - (B) Include multiple unrelated topics in the email.
 - (C) Avoid proofreading before sending.
 - (D) Define the purpose, use short sentences, and edit for clarity.
157. Speeches can be delivered without a main goal and purpose as long as you have something to say.
- (A) True
 - (B) False
158. What is a key takeaway for HR professionals according to the text?
- (A) Building rapport is not important
 - (B) Effective communication is essential
 - (C) Avoid communication
 - (D) Asking thoughtful questions is not necessary
159. Which is NOT a suitable way to end a business phone call?
- (A) Thank you for your time.
 - (B) Gotta go!
 - (C) I look forward to our next discussion.
 - (D) Have a great day.
160. Scenario: TrendyTech Co. wants to include social media graphics prominently, while VisualVibe Designs suggests a more subtle approach for better engagement. How should this negotiation be handled?
- (A) Integrate social media graphics prominently as per TrendyTech Co.'s request.
 - (B) Present data on the effectiveness of subtle social media graphics for user engagement.
 - (C) Find a compromise that maintains visibility without overwhelming the design with graphics.
 - (D) None of above
161. Using a conversational style in speech delivery makes the message more natural and conversational.
- (A) True
 - (B) False
162. Which of the following is NOT a consideration for a successful phone message?
- (A) Always give a return phone number
 - (B) Identify who is calling
 - (C) Leave long messages
 - (D) Speak clearly
163. When writing email, it is important to keep tabs on your tone. Say thank you and please and use all your manners.
- (A) True
 - (B) False
164. Which phrase is an I-statement?
- (A) "You're rude."
 - (B) "I feel frustrated when I get interrupted."
 - (C) "You always talk over me."
 - (D) "Be quiet."
165. Lindsay is writing a property description for a new real estate brochure. To make her brochure more effective, Lindsay should anticipate her audience. This means she
- (A) . identifies the property's outstanding traits and describes them clearly.
 - (B) Concentrates on the price and value of the property.
 - (C) Writes using familiar words and a friendly, informal tone.
 - (D) Considers what the readers are like and how they will react to the message
166. What does it mean to 'read between the lines'?
- (A) To take things literally
 - (B) To ignore the details
 - (C) To understand the hidden meaning
 - (D) To focus on the obvious words

- 167.** Why is using the telephone system effectively important?
- (A) It supports timely, accurate service
 - (B) It guarantees higher call volumes
 - (C) It replaces all written records
 - (D) It eliminates training requirements
- 168.** Politeness is a characteristic needed for a Consumer Service Employee.
- (A) True
 - (B) False
- 169.** Plans, ways, and means of sharing information are adopted to achieve a particular social, political, psychological, or linguistic purpose.
- (A) Communicative strategies
 - (B) Speech Act
 - (C) Speech Style
 - (D) Speech Context
- 170.** Which is a communication DO?
- (A) Speak loudly
 - (B) Laugh at people
 - (C) Assume responsibility in dialogue
 - (D) Blame
- 171.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). If employees appear confused during a meeting, the presenter should:
- (A) Restate key points using simpler language
 - (B) Continue speaking rapidly
 - (C) Skip all examples
 - (D) End the meeting immediately
- 172.** Starting an email with "Dear Sir/Madam" is polite.
- (A) True
 - (B) False
 - (C) Neutral
 - (D) None of above
- 173.** Which of the following sentences focuses on audience benefits?
- (A) We are very pleased to have you as our newest customer
 - (B) You can help us by sending us your payment immediately.
 - (C) Register now to lock in your preferred travel dates.
 - (D) Act quickly to help us meet our year-end goals.
- 174.** Who is best suited to be a spokesperson during a crisis?
- (A) An untrained employee
 - (B) A skilled media and public communicator
 - (C) A product designer
 - (D) A financial analyst
- 175.** Speakers often use analogies to help an audience understand something new to them.
- (A) True
 - (B) False
- 176.** When someone talks about an unpleasant or distressing experience,
- (A) I didn't comment on it.
 - (B) I tried to change the topic.
 - (C) I try to relate to the person's feelings and show sensitivity to his or her misfortune.
 - (D) None of above
- 177.** A positive communication climate encourages openness and trust.
- (A) True
 - (B) False
- 178.** When a customer is angry, by remaining calm, helpful, and positive
- (A) The customer will become more angry.
 - (B) You will most likely be able to de-escalate (lessen or lower) the customer's anger.
 - (C) You will look weak, and your boss will become angry.
 - (D) None of above

179. How do you choose the right writing style for your business?
- (A) By mimicking the style of other successful companies
 - (B) By considering your audience and communication goals
 - (C) By following popular trends on social media
 - (D) By choosing the most complex style to showcase your language skills
180. A great speaker knows their audience's —
- (A) Feelings
 - (B) Clothes
 - (C) Demographics
 - (D) Occupation
181. What is necessary for a writer or speaker to be really effective?
- (A) A strong argument
 - (B) A large audience
 - (C) Many claims
 - (D) Special techniques
182. When presenting, you should show enthusiasm for your topic or creation
- (A) True
 - (B) False
183. What is the impact of using a clear subject line in an email?
- (A) A clear subject line helps the recipient understand the email's purpose quickly.
 - (B) Subject lines are not important in email communication.
 - (C) A vague subject line can enhance curiosity.
 - (D) Clear subject lines are only necessary for formal emails.
184. Identify the correct sentence that demonstrates effective communication.
- (A) He speak very fast and unclear.
 - (B) She explained the process step by step.
 - (C) They were talking loudly over each other.
 - (D) I don't understand anything he says.
185. What does a well-designed email signature convey?
- (A) A sense of professionalism and attention to detail
 - (B) A sense of informality
 - (C) A sense of unprofessionalism
 - (D) A sense of urgency
186. Best professional email practice is:
- (A) Urgent + CC all
 - (B) Clear subject + concise body + correct addressing
 - (C) Long explanation
 - (D) Informal language
187. The biggest responsibility of a speaker is to:
- (A) Practice affectations in order to make people feel at ease enough to agree with their messages
 - (B) Developing charisma that allows them to mesmerize others
 - (C) Creating intelligent and organized communications that are heavily weighted by fact
 - (D) Consider and tailor messages to the other while communicating and maintaining their own value structure
188. To be able to lessen or lower a customer's anger:
- (A) Customer service
 - (B) Promptness
 - (C) De-escalate
 - (D) Professional
 - (E) Active listening
189. To restate the meaning of the customer's concerns in different words:
- (A) Paraphrase
 - (B) Objection analysis

- 190.** Which of the following is an accurate general statement about good ideas in the business world?
- (A) Newer employees are not expected to contribute fresh ideas
 - (B) Many good ideas pass unnoticed or are misunderstood because they are communicated poorly.
 - (C) Business leaders always jump on new ideas, even if they are poorly presented.
 - (D) Good ideas speak for themselves and don't need to be "communicated" in today's social media environment
- 191.** Presenters should never use notes or scripts.
- (A) True
 - (B) False
- 192.** A speaker's disrespectful language cannot affect their credibility.
- (A) True
 - (B) False
- 193.** At the start of a conversation the most important skill is to?
- (A) Think about what you are going to say
 - (B) Be open minded
 - (C) Speak first
 - (D) Text at the same time
- 194.** Which of the following is NOT a suitable greeting in an email?
- (A) "I hope you are doing well."
 - (B) "I am happy to hear from you."
 - (C) "How are you?"
 - (D) "You must reply quickly."
- 195.** When you're communicating with a person of authority, you should ____
- (A) Be respectful
 - (B) Avoid making jokes
 - (C) A & b
 - (D) None of above
- 196.** If your email explains everything, spelling and grammar is not taken into consideration by the reader.
- (A) True
 - (B) False
- 197.** When you speak clearly, you are engaging and you become more ____
- (A) Memorable
 - (B) Profitable
 - (C) Entertaining
 - (D) Quiet
- 198.** What does writing clearly and concisely mean?
- (A) Using complex words to completely describe everything in a sentence
 - (B) Getting straight to the point by eliminating unnecessary words.
 - (C) Showing off your mad vocabulary skills
 - (D) Writing long sentences to take up more space on the page.
- 199.** What should be done if a patient has difficulty understanding during a visit?
- (A) Give them written instructions only
 - (B) Refer them to another doctor
 - (C) Use the Teach-Back Method
 - (D) Skip the information
- 200.** Which of the following presentation types is used to convince an audience to accept a proposal?
- (A) Informative
 - (B) Generic
 - (C) Motivational
 - (D) Persuasive
- 201.** What should you do if you receive an email that is unclear?
- (A) Reply to the sender asking for clarification.
 - (B) Forward the email to a colleague without context.
 - (C) Delete the email immediately.
 - (D) Ignore the email and move on.

- 202.** The following are the basic concepts of communicating with leaders or internal organizations, except:
- (A) Respect
 - (B) Can do spirit
 - (C) More listening
 - (D) Pessimistic
- 203.** End of shift handover is one of the most crucial time in a hospital. To make it effective and efficient healthcare workers should.
- (A) Leave after shift is over
 - (B) Apply for extra shift
 - (C) Effectively pass the information to the next operating person
 - (D) None
- 204.** What should you do before making a phone call?
- (A) Plan what you'll say and speak clearly
 - (B) Yell so they can hear you
 - (C) Call at midnight
 - (D) Let them hang up first
- 205.** The following are the effectiveness of internal communication that can have an impact on many areas of business, except ____
- (A) Staff motivation-and thus labor productivity
 - (B) Number and quality of ideas generated by staff
 - (C) Speed of response to market changes
 - (D) Slow communication
- 206.** When you receive an email that upsets you or makes you mad, you should
- (A) Wait until you are calm and think about how to respond appropriately
 - (B) Write back immediately and vent your feelings
 - (C) Write back in ALL CAPS with lots of exclamation points!!
 - (D) Delete it
- 207.** When communicating with individuals with speech impairments, you should try to ask questions which require only ____ answers or a nod of the head.
- (A) Short
 - (B) Long
 - (C) Complicated
 - (D) Written
- 208.** Name two polite ways to ask for information in an email.
- (A) "Send me the data" and "I want the report."
 - (B) "Give me the info" and "Need the details ASAP"
 - (C) "What's the status?" and "Update me."
 - (D) "Could you please provide me with ____?" and "I would appreciate it if you could ____"
- 209.** Communicating effectively means:
- (A) Telling people what you want them to do
 - (B) Telling people how you want them to behave
 - (C) Telling people what you think of their performance
 - (D) Articulating your message in a way that your listeners can easily understand and accept
- 210.** Which of the following is a benefit of using an intranet for remote work?
- (A) Increased email usage
 - (B) Reduced collaboration
 - (C) Limited communication
 - (D) Centralized information access
- 211.** Effective communication enhances teamwork and collaboration.
- (A) True
 - (B) False
- 212.** How do you end a message effectively?
- (A) Giving solution
 - (B) Explaining reason
 - (C) Giving positive word/phrases
 - (D) None of above

- 213.** Which phrase is appropriate for softening advice?
(A) You must
(B) If I were you, I would
(C) You better
(D) Do this now
- 214.** 'You' statements can make the other person feel ____
(A) Defensive
(B) Excited
(C) Relaxed
(D) Indifferent
- 215.** Which of the following should be done when giving constructive criticism?
(A) Attack the employees intelligence
(B) Get frustrated with the mistake that was made
(C) Choose words carefully
(D) Stand over the person and put your hands on your hips
- 216.** Zealous communication exhibits:
(A) Enthusiasm that encourages readers or listeners
(B) An unrelated opinion
(C) A biased emotional reaction
(D) A vague and confusing phrase
- 217.** What is the most important part of business communication?
(A) Grammar and punctuation
(B) Listening skills
(C) Tone of voice
(D) Clarity of message
- 218.** Which of the following is NOT a feature of an effective e-mail?
(A) Must be read more than once
(B) Has clearly worded subject line
(C) Uses short sentences and paragraphs
(D) Uses e-mail system's formatting tools
- 219.** Clarity in speech mainly comes from
(A) Speed
(B) Volume
(C) Organization of ideas
(D) Facial expression
- 220.** A customer emailed, "I still haven't received my new SIM card." What is the best email response opening?
(A) "Calm down, it's on the way."
(B) "You will receive it soon; please wait patiently."
(C) "We sincerely apologize for the delay in delivery."
(D) "We have contacted the delivery guy."
- 221.** Greetings or salutations in an e-mail are not important when emailing your department or colleagues.
(A) True
(B) False
- 222.** Which of the following software could assist someone who cannot use their hands for computer input?
(A) Video conferencing.
(B) Speech recognition.
(C) Audio digitizer.
(D) Synthesizer.
- 223.** Managers facilitate strategic conversations by using open communication, actively listening to others, asking questions, and using feedback for learning and change
(A) False
(B) True
- 224.** What role does language play in the effectiveness of an email?
(A) Language only affects the length of the email.
(B) Language is irrelevant to email effectiveness.
(C) Language is crucial for clarity, tone, and engagement in emails.
(D) Language has no impact on the recipient's response.

- 225.** How can a proper salutation affect the tone of an email?
- (A) A proper salutation has no impact on the tone of an email.
 - (B) A proper salutation can create a respectful and professional tone in an email.
 - (C) A proper salutation can confuse the recipient and lead to misunderstandings.
 - (D) A proper salutation can make an email sound casual and informal.
- 226.** The skills that are essential for effective communication are ____
- (A) Good reading & writing,
 - (B) Speaking & listening
 - (C) None of the above
 - (D) All of the above
- 227.** An email should be:
- (A) Long and emotional
 - (B) Short and rude
 - (C) Clear, polite, and to the point
 - (D) Casual
- 228.** Which strategy would most likely reduce weaknesses in upward communication?
- (A) Route employee input through vendors
 - (B) Create clear channels that increase access
 - (C) Limit feedback to quarterly surveys
 - (D) Require only anonymous suggestion boxes
- 229.** True/False: A positive communication climate encourages openness and trust.
- (A) True
 - (B) False
- 230.** Answering which of the following questions will help a person determine the best way to respond to a conflict:
- (A) When?
 - (B) How
 - (C) Where?
 - (D) Why?
- 231.** What is the advantage of email service?
- (A) High security and safety.
 - (B) Can send emails to strangers.
 - (C) Low cost and nearly instantaneous delivery time.
 - (D) Can send product advertisements to many people.
- 232.** What part of your speech sets the tone, gains trust, and gets the audience's attention?
- (A) Supporting evidence
 - (B) Conclusion
 - (C) Introduction
 - (D) Non-verbal body language
- 233.** Effective Speech Delivery
- (A) Makes full use of both the visible and audible codes
 - (B) Attract attention to itself.
 - (C) Is modest and assuming
 - (D) Is confident and assured
- 234.** What is professional communication?
- (A) A series of actions on the part of the sender and the receiver of a message and the path the message follows.
 - (B) Communicating with a group of larger than 20 people.
 - (C) Communication that incorporates written, verbal, visual, digital communication to provide factual information that is usable in the workplace.
 - (D) The process of using words, sounds, signs, or actions to exchange information or express thoughts.
- 235.** What does an action statement in an email do?
- (A) Leaves room for ambiguity
 - (B) Ensures the message is clear and unambiguous
 - (C) Confuses the recipient
 - (D) Adds unnecessary details

- 236.** A patient with limited literacy brings a medication list. Best communication method:
- (A) Give them a typed summary in medical language.
 - (B) Use simple, large-print materials, teach-back, and ask them to show how they'll take meds.
 - (C) Hand them a pamphlet and end the teaching.
 - (D) Ask family to explain instructions later.
- 237.** All of the following are effective techniques for softening bad news EXCEPT
- (A) Suggesting a compromise or an alternative
 - (B) Positioning the bad news at the beginning or end of a paragraph
 - (C) Placing the bad news in a subordinate clause
 - (D) Using passive-voice verbs
- 238.** Communication can affect patient care by:
- (A) Improving understanding and outcomes
 - (B) Increasing confusion and errors
 - (C) Reducing trust between patient and provider
 - (D) Delaying treatment unnecessarily
- 239.** The two significant key factors to contribute to the realization that effective communication skills take the top place of the business skills needed in the company
- (A) Face to face communication; online meetings
 - (B) Live interview; online interview
 - (C) Cooperation; kindness
 - (D) None of above
- 240.** Communication strategies for healthy relationships include active listening, "I" messages, and regular ____
- (A) Check-ins
 - (B) Interruptions
 - (C) Arguments
 - (D) Complaints
- 241.** Which of the following best avoids a long lead-in?
- (A) Yes, we will send the information you requested.
 - (B) This is to advise you that we will send the information you requested.
 - (C) You may be interested to learn that we will send the information you requested.
 - (D) I am writing this letter to inform you that we will send the information you requested.
- 242.** What should be considered essential in any client contact?
- (A) Only verbal communication
 - (B) Only non-verbal communication
 - (C) Both verbal and non-verbal communication
 - (D) Ignoring communication
- 243.** Why is the closure important in an email?
- (A) It provides a polite way to end the message
 - (B) It introduces the main idea
 - (C) It lists all the supporting reasons
 - (D) It asks the recipient a question
- 244.** Business communication should always be ____
- (A) Confusing
 - (B) Rude
 - (C) Clear and concise
 - (D) Very long
- 245.** When you write an email to a teacher, use the appropriate ____ to sound professional and mature.
- (A) Reply
 - (B) Tone
 - (C) Abbreviations
 - (D) None of above
- 246.** Which of the following is an example of courtesy in communication?
- (A) Holding the door for a stranger
 - (B) Asking your grandfather out to lunch
 - (C) Being respectful of the receiver's culture
 - (D) Texting your friend "happy birthday!"

247. What's the most respectful way to disagree?
(A) That's stupid.
(B) You're wrong.
(C) I see your point, but I think differently because ____
(D) Whatever.
248. Slides should have a ____ progression that makes sense to your audience.
(A) Theme
(B) Logical
(C) Grid
(D) None of above
249. Which skill involves seeking clarification or more information respectfully?
(A) Asking Questions
(B) Ignoring Others
(C) Interrupting Frequently
(D) Making Assumptions
250. Clarity is important in verbal communication because it ____
(A) It ensures the message is conveyed accurately.
(B) It makes communication more complex.
(C) It encourages misunderstandings.
(D) It reduces decision-making effectiveness.
251. What is the best way to turn nervousness into a positive force during public speaking?
(A) Expect perfection from yourself
(B) Do not prepare for the speech
(C) Avoid speaking in public
(D) Use the power of visualization
252. Effective communicative skills are not necessary for journalism.
(A) True
(B) False
253. Profiling the audience for a business message helps the writer ____
(A) Identify the appropriate tone, language, and channel
(B) Guarantee that the audience will respond positively to the message
(C) Select slang the audience will recognize and appreciate
(D) Create a perfect first draft
254. Good communicators vary their words to avoid unintentional repetition.
(A) True
(B) False
255. IF YOU WANT TO COMPLAIN, WHAT'S THE BEST WAY TO BEHAVE
(A) STAY CALM, STICK TO YOUR POINT
(B) GET VERY ANGRY
(C) GET READY TO CRY
(D) None of above
256. Which of the following strategies can help in maintaining coherence in an email?
(A) Jumping between unrelated topics.
(B) Organizing information logically and using transitions.
(C) Writing in a stream-of-consciousness style.
(D) Using informal language. TagsDOK Level 3:Strategic Thinking
257. Reporters should avoid words such as
(A) A, an, the
(B) Definitely, finally and really
(C) School, business
(D) Today, yesterday, tomorrow
258. The speaker shows courtesy in communication by respecting the culture, values, and beliefs of his/her receivers. Being courteous at all times creates a positive impact on the audience.
(A) Completeness
(B) Conciseness
(C) Consideration
(D) Concreteness
(E) Courtesy

259. You're on a video call; your mic should be-
- (A) Muted when not speaking
 - (B) Always on
 - (C) Loud
 - (D) Unmuted forever
260. How can I-statements help in communication?
- (A) Making the speaker feel superior
 - (B) Promoting understanding and clarity
 - (C) Avoiding difficult topics
 - (D) Encouraging discussions
261. The reader is the most important person in any written communication.
- (A) True
 - (B) False
262. Effective speaking requires
- (A) Loud voice
 - (B) Clear pronunciation
 - (C) Fast delivery
 - (D) Complex sentences
263. In order to be understood on the telephone, a business's employees should always
- (A) Enunciate clearly
 - (B) Speak from notes
 - (C) Use technical terminology
 - (D) Speak really fast
264. What is recommended for effective initiation of a difficult conversation?
- (A) Start with "You" statements
 - (B) State your purpose clearly
 - (C) Avoid empathy
 - (D) Wait for the other person to start
265. Using 'I' statements rather than 'You' statements when you disagree with someone can help make communication more respectful.
- (A) True
 - (B) False
266. When communicating change, the most important question words conveyed to arouse employees' desire to support the change are
- (A) Why
 - (B) What
 - (C) When
 - (D) How
267. Which of the following should be emulated from good speakers?
- (A) How they walk
 - (B) How they connect with the audience
 - (C) How they laugh
 - (D) How they walk away from the stage
268. One secret to maintaining good relationships is
- (A) Being critical
 - (B) Good communication
 - (C) Refraining from sharing depressing thoughts
 - (D) Doing whatever your friends tell you to do
269. Which of the following best describes how the tone of correspondence should be determined?
- (A) By using as many technical terms as possible
 - (B) Based on the length of the message
 - (C) Solely by the writer's preference
 - (D) By the level of formality required by the situation and the relationship between the writer and reader
270. Using an "I" message is more likely to be clearly stated and not blame the other person
- (A) True
 - (B) False
271. Which of the following best reflects effective business communication?
- (A) Long and complex sentences
 - (B) Informal expressions
 - (C) Clear, concise, and courteous messages
 - (D) Emotional language

272. One reason concise messages are essential in business is that they save money by saving reading time.
(A) True
(B) False
273. Which sentence demonstrates dynamic delivery?
(A) "I hope this is correct?"
(B) "Today, I will discuss our goals in an engaging way."
(C) "We may or may not achieve our goals."
(D) "This presentation may be boring."
274. Writers who put themselves in the receiver's shoes to focus a message on audience benefits are using the skill of:
(A) Clarity.
(B) Empathy.
(C) Sender focus.
(D) Coherence.
275. It is acceptable to interrupt during a speech or performance to ask questions or make comments. TRUE or FALSE
(A) True
(B) False
276. An expression of personal feelings without blame
(A) Speaking skills
(B) Nonverbal language
(C) Passive communication
(D) I message
277. When teacher wants to cater students' development needs
(A) A-providing professional guidance in classroom
(B) B-gathering information about students' developmental characteristic
(C) Do counselling for each student.
(D) Get information about student family and background
278. Why are concise messages essential in business?
(A) They save money by saving time.
(B) They make documents longer.
(C) They add unnecessary details.
(D) They confuse the reader.
279. The opening of a persuasive message should:
(A) Reject objections
(B) State demands
(C) End discussion
(D) Gain attention
280. True or False: When writing an email, you should be concise and use a minimum number of words.
(A) True
(B) False
281. The communication is considered effective under which situation?
(A) When at least Two persons are involved.
(B) When the desired action is achieved
(C) When there is no disturbance
(D) When there is no barrier
282. A: "Do you need help setting up for the party?" B: " ____ "
(A) It's alright. I'll set up for the party later.
(B) I'm so glad you like the party. Come here.
(C) Yes, please! I need some help with the decorations.
(D) Not at all. Follow me and I'll show you.
283. What is the one common goal that unifies the efforts of a broad-based international community of people to serve people with AAC needs?
(A) To improve language abilities
(B) To change policy barriers
(C) To enable effective communication
(D) To support patient-family education on AAC

- 284.** True or False — If the audience is well-known, it is acceptable to use personal pronouns
(A) True
(B) False
- 285.** Why is it important to build in extra time for communication for non-English speakers?
(A) To ensure a clear understanding of the negotiation
(B) To limit communication with non-English speakers
(C) To employ translingual negotiation strategies
(D) To avoid language proficiency development
- 286.** Which of the following are proven effective communication methods for interacting with someone experiencing dementia?
(A) Make sure the person responds to demands or questions immediately
(B) Talk louder
(C) Ask simple 'yes' or 'no' questions
(D) None of the above
- 287.** Good advice for e-mail is to use the 'top-of-screen' test, which means
(A) Beginning with a cute graphic or witty quotation to capture your reader's attention.
(B) Getting the e-mail address right.
(C) Composing offline.
(D) Conveying your purpose in the subject line and first paragraph.
- 288.** The statement, "I'm not sure I understand what you're saying. Could you repeat what you've just said?" uses which of the following communicative strategies?
(A) Repair
(B) Restriction
(C) Nomination
(D) Termination
- 289.** Good communication at work means saying everything on your mind and doing most of the talking.
(A) True
(B) False
- 290.** What tone should be used in business emails?
(A) Aggressive and confrontational tone.
(B) Professional and respectful tone.
(C) Casual and informal tone.
(D) Humorous and sarcastic tone.
- 291.** Another way to validate perceptions is to compare
(A) Those sending the messages.
(B) The source to the receiver.
(C) Your interpretations to the interpretation of others.
(D) Interpersonal to public messages on the same topic.
- 292.** The following is a respectful way to present a different angle on a subject
(A) While I can see why you believe this, I see this differently. In my opinion —
(B) Why would you think that! You are silly.
(C) You are wrong!
(D) I can't believe you think that.
- 293.** Active Listening is a principle of professional verbal communication.
(A) True
(B) False
- 294.** When you are out with friends, what should you tell your friends when you are expecting a phone call?
(A) Let them know ahead of time that you are expecting a call.
(B) Walk out of the room with no explanation
(C) Answer the call in the middle of the conversation with no heads up
(D) Ignore the important phone call completely.
- 295.** Learning better ways to communicate is a useful technique for anger management.

- (A) True
(B) False
- 296.** Well-written messages are concise.
(A) TRUE
(B) FALSE
- 297.** Positive communication includes:
(A) Listening to patients and other coworkers simultaneously.
(B) Encouraging patients to ask questions.
(C) Impressing patients with your pharmacy credentials.
(D) Speaking sharply.
- 298.** "Hi, the bill is attached." Q:How could this sentence be improved?
(A) Add a polite tone
(B) Use fewer words
(C) Delete attachment
(D) Add an emoji
- 299.** To achieve the most effective communication, people need to use:
(A) Verbal communication.
(B) Nonverbal communication.
(C) Both verbal and nonverbal communication.
(D) Verbal communication is the most effective.
- 300.** Effective customer communication should be primarily
(A) Clear, easily understood, to the point
(B) Ambiguous, indirect, open ended
(C) Formal, lengthy, technically detailed
(D) Casual, humorous, story driven
- 301.** Good digital communication requires-
(A) Clear words and politeness
(B) All caps typing
(C) Anger
(D) Jokes
- 302.** A good letter should not be ____
(A) Clear
(B) Inaccurate
(C) Complete
(D) Prompt
- 303.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). To avoid emotional escalation during discussions:
(A) Maintain a calm tone and respectful language
(B) Interrupt the speaker frequently
(C) Respond with sarcasm
(D) Raise the volume to dominate
- 304.** Which of the following is NOT an example of proper telephone etiquette in the workplace?
(A) Helping the caller even if it isn't your job

(B) Identifying yourself and your company when answering a call
(C) Rushing the caller to get off the phone
(D) Answering the phone before the third ring Edit
- 305.** What strategies can help in resolving conflicts within a team?
(A) Implement strict hierarchies to limit input.
(B) Encourage open communication and collaboration.
(C) Avoid discussing the issue altogether.
(D) Assign blame to one team member.
- 306.** Communication is effective only when there is a congruence of goals of the sender and the receiver
(A) True
(B) False
- 307.** What is the main component of rapport building at the workplace?
(A) Ignoring other's requirements
(B) Withholding information

- (C) Building relationships
(D) Avoiding discussions
- 308.** According to the tips for planning what you want to say, what should you write down and bring with you when communicating? Fill in the blank: Write down the most important things. Bring your ____ with you when you're communicating.
(A) Notes
(B) Phone
(C) Laptop
(D) Dictionary
- 309.** Which expression is suitable for expressing disagreement in a polite manner?
(A) No, that's wrong.
(B) I reckon you may be mistaken.
(C) You're completely off.
(D) Absolutely not.
- 310.** What is the proper way to address others during a video conference?
(A) Use inappropriate language
(B) Address everyone as 'hey you'
(C) Ignore others completely
(D) Address others by their name or title
- 311.** This type of statement, (a), helps a person explain their feelings in an appropriate, non-blaming way.
(A) I statements
(B) You statements
(C) Blank statements
(D) None of above
- 312.** Does better communication build rapport with customers?
(A) Yes
(B) No
- 313.** I think it is important to ____ what you mean, especially when you are talking about something complex or abstract.
(A) Clarify
(B) Translate
(C) Signify
(D) Imply
- 314.** What is the aim of role-play?
(A) Encouraging communication
(B) Teaching spelling
(C) Testing grammar
(D) Memorizing texts
(E) Translation
- 315.** What does having a vocabulary to name communication phenomena in our lives help us do?
(A) Consciously alter our communication to achieve goals and avoid miscommunication.
(B) Memorize more words for exams.
(C) Communicate only in professional settings.
(D) Avoid all mistakes in communication.
- 316.** Online communication should always be-
(A) Rude
(B) Polite and respectful
(C) Sarcastic
(D) Angry
- 317.** What should you consider when planning the tone of your email?
(A) The person receiving the emails position and relationship to you.
(B) The length of the email.
(C) The number of attachments.
(D) The time of day.
- 318.** Benjamin and William are having a disagreement about a project at school. According to the text, what is the most effective way for them to resolve their conflict?
(A) Ignoring the issue
(B) Aggressive confrontation
(C) Open and respectful discussion
(D) Passive acceptance

319. When speaking to someone at work about a conflict:
- (A) Try to embarrass him/her.
 - (B) Use "I" messages.
 - (C) How
 - (D) Who
320. What role does evidence play in the effectiveness of a debate or argument?
- (A) Evidence only serves to complicate the argument.
 - (B) Evidence is crucial as it lends credibility to the speaker's claims.
 - (C) Evidence is irrelevant as long as the speaker is convincing.
 - (D) Evidence is used to divert attention from the main point of the argument.
321. How can you ensure effective communication in business emails?
- (A) By including irrelevant information
 - (B) By using slang and informal language
 - (C) By using aggressive and confrontational language
 - (D) By being clear, concise, and professional in your language and tone.
322. There is news that Jim cheated on her partner but it was not real. To prevent this kind of situation, there should be ____
- (A) Clarity of information
 - (B) Have confidence and be prepared
 - (C) Don't be distracted
 - (D) None of the above
323. Which closing sentence do you think is most appropriate in professional communication?
- (A) Thank you so much!!!
 - (B) I am absolutely grateful to you:)
 - (C) Thank you.
 - (D) Thanks Much.
324. To create an effective technical document, you need to understand ____ the readers will use it. In other words, determine your purpose.
- (A) Where
 - (B) When
 - (C) How
 - (D) Who
325. Jose' is delivering a sales presentation. During his presentation, he should do all of the following EXCEPT ____
- (A) Make eye contact with the audience.
 - (B) Talk at an appropriate speed and volume.
 - (C) Look down and read directly from his notes.
 - (D) Remember to breathe and smile.
326. What is an important aspect of effective communication?
- (A) Avoiding eye contact
 - (B) Speaking loudly
 - (C) Clear listening and speaking
 - (D) Using complex vocabulary
327. Using proper ____ strengthens your ability to communicate.
- (A) Illustrations
 - (B) Grammar
 - (C) Quotations
 - (D) Sources
328. When communicating effectively with others at work or school, you should
- (A) Not pay attention to the speaker's body language or gestures
 - (B) Try and do most of the talking
 - (C) Pay attention to the speaker's language and gestures
 - (D) None of the above
329. Appropriate language is
- (A) Unclear, vague and indirect
 - (B) Suitable or correct for the specific context
 - (C) Not suitable or correct for the specific context
 - (D) A polite phrase to finish your email
330. Effective Communication is the ____ of a successful organisation.

- (A) Brain
 - (B) Heart
 - (C) Life-Blood
 - (D) Arms
- 331.** An important skill language teaching refers to the use of background information to understand reading passages:
- (A) Phonological processing
 - (B) Vocabulary recognition
 - (C) Syntactic processing
 - (D) Schema activation
- 332.** In business writing, knowing your audience is necessary.
- (A) TRUE
 - (B) FALSE
- 333.** What is a common mistake when writing emails?
- (A) Using vague language and assumptions
 - (B) Including a clear subject line
 - (C) Proofreading before sending
 - (D) Using paragraphs to separate thoughts
- 334.** In school assemblies, students communicate by-
- (A) Listening and responding
 - (B) Writing letters
 - (C) Running
 - (D) Sleeping
- 335.** How does empathy contribute to effective teamwork in scientific research?
- (A) By understanding team members' perspectives
 - (B) By increasing data accuracy
 - (C) By enhancing experimental design
 - (D) By improving statistical methods
- 336.** How should the saying "your understanding was wrong" can be paraphrased into a more positive way?
- (A) | 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.
- 337.** Personalized messages usually include:
- (A) Recipient's name and references to their needs
 - (B) Something obviously incorrect
 - (C) A funny unrelated statement
 - (D) A generalization
- 338.** How can managers facilitate good company morale?
- (A) By communicating clearly
 - (B) By avoiding communication
 - (C) By only using written memos
 - (D) By discouraging teamwork
- 339.** How can a communicator adjust to the needs of the audience?
- (A) Use appropriate tone and phrasing.
 - (B) Use only personal pronouns.
 - (C) Use only technical terms.
 - (D) Assume they are familiar with the content.
- 340.** Managing communication apprehension can improve public speaking performance.
- (A) True
 - (B) False
- 341.** To enhance your ability to communicate effectively in healthcare, you should focus on improving which of the following skills?
- (A) Sending skills
 - (B) Receiving skills
 - (C) Feedback skills
 - (D) All of the above
- 342.** The teachers who use TPR believe in the importance of having their students enjoy their experience in learning to ___ in a foreign language.
- (A) Read
 - (B) Write
 - (C) Communicate
 - (D) Advise

- 343.** What should take place before beginning a speech?
- (A) You must command the space.
 - (B) You must be prepared.
 - (C) You must project your voice.
 - (D) You must ask for feedback. Edit
- 344.** Teacher talk that omits vague terms from explanations and responses to students' questions is
- (A) Transitional discourse.
 - (B) Connected discourse.
 - (C) Precise language.
 - (D) None of above
- 345.** The following are tips for improving the quality of teleconference meetings, except:
- (A) Use a stable internet connection
 - (B) Choose a quiet and distraction-free place
 - (C) Use a headset with good audio quality
 - (D) Speak in a loud voice
- 346.** What is a key factor in determining the effectiveness of interpersonal communication?
- (A) The volume of speech
 - (B) The use of complex vocabulary
 - (C) The clarity of the message
 - (D) The speed of delivery
- 347.** How should recipients respond to an effective team e-mail?
- (A) By acknowledging it promptly
 - (B) By ignoring it until a reminder is sent
 - (C) By replying only if they disagree
 - (D) By printing and archiving the e-mail
- 348.** Maya and Samuel are having a discussion. According to you, what would be an example of effective communication in this scenario?
- (A) Maya saying anything that comes in to her mind
 - (B) Samuel raising his voice in anger
 - (C) Aria, who is observing, acting empathic
 - (D) Samuel taking a moment to gather his thoughts and then communicate
- 349.** Which communication technique is helpful for calming an anxious patient?
- (A) Rushing through explanations to minimize their concerns
 - (B) Offering false reassurances to provide immediate relief
 - (C) Active listening and acknowledging their fears and concerns
 - (D) Using complex medical terminology to establish credibility
- 350.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). Employees struggling to understand written instructions should:
- (A) Request clarification from the sender
 - (B) Ignore unclear sections
 - (C) Continue working without checking
 - (D) Wait until the next performance review
- 351.** Building self-confidence contributes to more effective presentations.
- (A) True
 - (B) False
- 352.** How can conflict resolution be achieved in a conversation?
- (A) By avoiding eye contact and interrupting the other person
 - (B) By raising your voice and using aggressive language
 - (C) By ignoring the other person's perspective and only focusing on your own
 - (D) By actively listening, expressing thoughts clearly, seeking to understand, finding common ground, and working towards a solution.
- 353.** Adapting your message to the audience involves ____
- (A) Thinking of the right words and tone to use in your message
 - (B) Rewriting your message several times to ensure it is clear
 - (C) Selecting the best research to incorporate within the message
 - (D) Conducting a thorough audience analysis

354. What makes an email good?
- (A) Too long/too short
 - (B) Inappropriate tone
 - (C) Have clear questions
 - (D) Lack of actionable item
355. According to the tips for planning what you want to say, what should you set before communicating? Fill in the blank: Set your communication ____?
- (A) Goal
 - (B) Plan
 - (C) Method
 - (D) Style
356. Good communication skills can help you be considered as a valuable employee who contributes to the company's image.
- (A) True
 - (B) False
357. What are three examples of respectful communication?
- (A) Being thoughtful
 - (B) Listening actively
 - (C) Staying Calm
 - (D) All the above
358. Standards for communication choices should be the same regardless of the listener.
- (A) True
 - (B) False
359. In business, which of the following tones should be part of every written communications?
- (A) Sarcastic
 - (B) Funny
 - (C) Polite
 - (D) Vague
360. At the end of a presentation, the speaker should:
- (A) Leave the room as quickly as possible.
 - (B) Say, "This topic is very easy. Goodbye."
 - (C) Choices a and b are incorrect.
 - (D) Choices a and b are correct.
361. Why is it important for managers to take the time to understand employees who seem problematic?
- (A) It helps them avoid difficult conversations.
 - (B) It allows them to write off employees more easily.
 - (C) It enables them to see the employee's perspective and address issues effectively.
 - (D) It reduces the need for team meetings.
362. Tomorrow Allysa will participate in a video conference call. Prior to the call, she should do all of the following EXCEPT ____
- (A) Practice using the equipment.
 - (B) Find a chair with wheels so she can move around during the call.
 - (C) Minimize the background noise.
 - (D) Put away her mobile devices and other distractions.
363. True or False As a leader, it is important to develop and maintain effective communication skills with the workplace
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
364. A speaker's response to an audience's question should respond by ____
- (A) Telling the audience to "shut up!"
 - (B) Telling the audience "I'm organized."
 - (C) Answering the audience's questions with a soft tone.
 - (D) Answering the audience's questions clearly and completely at the appropriate time.
365. Your document will be most useful if you know what your audience needs to ____ in order to produce the desired results.
- (A) Say
 - (B) Think

- (C) Do
(D) Teach
366. Why is recognizing and challenging bias in language crucial?
(A) Recognizing bias in language has no impact on individuals or society.
(B) Challenging bias in language can lead to misunderstandings and heated arguments.
(C) Recognizing and challenging bias in language can promote open-mindedness, fair portrayals, and smoother communication.
(D) Bias in language is necessary for reinforcing stereotypes and maintaining equality.
367. To communicate effectively, a marketing communicator must ____ the consumer's field of experience.
(A) Compete with
(B) Share
(C) Understand
(D) Create
(E) Reference
368. For effective communication to occur, you can't be afraid to admit you didn't understand someone.
(A) True
(B) False
369. Human Resources Manager Claire Siu must inform Anthony that company job changes will require him to seek retraining or lose his position. The best channel for Ms. Siu to deliver this message is
(A) An e-mail message.
(B) A face-to-face conversation
(C) A voice mail message.
(D) An instant message.
370. Using short abbreviations & chat expressions such as 'Rgds in place of Regards', 'Pls in place of Please', etc. not only saves time but also ensures the customer is in touch with the latest trends and expressions being used in today's business communication.
- (A) True
(B) False
371. What type of voicemail should you leave?
(A) A lengthy inaudible one
(B) Clearly stated, right to the point, always leaving your name and number
(C) Don't even talk about the subject at hand
(D) None of above
372. I don't think he understood what I meant-I just couldn't ____
(A) Speak my mind
(B) Read between the lines
(C) Get the message across
(D) Talk the talk
373. When giving a speech, what writing skills did you use to organize it?
(A) Outlining, structuring, and using transitions
(B) Including random facts
(C) Writing in cursive
(D) Using emojis and symbols
374. When speaking, you should use each of the following strategies to effectively engage your audience, EXCEPT
(A) Looking at the projector or white board often
(B) Using hand movements that help convey your message
(C) Utilizing an effective volume and tone of voice
(D) Maintaining eye contact with your audience
375. Avoiding the use of slang falls under which guideline for dealing effectively with people from different cultures?
(A) Show respect.
(B) Strive to communicate clearly.
(C) Expect differences to arise.
(D) Be patient.

376. Her explanation was not ____, which caused confusion among the staff.
- (A) Adequate
 - (B) Understanding
 - (C) Anxiety
 - (D) Therapeutic
377. Effective communication facilitates the exchange of information between parties.
- (A) True
 - (B) False
378. Components of Verbal Communication: Effective communication is simple, brief, and direct. Repeating important parts of a message also clarifies communication.
- (A) Vocabulary
 - (B) Denotative and connotative meaning
 - (C) Clarity and brevity
 - (D) Intonation
379. Elise could have prepared better for her presentation by:
- (A) Practicing her speech beforehand
 - (B) Ignoring the topic completely
 - (C) Arriving late to the presentation
 - (D) Not using any visual aids
380. Emojis in business communication should be used:
- (A) Rarely and appropriately
 - (B) Frequently
 - (C) Never
 - (D) Excessively
381. What are the examples of effective communication skills? 1.Active Listening 2.Negotiating 3.Open Dialogue 4.Mediating
- (A) 2 and 3 only
 - (B) 1, 2 and 3 only
 - (C) 1 only
 - (D) All of the above
382. What is the purpose of using active listening in communication?
- (A) To make statements
 - (B) To confuse others
 - (C) To enhance understanding
 - (D) To avoid communication
383. When choosing words, focus on using words that are ____
- (A) Lengthy and academic
 - (B) Precise and familiar
 - (C) Multisyllabic and vague
 - (D) Technical and precise
384. TRUE or FALSE Gadgets are being used nowadays for an easy and fast interaction.
- (A) TRUE
 - (B) FALSE
385. What is effective communication in the workplace?
- (A) It is when managers communicate tasks.
 - (B) One-way information sharing that is effective in the business environment by helping employees understand, complete tasks and become successful.
 - (C) Two-way information sharing that is effective in the business environment by helping employees understand, complete tasks and become successful.
 - (D) It is when listening is preferred to speaking.
386. Informative speakers can make a speech topic come alive by connecting the topic to the audience in meaningful ways.
- (A) True
 - (B) False
387. When taking a message, you should always add the ____ for the call.
- (A) Reason
 - (B) Tone of voice
388. T/F: Effective communication occurs only in person.
- (A) T
 - (B) F

- 389.** Which of the following is an effective subject line for an email message?
- (A) "Overcharged"
 - (B) "Charity Bazaar"
 - (C) "Resume of Lee Chong Wei"
 - (D) "Application for Java Developer (Job Code:4187)"
- 390.** When giving your presentation, try to speak
- (A) Natural.
 - (B) Naturally.
- 391.** Which basic issues should be considered when analyzing possible audience reactions?
- (A) The audience's reasons for attending the presentation and their overall attitude toward the topic.
 - (B) The audience's possible mood and the type of information that will most impress them.
 - (C) Anticipating the audience's feedback.
 - (D) All of the above.
- 392.** Which of the following is most likely to lead to a motivated and productive workforce?
- (A) Excessive communication
 - (B) Barriers to communication
 - (C) Effective communication
 - (D) Insufficient communication
- 393.** When using an indirect approach in email communication, in which scenarios might it be appropriate?
- (A) Delivering routine information
 - (B) Sending congratulatory messages
 - (C) Addressing sensitive topics or delivering bad news
 - (D) Requesting immediate action
- 394.** When organizing a speech of presentation, it is NOT necessary to consider whether your listeners know the name of the recipient in advance.
- (A) True
 - (B) False
- 395.** Which of the following best describes constructive communication?
- (A) Messages that tear down, blame, or create conflict.
 - (B) Messages that are unclear and hard to understand.
 - (C) Messages that build up, solve problems, and offer fair feedback.
 - (D) Messages that are only used in professional settings.
- 396.** If you can't be bothered to proofread your emails, then it gives the impression that you are ____
- (A) Friendly
 - (B) Adaptable
 - (C) Lazy
 - (D) None of above
- 397.** Communicate ____ with people at work place is very important.
- (A) Nicely
 - (B) Properly
 - (C) Clearly
 - (D) None of above
- 398.** Before placing a person on hold, it is important to first:
- (A) Allow the caller to complete the introductory phase and explain the purpose.
 - (B) Explain that you are too busy, but will get to them soon.
 - (C) Write down their name and number in case they are disconnected.
 - (D) Tell them to call back later when you are less busy.
- 399.** Respectful communication leads to-
- (A) Cooperation
 - (B) Anger
 - (C) Confusion
 - (D) Fear

400. Filling your answers during an interview with empty phrases such as um, uh, like, and basically suggests to an employer that you are ____
- (A) Confident
 - (B) Reflective
 - (C) Relaxed
 - (D) Unprepared
401. What is a primary consideration when using emojis and emoticons in professional digital communication?
- (A) Avoiding them completely in business-related emails.
 - (B) Using them liberally to express emotions.
 - (C) Employing them judiciously based on context and recipient.
 - (D) None of above
402. Which is the most effective style of communication?
- (A) Aggressive
 - (B) Passive
 - (C) Assertive
 - (D) None of above
403. Why is it important to establish rapport with audience during speech delivery?
- (A) Because you need their support
 - (B) Because they have to listen to you
 - (C) Because they have to grasp the message of your speech
 - (D) Because you cannot have meaningful conversation without creating connection
404. What condition must be met for communication to take place?
- (A) The message is funny
 - (B) The message is clear and understood
 - (C) The sender is a good speaker
 - (D) The receiver is happy
405. Communication is considered effective when ____
- (A) It creates chaos and misunderstanding
 - (B) The speaker gets his desired response from the audience
 - (C) There is no reaction from the audience
 - (D) None of above
406. Ahmad is attending a work meeting. When is it appropriate for him to use his smart-phone?
- (A) If the meeting is boring.
 - (B) If the speaker cannot see him using it?
 - (C) If his supervisor is not present.
 - (D) If the meeting specifically requires the participants to access information online.
407. Allowing people to build relationships and trust.
- (A) Improved collaboration
 - (B) Enhanced communication
 - (C) Cost-effectiveness
 - (D) Increased productivity
408. Jolly in business communication suggests:
- (A) Using gentle humor appropriately to ease tone
 - (B) An unrelated opinion
 - (C) A vague and confusing phrase
 - (D) A biased emotional reaction
409. In a noisy kitchen, it's better to use short and clear phrases.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
410. Rohan, Benjamin, and William are discussing how to improve their communication skills. What scope should they consider when applying effective communication strategies?
- (A) Only with close friends
 - (B) Only in workplace meetings
 - (C) Across personal and professional life
 - (D) Only during conflict

- 411.** What are some components of building rapport?
(A) Nurturing strong relationships, influencing others, and improving communication and trust
(B) Being calm, cool and collected
(C) Actively doing nothing & hoping that it comes naturally
(D) None of above
- 412.** It is not very important to adapt your speech to your audience.
(A) True
(B) False
- 413.** Ethics that do not need to be considered when participating in a teleconference meeting are:
(A) Dress neatly and politely
(B) Mute the microphone when not speaking
(C) Interrupting other speakers
(D) Turn off cell phone notifications
- 414.** Organizing a presentation helps the audience understand the message better.
(A) True
(B) False
- 415.** What are some effective communication strategies in business?
(A) Using jargon and technical terms, avoiding feedback, relying solely on written communication, ignoring nonverbal cues
(B) Active listening, clear and concise messaging, using appropriate channels of communication, being mindful of nonverbal cues, and providing feedback.
- 416.** Phrasing the thesis of your speech clearly helps you to identify exactly what you want to say to your audience.
(A) True
(B) False
- 417.** If someone's words and non-verbal communication don't seem to match, what should you do?
(A) Ignore the difference
(B) Ask a question to understand how they feel
(C) Assume they are lying
(D) Focus only on their words
- 418.** Netiquette means sending emails that ____
(A) Are polite
(B) Are professional
(C) Are appropriate
(D) Are funny
- 419.** When you "read between the lines" you ____
(A) Make an educated guess about things that aren't written down
(B) Look for the very small print in between the lines of a book
(C) Stop and think about each line before you read on
(D) Read two things at once
- 420.** Select the most POSITIVE version of the message below:
(A) You forgot to include the attachment.
(B) The item was not attached.
(C) Your email was received, however the attachment was missing.
(D) None of above
- 421.** How can good E-mail etiquettes impact the sender's impression?
(A) Good email etiquette is irrelevant to the sender's reputation.
(B) Poor email etiquette can lead to increased trust from recipients.
(C) Good email etiquette only matters in formal communications.
(D) Good email etiquette enhances professionalism and creates a positive impression of the sender.
- 422.** How can you improve your communications with people who do not speak English as their first language?
(A) By speaking very slowly and loudly to improve their comprehension.

- (B) By avoiding smiling and eye contact because it may not be their cultural norm.
- (C) By incorporating jargon and regional dialects to encourage them to adopt American communication styles.
- (D) By using simple English.
- 423.** As a journalist, your audience's ____ is your most important asset.
- (A) Money
- (B) Trust
- (C) Loyalty
- (D) Attention
- 424.** Types of effective communication, except:
- (A) There is openness
- (B) Mutual support
- (C) Indifferent
- (D) Be Positive
- 425.** A good speaker is one who can ____
- (A) Capable of speaking in a professional manner while maintaining eye contact with the audience.
- (B) Uses varied vocabulary.
- (C) Uses varied articulate speech to suit the need of the audience.
- (D) All of the above
- 426.** Choose the correct answer: 1. Which is the best definition of effective communication?
- (A) Communication means having strong and confident body language
- (B) Communication is talking to each other on a regular basis to build rapport.
- (C) Communication is the transmission of an idea or feeling so that the sender and receiver share the same understanding
- (D) None of above
- 427.** Which of the following is an example of effective communication in a healthcare setting?
- (A) Using complex medical terminology with all patients.
- (B) Quickly giving information without pausing for questions.
- (C) Making eye contact and listening attentively to patient concerns.
- (D) Focusing on paperwork while talking to patients.
- 428.** When we summarize, we strip away the extra ____
- (A) Verbiage
- (B) Verbose
- (C) Verbalisation
- (D) Verbs
- 429.** How can you ensure your message is understood in written communication?
- (A) Use abbreviations
- (B) Be concise and clear
- (C) Write in all caps
- (D) Use slang
- 430.** Which situation shows effective workplace communication?
- (A) Working individually without discussion
- (B) Avoiding clarification
- (C) Relying only on written rules
- (D) Team members sharing clear information
- 431.** A feature of effective communication that is essential to the quality of the communication process in general.
- (A) Clearness
- (B) Courtesy
- (C) Conciseness
- (D) Completeness
- 432.** All the following are benefits of effective communication except ____
- (A) Minimizes conflict and confusion
- (B) Leads to the right information being shared
- (C) Increase risk of a negative outcome
- (D) Leads to the intended results being achieved

433. Good listening skills can improve speaking skills.
(A) True
(B) False
434. During a disagreement, staying calm helps you:
(A) Win faster
(B) Keep the discussion respectful
(C) Show you don't care
(D) End the friendship
435. Statements used to inform the patient that you are moving from one subject area to the next are called:
(A) Summarizations
(B) Validations
(C) Transition statements
(D) Open-ended questions
436. Effective communication can ___ relationships.
(A) It can negatively affect personal relationships.
(B) It can positively impact personal and professional relationships.
(C) It has no effect on relationships.
(D) It only affects professional relationships.
437. If you're a customer service representative and you have to send an email to upset customers, you should use a ___ tone.
(A) Thankful
(B) Assertive
(C) Regretful
(D) Humorous
438. Evaluating your own communication can help you improve your skills.
(A) True
(B) False
439. Which of the following subject lines would be most effective for an e-mail or memo?
(A) Training
(B) A Training Opportunity will take place May 15.
(C) IMPORTANT
(D) FYI: Photoshop Training, May 15
440. Choose the sentence that has the best tone.
(A) If those guys in maintenance were doing their job this wouldn't have happened!
(B) I'm sorry you are experiencing a problem; we are working quickly to get it resolved.
(C) We are aware of the issue and are working on it.
(D) None of above
441. To present her multicultural presentation effectively, Pauline should:
(A) Use extensive eye contact.
(B) Always present the main idea at the beginning of the presentation.
(C) Consider dividing her presentation into short, separate sections.
(D) Use long sentences to impress the audience.
442. The tone of your E-mail should be
(A) Aggressive
(B) Polite and assertive
443. To reduce miscommunication, employees should:
(A) Ask questions when information is unclear
(B) Ignore instructions that seem confusing
(C) Rely only on written memos
(D) Avoid confirming details
444. What will happen if we don't use effective communication?
(A) It will create conflicts and misunderstand
(B) Nothing will happen
(C) It will solve conflicts and misunderstanding
(D) None of above

- 445.** Why is communication adaptability important?
- (A) To focus only on written communication
 - (B) To avoid misunderstandings
 - (C) To adjust based on audience and context
 - (D) To maintain a single communication style
- 446.** Which means to convince someone or make them change their mind about something?
- (A) To negotiate
 - (B) To contrast
 - (C) To persuade
 - (D) None of above
- 447.** Speakers can ____ the audience by telling interesting personal stories and by making eye contact.
- (A) Engage
 - (B) Explain
 - (C) Focus
 - (D) Limit
- 448.** ____ simply means that we acknowledge the personhood of our students through words + actions to say to them, "I care about you."
- (A) Rapport
 - (B) Trust
 - (C) Affirmation
 - (D) Myelination
- 449.** Effective public speakers adapt their speaking styles to the physical settings and the occasions for their speeches
- (A) True
 - (B) False
- 450.** Which C focuses on the need for the message to be easily understood and unambiguous?
- (A) Clarity
 - (B) Conciseness
 - (C) Correctness
 - (D) Consideration
- 451.** Which of the following is an effective communication strategy for dementia patients?
- (A) Speak quickly to keep their attention.
 - (B) Use simple words and short sentences.
 - (C) Avoid eye contact to reduce pressure.
 - (D) Correct their mistakes to help them remember.
- 452.** What is true considering a business meeting?
- (A) Stay on schedule
 - (B) No need to carry a notebook and pen
 - (C) Hang back on your chair fully relaxed
 - (D) Keep your bag or purse on the table in front of you.
- 453.** To reduce the communication gap between the patient and the doctor, a doctor should.
- (A) Listen carefully to the patient
 - (B) Explain medical advice effectively
 - (C) Both A and B
 - (D) None
- 454.** Why is clarity in expression crucial for effective communication?
- (A) Clarity in expression is only important for written communication.
 - (B) Clarity in expression is crucial for effective communication because it minimizes misunderstandings and enhances comprehension.
 - (C) Effective communication relies solely on body language.
 - (D) Clarity in expression is irrelevant if the audience is familiar with the topic.
- 455.** Mary has been asked to give an update on what her team has been working on to the entire company. Her slides are well prepared but during the presentation she forgets what she meant to say in some parts and hesitates and umms a lot. How could Mary have better prepared herself?
- (A) She could have practiced what she was going to say in a low risk situation

- (B) She could have written a script and memorised this
- (C) She could have read directly from her slides
- (D) None of above
- 456.** To communicate thoughts openly and honestly is to ____
- (A) Express feelings and opinions directly
- (B) Hide your true feelings
- (C) Ignore others' opinions
- (D) Speak in riddles
- 457.** Which of the following is an example of positive communication in a family disagreement?
- (A) You never help around the house!
- (B) I feel overwhelmed when chores aren't shared; can we talk about a schedule?
- (C) Ignoring the issue to avoid conflict
- (D) Yelling to get your point across
- 458.** One of the right ways to get our presentation noticed by the audience is ____
- (A) Design attractive and informative presentation slides
- (B) Giving great gifts to the audience
- (C) Set the presentation time in the morning so that the audience is still fresh and enthusiastic.
- (D) Analyze audience profiles
- 459.** The more you know about your receiver, the better your chances for unsuccessful communication.
- (A) True
- (B) False
- 460.** A city council reviews its disaster response after a recent earthquake and finds that information dissemination was slow. Which improvement best strengthens community resilience?
- (A) Rely solely on national-level announcements
- (B) Establish local early warning systems and strengthen communication networks
- (C) Wait for international aid before responding
- (D) Conduct fewer drills to reduce panic
- 461.** Human Resource Specialist Julie Woodard must inform employees of a major reduction in health care benefits. When delivering this announcement, she should apply all of the following techniques EXCEPT
- (A) Let the employees find out through the office grapevine
- (B) Inform the employees promptly
- (C) Deliver the news personally
- (D) Be honest
- 462.** Effective written communication should always be:
- (A) Long and detailed
- (B) Short and vague
- (C) Clear and concise
- (D) Complex and technical
- 463.** Age, educational background, profession are important aspect of
- (A) Knowing your topic
- (B) Knowing your purpose
- (C) Knowing your audience
- (D) None of above
- 464.** Which of the following is an example of effective verbal communication?
- (A) Giving a well-structured and organized presentation to a group of colleagues.
- (B) Interrupting and talking over others during a meeting.
- (C) Using excessive jargon and technical terms during a presentation.
- (D) Mumbling and speaking softly during a conversation.
- 465.** Amber would like to involve the audience while she gives a speech. She can ____ to achieve this.
- (A) Use eye contact and q & a at the end

- (B) Read
 - (C) Use more hand gestures
 - (D) None of these
- 466.** What should you do to ensure your email is effective?
- (A) Keep it short and precise
 - (B) Use sarcasm
 - (C) Avoid proofreading
 - (D) Include irrelevant information
- 467.** What should be the tone of voice for effective communication in rapport building?
- (A) Monotonous and boring
 - (B) Unclear and incoherent
 - (C) Loud and aggressive
 - (D) Smooth and clear
- 468.** An effective communicator is ____
- (A) Able to receive and deliver information orally and in writing; has the ability to read, write, listen and speak.
 - (B) Not able to work well with their team-mates.
 - (C) Unable to follow directions or instructions of others.
 - (D) A person who does things on their own.
- 469.** Why is it important to end small talk properly?
- (A) To create a new friendship.
 - (B) To leave a good impact.
 - (C) To show that the speaker is occupied with other duties.
 - (D) To stop the conversation from prolonging.
- 470.** Why is it important to use active voice in journalistic writing?
- (A) It results in weaker sentences
 - (B) It is not important
 - (C) It hides who did what
 - (D) It provides clarity and directness
- 471.** What is a fundamental element of effective relationships and communication, particularly in the workplace?
- (A) Authenticity
 - (B) Non-Judgemental
 - (C) Trust
 - (D) Value Difference
- 472.** Listen carefully, speak or write clearly, and respect different opinions.
- (A) An effective communicator
 - (B) An effective listener
 - (C) An effective receptor
 - (D) None of above
- 473.** What is the significance of asking questions in communication?
- (A) It shows you are not paying attention.
 - (B) It helps clarify any misunderstandings.
 - (C) It is discouraged in effective communication.
 - (D) It makes the conversation longer and should be avoided.
- 474.** Effective e-mail messages and memos generally discuss only one topic.
- (A) TRUE
 - (B) FALSE
- 475.** She said she could afford it, but ____, I don't think she has enough money.
- (A) Reading between the lines
 - (B) Breaking the ice
 - (C) Taking a back seat
 - (D) None of above
- 476.** Which of the following is a "Do" in effective communication?
- (A) Speak too fast
 - (B) Use technical jargon
 - (C) Support words with visual aids
 - (D) Assume everyone understands you
- 477.** What should you do before you send out an email?

- (A) Proofread the email
 - (B) Use shortened words in your text
 - (C) Make sure you use all caps
 - (D) Reduce the font
- 478.** By actively listening, embracing diversity, and finding (55) ___ ground, we can avoid generational conflicts.
- (A) Usual
 - (B) Finite
 - (C) Refined
 - (D) Common
- 479.** If you create an email signature, it's best to include ___
- (A) A list of your favorite movies
 - (B) Your preferred contact info
 - (C) Random thoughts
 - (D) At least four phone numbers
- 480.** Effective communication involves:
- (A) Speaking
 - (B) Listening
 - (C) Facial expressions
 - (D) All the above
- 481.** What should you do to ensure your message is understood when there is a language barrier?
- (A) Speak quickly
 - (B) Focus on enunciating words clearly
 - (C) Use complex vocabulary
 - (D) Avoid speaking altogether
- 482.** A summary of a person's words given instead of a direct quote for greater understanding by the audience.
- (A) Plagiarism
 - (B) Attribute
 - (C) Paraphrase
 - (D) Off-script
- 483.** Why should you mute (turn off) your microphone when you are videoing with your class?
- (A) It reduces background noise, but doesn't allow everyone to hear who is talking.
 - (B) It allows everyone to hear who is talking, but does not reduce background noise.
 - (C) It reduces background noise and allows everyone to hear who is talking.
 - (D) None of above
- 484.** Wang Yeo is attending a work meeting. When is it appropriate for him to use his smartphone?
- (A) If the meeting is boring.
 - (B) If the speaker cannot see him using it?
 - (C) If his supervisor is not present.
 - (D) If the meeting specifically requires the participants to access information online.
- 485.** The organization must establish an effective message to ensure that strategy implementation is both understood and acted upon by the employees.
- (A) People and systems
 - (B) Communication
 - (C) Resources planning
 - (D) None of above
- 486.** Communication should serve as a conflict-reduction exercise.
- (A) True
 - (B) False
- 487.** TRUE OR FALSE: All forms of communication are appropriate
- (A) True
 - (B) False
- 488.** Which sentence below makes us infer that Bryan's pet is a cat?
- (A) Bryan has to feed his pet every day.
 - (B) Bryan has to clean the litter box three times a week.
 - (C) Bryan's pet never bites.
 - (D) Bryan has to let out his pet every day after school.

- 489.** TRUE OR FALSE. A good speech is audible and animated.
(A) True
(B) False
- 490.** How does the audience influence the style of an email?
(A) The audience shapes the email's tone, formality, and language.
(B) The audience influences the email's length but not its style.
(C) The audience determines the email's subject line only.
(D) The audience has no impact on the email's content.
- 491.** During a business presentation, what is the inappropriate way to use your voice?
(A) Speak with clarity
(B) Speak with projection
(C) Engage with the audience
(D) Read directly from your notes or the screen
- 492.** What does it mean for business documents to be economical?
(A) Print the documents on inexpensive paper.
(B) Avoid writing whenever possible to save money.
(C) Send all business messages via e-mail to reduce expenses.
(D) Try to present ideas clearly but concisely.
- 493.** What is the most important part of making a successful presentation?
(A) Organisation
(B) Preparation
(C) Software
(D) Time
- 494.** How can you ensure your email is polite and respectful?
(A) Use all caps to emphasize points
(B) Use polite language and proper salutations
(C) Use slang and informal language
(D) Skip the greeting and get straight to the point
- 495.** Which of the following is not the attribute of a well-managed meeting?
(A) Produces effective results
(B) Entails a sense of accomplishment
(C) Contains many digressions
(D) Participants come prepared
- 496.** 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
- 497.** What is a tip for good speakers?
(A) Add lots of random details
(B) Speak up
(C) Look at the floor
(D) None of above
- 498.** In writing a business letter, the most important element that you need is to ensure its —
(A) Accuracy
(B) Margins
(C) Font
(D) None of above
- 499.** When a teacher announces to the class, "This module will be due next Friday, please manage your time," what is the best way for a student to respond to the speech act?
(A) Creating a schedule to allocate time for each part of the module.
(B) Assuming that the module is easy and can be done last minute.
(C) Asking the teacher about their weekend plans.
(D) Telling classmates about a movie seen recently.

- 500.** Effective communication in leadership helps to:
- (A) Clarify expectations and build trust
 - (B) Increase misunderstandings
 - (C) Decrease team cohesion
 - (D) Reduce feedback
- 501.** To minimize confusion during work transitions, teams should:
- (A) Share updates regularly and clearly
 - (B) Avoid documenting processes
 - (C) Change tasks without communicating
 - (D) Reduce contact between employees
- 502.** Delivering bad news via email is the best way to keep your organization informed.
- (A) True
 - (B) There's no such thing as bad news
 - (C) False
 - (D) None of the above
- 503.** For a verbal communication to be said effective, which of the following parameter should be met.
- (A) Clear speech
 - (B) Clear listening
 - (C) Understanding of the message
 - (D) All
- 504.** What is the purpose of proofreading your email?
- (A) To make it longer
 - (B) To ensure clarity and correctness
 - (C) To add more humor
 - (D) To impress the recipient
- 505.** What is the importance of a clear subject line?
- (A) A clear subject line is important for effective communication and engagement.
 - (B) A clear subject line is only necessary for formal emails.
 - (C) A vague subject line can enhance curiosity and engagement.
 - (D) Subject lines are irrelevant to the content of the message.
- 506.** Before selecting the topic for your speech it is important to consider the audience you are speaking to.
- (A) True
 - (B) False
- 507.** An important part of effective teamwork is —
- (A) Working alone
 - (B) Ignoring your team members
 - (C) Communicating openly and actively listening
 - (D) Always having the final say
- 508.** What is one advantage of ICT in business?
- (A) Improved communication
 - (B) Increased costs
 - (C) Limited market reach
 - (D) Decreased efficiency
- 509.** Why is it important to follow video conferencing etiquette?
- (A) To show off your technical skills
 - (B) To waste time and annoy others
 - (C) To make the meeting more entertaining
 - (D) To maintain professionalism and respect for others during virtual meetings.
- 510.** When writing an email, what should you focus on?
- (A) Impressing the recipient
 - (B) Being as long as possible
 - (C) Being clear and concise
 - (D) Being humorous
- 511.** Salmia works at an accounting office. Which of the following should she do before sending a work-related email?
- (A) Check that the names and addressed of the intended recipients are correct.
 - (B) Ensure the email has subject line, required attachments, a pleasant greeting, and her contact information.
 - (C) Proofread and check for confidential information in the email and its attachments.
 - (D) All of the above.

- 512.** What should be considered when using language in digital communication?
- (A) Using foul language.
 - (B) Using language that is difficult to understand.
 - (C) Use good and correct language.
 - (D) Only use emojis in communication.
- 513.** While presenting, your voice should be—
- (A) Clear and audible
 - (B) Too loud
 - (C) Whispered
 - (D) Rushed
- 514.** When verbal and non verbal communication agree with each other, what is more likely to happen.
- (A) Nothing
 - (B) The message will be understood
 - (C) The receiver will become confused
 - (D) The sender will become angry
- 515.** How can email etiquette help in managing emails effectively?
- (A) By ignoring emails from unknown senders
 - (B) By using informal language
 - (C) By encouraging long messages
 - (D) By promoting professionalism and clarity
- 516.** When introducing a speaker, you should establish a tone consistent with the speaker's presentation.
- (A) True
 - (B) False
- 517.** In face-to-face communication, which factor does NOT directly affect communication effectiveness?
- (A) Intonation
 - (B) Voice
 - (C) Syntax
 - (D) Word choice
- 518.** To make further contact to check progress or remind about a previous request, ensuring that actions are taken, deadlines are met, and commitments are honored, usually involving a polite inquiry and reiteration of the original request.
- (A) To Neglect
 - (B) To Disregard
 - (C) To Ignore
 - (D) To Follow Up
- 519.** How does common ground affect communication between long-time friends?
- (A) It decreases the efficiency of their communication because they assume too much.
 - (B) It allows them to use specific references that both understand.
 - (C) It requires them to use more gestures to avoid misunderstandings.
 - (D) It has no significant effect on their communication as they focus more on new information.
- 520.** When working to create and maintain a favourable relationship with the receiver, the sender must ____
- (A) Do just what the receiver expects
 - (B) Impress the receiver by using technical terms
 - (C) Assume and interpret the communication
 - (D) Use Positive Wording
- 521.** What principle involves breaking complex tasks into smaller, manageable steps for learning?
- (A) Scaffolding
 - (B) Chunking
 - (C) Differentiation
 - (D) ZPD
- 522.** Good workplace relationships are built on:
- (A) Trust
 - (B) Respect
 - (C) Social Interaction
 - (D) All of these
 - (E) None of these

523. Why is it important to use clear and concise writing in emails?
- (A) To confuse the reader
 - (B) To make the email longer
 - (C) To save time and space
 - (D) To use slang
524. Exchange of information between people or groups, with feedback, referred to as
- (A) Effective communication
 - (B) Communication barriers
 - (C) Communication media
 - (D) Information overload
525. When writing to a client you should always:
- (A) Use slang to seem friendly
 - (B) Identify yourself and your position
 - (C) Write in all caps for emphasis
 - (D) Attach unrelated files
526. The way you communicate when using technology influences the impressions other people have of you.
- (A) True
 - (B) False
527. Which of the following should be avoided in professional emails?
- (A) Clear subject lines
 - (B) Excessive use of emojis
 - (C) Concise language
 - (D) Proper salutations
528. The tone of a business email should be:
- (A) Professional
 - (B) Aggressive
 - (C) Sarcastic
 - (D) Informal
529. Which of the following should you not do during a presentation?
- (A) Speak with hand gestures
 - (B) Talk to the audience, not reading off the screen
 - (C) Ask the audience a question
 - (D) Speak softly with little projection to the audience
530. Effective communication involves minimizing potential misunderstanding and overcoming any barriers to communication at each stage in the communication process.
- (A) TRUE
 - (B) FALSE
531. Anna is leading a virtual team meeting. She wants to ensure a professional and smooth discussion. Which of the following is the best practice for online meeting etiquette?
- (A) Send an agenda in advance and start the meeting on time.
 - (B) Allow participants to interrupt freely without structure.
 - (C) Mute all participants permanently to avoid disruptions.
 - (D) Keep the meeting unstructured and casual.
 - (E) Speak continuously without asking for feedback.
532. Which of the following is an example of effective workplace communication?
- (A) Using jargon that only a few understand
 - (B) Listening actively to colleagues
 - (C) Interrupting others frequently
 - (D) Avoiding eye contact
- Tags: DOK Level 1: Recall
533. Business letters should be concise
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
534. Why do we need Effective Communication?
- (A) We can deliver the message without misunderstanding
 - (B) It makes us look smart
 - (C) We can deliver the message with misunderstanding
 - (D) We can deliver the message so we can create a conflict

535. Which of the following is considered the most important skill in the workplace?
- (A) Effective communication
 - (B) Knowledge of technology
 - (C) Certifications or Licensures
 - (D) Leadership strategies
536. It refers to the quality of being suitable or fitting for a particular context or audience. It involves selecting the right tone, language, and content for a given situation.
- (A) Appropriateness
 - (B) Compatibility
 - (C) Suitability
 - (D) Relevance
537. What you say and how you say it is not important in communication.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
538. What is the significance of opening statements in an email?
- (A) Opening statements are significant as they establish tone, context, and engagement.
 - (B) Opening statements have no impact on the reader's perception.
 - (C) They are primarily used to summarize the email content.
 - (D) Opening statements are only necessary for formal emails.
539. Effective (adj)
- (A) Detailed information on how to do or use something
 - (B) Easy to carry or to move
 - (C) A device that stores and plays sound and pictures
 - (D) Producing a successful result
540. Isn't it annoying when someone brings up something completely ____ in a conversation?
- (A) Irrational
 - (B) Nonexistent
 - (C) Irrelevant
 - (D) Irregular
541. Which factor is essential in effectively communicating with diverse stakeholders?
- (A) Understanding their values, interests, and preferred communication channels.
 - (B) Sending identical messages to all stakeholder groups without analysis and adjustments.
 - (C) Using a single medium, such as television, to reach all audiences.
 - (D) Prioritizing only high-value customers while ignoring smaller segments.
542. In a quality culture, effective communication is essential for engaging with:
- (A) Workers exclusively
 - (B) Customers solely
 - (C) Shareholders primarily
 - (D) All stakeholders
543. A good speaker
- (A) Avoids making eye contact with listeners
 - (B) Encourages participation
 - (C) Discourages listeners from asking questions
 - (D) Uses gestures constantly
544. During a professional phone call, what is NOT an appropriate greeting?
- (A) Good morning!
 - (B) Hello, this is ____ How can I help you?
 - (C) Hiiiiiiiiiiiiiii
 - (D) None of above
545. You're upset with your mom for throwing away some of your old comic books. How should you tell her?
- (A) "How could you do something so horrible?"
 - (B) "You have no right to touch my things!"
 - (C) "That was really mean and thoughtless."
 - (D) "I'm upset that you threw away my comics."

546. A 72-year-old man with hearing loss arrives for a follow-up. He speaks softly and frequently asks you to repeat questions. Which communication approach is best?
- (A) Speak more loudly and slow your pace.
 - (B) Face the patient, speak clearly at a normal volume, and reduce background noise.
 - (C) Use family members to interpret to speed the interview.
 - (D) Use complex medical words so the patient will take the visit seriously.
547. Positive language in business messages ____
- (A) Is an attempt to mislead readers
 - (B) Conveys less information than negative language
 - (C) Grants the reader all requests or demands
 - (D) Tells what is and what can be done
548. Which of the following is NOT a recommended method for communicating with someone who is blind?
- (A) Use body language
 - (B) Announce your presence
 - (C) Explain sounds or noises
 - (D) Describe events that are occurring
549. Which three areas overlap in active listening?
- (A) Effective communication, learning, building relationships
 - (B) Thinking, focusing, sleeping
 - (C) Listening, observing, imagining
 - (D) Speaking, discussing, writing
550. A good closing should include ____
- (A) A summary and a memorable statement
 - (B) A summary, memorable statement and a "thanks" for the audience
 - (C) A memorable statement and outline
 - (D) Nothing ____ just say goodbye and thanks
551. Which of the following sentences is most effective?
- (A) This is to inform you that your account is now up-to-date.
 - (B) At this point in time, your account is up-to-date.
 - (C) Due to the fact that we have just received your check, your account is up-to-date.
 - (D) Your account is now up-to-date.
552. Researching both primary and secondary sources improves speech credibility.
- (A) True
 - (B) False
553. Establishing a climate of equality, listening with empathy, and bringing assumptions out into the open can be achieved if you approach conversations ____ rather than ____
- (A) As dialogue; as debate
 - (B) Aggressively; assertively
 - (C) Using linguistic determinism; using linguistic reality
 - (D) As restricted code; as elaborated code
554. Strong communication skills enhance leadership effectiveness by ____
- (A) They create confusion within the team.
 - (B) They are not necessary for leadership.
 - (C) They help leaders convey vision and motivate team members.
 - (D) They discourage collaboration.
555. True OR False: When you are trying to communicate in a relationship, you should not be attacking
- (A) True
 - (B) False
556. Noah, Benjamin, and Arjun are learning about effective communication in class. How many core conditions do they discover form the foundation of effective communication?
- (A) 2
 - (B) 3
 - (C) 4
 - (D) 5

557. Communication failureData glut. Rich media used for routine tasks. Excess cues cause confusion and surplus meaning
(A) Ambiguous Task and Rich Media
(B) Unambiguous Task and Rich Media
(C) Unambiguous Task and Lean Media
(D) Ambiguous Task and Lean Media
558. The skills you learn in public speaking are very beneficial to finding a job.
(A) True
(B) False
559. In the communication process, managers as receivers are empathetic when they
(A) Refrain from interrupting senders in the middle of a message.
(B) Always talk among themselves rather than listen to others.
(C) Maintain eye contact with senders.
(D) Try to interpret a message from the sender's perspective.
560. Which one is a good communication?
(A) Message is clear and direct
(B) Message is ambiguous
(C) Sender attacks receiver
(D) Receiver doesn't listen to sender
561. What is a crucial aspect of email etiquette?
(A) Using informal language
(B) Ignoring grammar and spelling
(C) Using emojis
(D) Maintaining a professional tone
562. If you'd like to give control of the discussion to another person, you can say:
(A) Who would you like to speak to?
(B) I'd like to move to the next point.
(C) I'd like to hand it over to ____, who is going to lead the next point.
(D) If no one has anything else to add, then I think we'll wrap this up.
563. What does sensitivity to audience needs involve?
(A) Ignoring their preferences
(B) Tailoring your message to their interests
(C) Speaking loudly
(D) Using complex terms
564. What does it mean to communicate clearly in the workplace?
(A) Use complicated words to sound smart
(B) Speak loudly so everyone can hear you
(C) Explain your ideas in a simple and understandable way
(D) Only talk about work-related topics
565. What is the strategy to avoid a communication breakdown when someone feels awkward while talking to someone?
(A) Be confident and calm
(B) Avoid talking
(C) Use complex words
(D) Speak softly
566. Asking questions and speaking respectfully are ____ techniques.
(A) Constructive
(B) Destructive
567. It means use simple and concise words as much as possible in delivering a message
(A) Keep focused
(B) Be specific
(C) Minimize Distraction
(D) Speak Intelligibly
568. Which of the following is an effective action-and-information message?
(A) Do you have a car?
(B) Can you give me a ride home?
(C) Can you give me a ride home at 4:30 today?
(D) I am not feeling well today
569. Which phrasing is most aligned with being to the point in calls?

- (A) Use jargon to show expertise
 - (B) Repeat the same greeting several times
 - (C) Tell a long story about the company
 - (D) State the issue and next steps clearly
570. During a group discussion, your teammate immediately criticizes your idea without asking questions or clarifying. What strategy did they fail to apply?
- (A) Be specific
 - (B) Keep focused
 - (C) Minimize distractions
 - (D) Do not jump to conclusions
571. Clarity in speech means using simple and clear words.
- (A) True
 - (B) False
572. When a coworker is upset with you, you ask her/him to explain what's wrong instead of ignoring the problem. As a result, you're able to work through your problems. Which benefit of open and honest communication are you experiencing?
- (A) A good reputation
 - (B) Increased sales
 - (C) Better ideas
 - (D) Better conflict resolution
573. Errors in language, grammar or visual representation of facts take away:
- (A) Clarity
 - (B) Correctness
 - (C) Crispness
 - (D) Conciseness
574. Why is it important to deliver a clear message in written communication?
- (A) So that the reader does not understand the message being conveyed
 - (B) To avoid misunderstandings and confusion
 - (C) To make the message sound more complex
 - (D) Because it makes the communication process more enjoyable
575. Using an "I" message helps the speaker to communicate in a calm and respectful way.
- (A) True
 - (B) False
576. Which exemplifies positive communication skills at work?
- (A) Telling silly jokes
 - (B) Responding to memos, phone messages, and emails promptly
 - (C) Never speaking up in a meeting
 - (D) Making personal phone calls often
577. When clarifying, you should ask if you have got it right and be prepared to be ____
- (A) Corrected
 - (B) Ignored
 - (C) Rewarded
 - (D) Praised
578. What does it mean to be polite in digital communication?
- (A) Fulfill politeness norms in daily communication.
 - (B) Excessive use of capital letters.
 - (C) Sending files or content that violates the law.
 - (D) Play online games seriously.
579. Who is the best person to pass messages on?
- (A) The one that is most right for the job
 - (B) The immediate supervisor
 - (C) The highest ranked person available
 - (D) Friends
580. How can we use positive language in a plain English writing style?
- (A) Use indirect language
 - (B) Use a courteous and tactful tone
 - (C) Use negative words
 - (D) Use all capital letters in your writing

- 581.** Positive communication in family relationships promotes understanding and ____ bonds.
- (A) Emotional
 - (B) Financial
 - (C) Temporary
 - (D) Competitive
- 582.** If a healthcare system follows a effective communication methodology, it will result in which of the following outcome.
- (A) Improved quality of care
 - (B) Reduced patients stress
 - (C) Improved patients satisfaction
 - (D) All
- 583.** A good communication should be
- (A) Clear, concise and coherent
 - (B) Loud, fast and coherent
 - (C) Slow, monotonous and coherent
 - (D) Loud, monotonous and concise
- 584.** In professional settings, which communication style typically leads to the most effective long-term outcomes?
- (A) Expressive
 - (B) Assertive
 - (C) Passive-aggressive
 - (D) Diplomatic
- 585.** Clarity in arguments refer to arguments that are
- (A) Detailed and full with explanations
 - (B) Correct and critical
 - (C) Concise and direct to the point
 - (D) Important to the whole community
- 586.** Identify which strategy to effective oral communication is described in this statement: Oral communication needs involved speaker and listener.
- (A) Listen actively
 - (B) Be interested
 - (C) Speak simply
 - (D) Be honest Edit
- 587.** Positive communication tips, except:
- (A) Be patient
 - (B) Be relaxed
 - (C) Just ask
 - (D) Act indifferent
- 588.** Positive communication in social relationships encourages ____ and support.
- (A) Cooperation
 - (B) Conflict
 - (C) Isolation
 - (D) Competition
- 589.** An important factor affecting channel choice is the importance of the message.
- (A) True
 - (B) False
- 590.** Telecommunication devices should be used properly and ____
- (A) Sensibly
 - (B) Irresponsibly
 - (C) Happily
 - (D) None of above
- 591.** Janice received a meeting invite from her sub-ordinate at a time which was not convenient for her. What should Janice do in this scenario?
- (A) Delete the invite
 - (B) Ignore the invite
 - (C) Respond by declining the invite
 - (D) Respond by declining the invite and proposing a new time.
- 592.** A communication breakdown is when people do not speak or listen ____
- (A) Nicely
 - (B) Clearly
 - (C) Quickly
 - (D) None of the above
- 593.** What is the significance of trust in building rapport?
- (A) It hinders effective communication

- (B) It is essential for building relationships
(C) It is not important for rapport building
(D) It leads to conflicts and disputes
- 594.** What is one reason email is considered an effective communication tool?
(A) It can be unsent if needed.
(B) It is fast, easy, and accessible.
(C) It is always face-to-face.
(D) It is only for personal use.
- 595.** An 'I' statement gives the speaker responsibility for their part of the interaction, helps build rapport, and eases communication.
(A) True
(B) False
- 596.** Zoe is a computer technician. An older customer is asking the same questions repeatedly. What should Zoe do?
(A) Tell the customer, "You already asked that question."
(B) Sigh and roll her eyes at the customer.
(C) Try using different words, a drawing, or a demonstration to answer the questions.
(D) Stop answering the questions and walk away.
- 597.** What is the purpose of a pause in public speaking?
(A) To check notes without the audience noticing
(B) To draw attention, emphasize a point, or allow information to sink in
(C) To create a patterned rhythm throughout the speech
(D) To indicate the speaker has lost their place
- 598.** How can a speaker effectively repair communication?
(A) By speaking louder
(B) By rephrasing their statement
(C) By ignoring the listener
(D) By changing the subject
- 599.** Most audiences want speakers to:
(A) Fail
(B) Be funny
(C) Cry
(D) Succeed
- 600.** Describe the concept of 'communicative competence'.
(A) Communicative competence is solely about understanding grammar rules.
(B) Communicative competence is the ability to use language effectively in social contexts, including grammatical, sociolinguistic, discourse, and strategic competence.
(C) Communicative competence refers to the ability to memorize vocabulary lists.
(D) It is the skill of writing essays without grammatical errors.
- 601.** Effective leaders are individuals with a vision, and they can effectively communicate vision to others, both inside and outside of the organization.
(A) TRUE
(B) FALSE
- 602.** To be more precise, you would use which sentence below?
(A) A sales person will call you at 2 p.m.
(B) The city was hit by the hurricane.
(C) A sales person will call you tomorrow.
(D) The temperature was above freezing.
- 603.** When posting claims on social media, writers should:
(A) Use anonymity
(B) Vent emotions
(C) Exaggerate facts
(D) Stay factual
- 604.** Which one refers to effective communication
(A) Clear
(B) Calm
(C) Happy
(D) Ready

- 605.** To maintain professional communication online, employees should:
- (A) Use polite, concise, and clear messages
 - (B) Type all messages in capital letters
 - (C) Use emotional language frequently
 - (D) Avoid proofreading emails
- 606.** What is the main advantage of using computers in communication?
- (A) Enhanced information dissemination
 - (B) Limited reach
 - (C) Higher costs
 - (D) Slower communication
- 607.** A more persuasive email or letter should be:
- (A) Interesting.
 - (B) Boring.
 - (C) Extensive.
 - (D) None of above
- 608.** Business writing should be economical. In this context, Economical can be best defined as,
- (A) Concentrating on the receiver's perspective instead of your own
 - (B) Presenting Ideas clearly and concisely
 - (C) Solving problems and conveying information
 - (D) Getting your audience to believe and accept your message
- 609.** 'Encouraging involvement in shared activities' strengthens bonds through ____ time.
- (A) Quality
 - (B) Limited
 - (C) Solitary
 - (D) Wasted
- 610.** Good communication leads to conflicts, low morale, frustration, misunderstandings, and productivity problems.
- (A) True
 - (B) False
- 611.** What is a way to identify when someone is interested in a topic you are talking about?
- (A) They are looking at their watch
 - (B) They ask questions for more information
 - (C) They change the subject
 - (D) They yawn
- 612.** Match the assertive technique to the example: "No thanks, because I have to get up at 5:00 in the morning."
- (A) Make an excuse
 - (B) Suggest other activities
 - (C) Accept that you are hurt or embarrassed
 - (D) None of above
- 613.** What does effective communication foster in a workplace?
- (A) Isolation
 - (B) Innovation and creativity
 - (C) Strict hierarchy
 - (D) Rigid structures
- 614.** If you talk about something that is not important or related to the discussion, it is ____
- (A) Irrational
 - (B) Irregular
 - (C) Nonexistent
 - (D) Irrelevant
- 615.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). Leaders who model good communication habits can:
- (A) Influence staff to communicate more effectively
 - (B) Prevent employees from speaking up
 - (C) Reduce all training requirements
 - (D) Make communication unnecessary
- 616.** The presentation ideas should be well ____ to your audience.
- (A) Adapted
 - (B) Disarranged
 - (C) Refused
 - (D) Disordered

- 617.** What are the advantages of using active (instead of passive) voice in your emails?
- (A) Provides context and meaning
 - (B) Reduces the number of words
 - (C) Has more impact
 - (D) Get a quicker response
- 618.** Adaptability is the ability to choose the appropriate communication style for the situation and the participants.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 619.** Written communications in business should
- (A) Use long, informative sentences.
 - (B) Be totally impersonal.
 - (C) Use technical language.
 - (D) Be clear and easy to understand.
- 620.** When writing for a multicultural audience, which of the following is most likely to help you be understood?
- (A) Using slang such as 'This product really rocks!'
 - (B) Using idioms such as 'You can improve your bottom line using this product.'
 - (C) Using acronyms such as 'ASAP'
 - (D) Using action-specific verbs such as 'order this product rather than get this product.'
- 621.** Every morning, Mr. Anthony gets up early and puts on his uniform. He makes sure his badge is on straight. He walks out to his driveway where his car, with the large lights on its roof, is waiting. He gets into his car and drives to the station. From this passage you can infer that Mr. Anthony is:
- (A) A teacher
 - (B) A bus driver
 - (C) A fireman
 - (D) A police officer
- 622.** Professionals who communicate well tend to:
- (A) Avoid teamwork
 - (B) Create misunderstandings
 - (C) Build stronger relationships
 - (D) Ignore feedback
- 623.** Which of the following terms best represents the way you would like your audience to respond to your message?
- (A) Purpose
 - (B) Audience needs
 - (C) Desired outcome
 - (D) Potential resistance
- 624.** Why will practicing a speech several times before presenting it likely lower your anxiety levels?
- (A) You will become more comfortable with the flow of the speech.
 - (B) You will be able to give the speech faster and therefore have less time on stage to be anxious.
 - (C) The people who hear you practice won't come so the audience will be smaller.
 - (D) Practice makes perfect and, therefore, your speech will be perfect.
- 625.** In order to make sure your message at work is to the point and clear, you should first
- (A) Think about what you are going to say.
 - (B) Blurt out what comes to your mind.
- 626.** A culturally diverse workforce can benefit organizations if employees show tolerance. One way to improve this is to:
- (A) Display nonverbal differences.
 - (B) Increase communication barriers in virtual teams.
 - (C) Encourage nationalism.
 - (D) Practice empathy.
- 627.** Which word should NOT be in an I message?
- (A) You
 - (B) Feel

- (C) Believe
 - (D) Hurt
- 628.** Which of the following is NOT a benefit of effective oral communication?
- (A) Building relationships
 - (B) Clarifying misunderstandings
 - (C) Creating confusion
 - (D) Persuading others
- 629.** Which communication technique is being used when the nurse employs silence to evoke further communication?
- (A) Confrontation
 - (B) Facilitation (silence) to evoke further communication
 - (C) Denial
 - (D) False reassurance
- 630.** Define key words to ensure precise communication
- (A) Definition
 - (B) Description
 - (C) Exemplification
 - (D) Process analysis
- 631.** Which method can help improve communication in teams?
- (A) Minimizing feedback
 - (B) Using jargon
 - (C) Establishing clear communication protocols
 - (D) Avoiding conflicts
- 632.** When is it appropriate to speak loudly?
- (A) In a crowded place
 - (B) When alone
 - (C) Listening to music
 - (D) Reading silently
- 633.** Gain the person's attention
- (A) Ask if they are ready to catch
 - (B) Throw slowly and carefully
 - (C) Throw one beanbag at a time
 - (D) Look at the person
 - (E) Say the person's name
- 634.** A good communicator begins his/her presentation with a:
- (A) Complex question
 - (B) Non-srquitur
 - (C) Repetitive phrase
 - (D) Ice-breaker
- 635.** Choosing the correct communication channel helps ensure a message is effective.
- (A) True
 - (B) False
- 636.** When concluding a discussion, you might say, "To summarize my opinion ____" This is used for:
- (A) Starting a new topic.
 - (B) Restating the main points of your view-point.
 - (C) Asking a final question.
 - (D) Interrupting another speaker.
- 637.** One way to improve your communication skills is to ____
- (A) Ask questions and think about how other people feel
 - (B) Think about how you are feeling
 - (C) Answer questions
 - (D) Never stop talking
- 638.** What is the purpose of using examples in communication?
- (A) To make statements
 - (B) To confuse others
 - (C) To avoid communication
 - (D) To clarify points
- 639.** What is the recommended strategy for proof-reading an email before sending?
- (A) Trust autocorrect features completely
 - (B) Send the email quickly to save time
 - (C) Review the email from the recipient's perspective
 - (D) Ignore minor grammatical errors

- 640.** Effective teams communicate by
- (A) Withholding information
 - (B) Sharing openly
 - (C) Avoiding conflict
 - (D) Competing
- 641.** Accuracy in communication can be improved when people
- (A) Are careful in interpreting sensory information.
 - (B) Try to perceive as much information as possible.
 - (C) Simplify messages.
 - (D) Interpret all events in much the same way.
- 642.** Which king adopted Buddhism and never went to war?
- (A) Samuel
 - (B) Sushruta
 - (C) Asange
 - (D) Ashoka
- 643.** To avoid communication breakdown, a speaker should use appropriate language, and this can be done through ____
- (A) Applying positive self-talk
 - (B) Keeping your words simple and understandable
 - (C) Giving and accepting feedback
 - (D) Suspending your own judgment
- 644.** What is the term for the process of summarizing the main points of a conversation or presentation?
- (A) Paraphrasing
 - (B) Summarizing
 - (C) Reflecting
 - (D) Evaluating
- 645.** Your ability to communicate ____ will assist you in improving your relationships.
- (A) Share thoughts
 - (B) Feelings
 - (C) Ideas
 - (D) All of the above
- 646.** Audience awareness is optional in presentations.
- (A) True
 - (B) False
- 647.** A communication technique appropriate for a demanding external customer would emphasize:
- (A) Technical jargon.
 - (B) Professionalism and empathy.
 - (C) Upward communication flow.
 - (D) Office gossip.
- 648.** What is the key to effective communication in a relationship?
- (A) Avoiding difficult conversations
 - (B) Exchanging ideas, thoughts, opinions, and knowledge
 - (C) Ignoring misunderstandings
 - (D) Focusing only on personal needs
- 649.** Friendliness is not important when delivering a speech.
- (A) True
 - (B) False
- 650.** The key element in communication is speaking clearly.
- (A) True
 - (B) False
- 651.** To communicate effectively with patients, physicians should use:
- (A) Complex medical terms
 - (B) Medical jargon from textbooks
 - (C) Simple language and concepts
 - (D) Foreign languages
- 652.** Which of these can improve upward communication?
- (A) Encouraging employees to speak up
 - (B) Avoiding contact with subordinates
 - (C) Eliminating all informal chats
 - (D) Increasing bureaucratic layers

- 653.** Which of the following demonstrates the best example when answering a telephone call?
- (A) This is Beth. May I help you?
 - (B) Precision Integrations. What's on your mind?
 - (C) Hello. What can I do for you?
 - (D) Thanks for calling Precision Integrations. This is Beth Dittmer. How may I help you today?
- 654.** What enhances the quality of interpersonal communication?
- (A) Being fully present
 - (B) Being absent
 - (C) Being distracted
 - (D) Being silent
- 655.** Concrete / Specific Language is one solution to minimize misunderstanding when using verbal communication with others. This means ____
- (A) To use words or statements that are specific rather than abstract or vague.
 - (B) To listen in which you carefully analyse the accuracy, meaningfulness, and utility of a speaker's message.
 - (C) To choose the most appropriate actions from a wide range of behaviours.
 - (D) To give your feedback.
- 656.** The act of making communication work for those who are impaired in some way, shape, or form is the definition of which term?
- (A) Direct Feedback
 - (B) Receiver
 - (C) Enunciation
 - (D) Accessibility
- 657.** Which statement demonstrates effective communication with a patient's family?
- (A) "You should trust our decisions as health-care professionals"
 - (B) "We appreciate your involvement and will keep you informed"
 - (C) "Your opinions and input are not valuable in this situation"
 - (D) "It is unnecessary to involve the family in the care plan"
- 658.** Saying "Practice makes perfect" implies that ____
- (A) You have to practice much before giving a speech.
 - (B) You should avoid any practice.
 - (C) On the spot made presentations are the best.
 - (D) None of above
- 659.** Pauses are okay in a speech.
- (A) True
 - (B) False
- 660.** Does Stronger decision-making and problem-solving show you can communicate well?
- (A) No
 - (B) Yes
- 661.** Open and transparent communication primarily promotes innovation by doing what?
- (A) Encouraging idea exchange and constructive feedback
 - (B) Limiting cross-functional collaboration and risk
 - (C) Prioritizing routine tasks over creative efforts
 - (D) Enforcing strict secrecy across all teams
- 662.** What is the primary benefit of Habit 5, Seek First to Understand, then to be Understood?
- (A) Working in a cubicle
 - (B) Using personal goals
 - (C) Effective communication
 - (D) Solving trigonometry problems
- 663.** Personalized business messages are:
- (A) Adapted to specific readers rather than copied wholesale
 - (B) An unrelated opinion
 - (C) A vague and confusing phrase
 - (D) A biased emotional reaction

- 664.** What makes communication effective?
(A) When both parties understand each other
(B) When the speaker knows how to listen
(C) When we speak our ideas with clarity
(D) None of above
- 665.** What is the importance of clarifying information with patients?
(A) It wastes time and delays patient care
(B) It prevents patients from participating in their own care
(C) It ensures mutual understanding and reduces potential misunderstandings
(D) It undermines the authority of healthcare professionals
- 666.** To sustain motivation, leaders should:
(A) Maintain transparent communication
(B) Avoid explaining changes
(C) Restrict job information
(D) Keep unclear standards
- 667.** An advantage of using messaging as a distribution channel
(A) Access rights can be given so documents can be shared
(B) More storage can be bought when needed
(C) Messages can have alerts or notifications to get seen and read
(D) Other features can be added to increase user interaction
- 668.** What is the main factor of public speaking that involves understanding your audience's needs?
(A) Preparation
(B) Delivery
(C) Audience Awareness
(D) Conclusion
- 669.** The proper use of nonverbal communication can make you an effective speaker.
(A) False
(B) True
(C) All the above
(D) None of the above
- 670.** It is recommended to avoid using jargon when communicating with patients.
(A) True
(B) False
- 671.** Select the strategy you used to communicate at that job.
(A) Using clear and concise language
(B) Ignoring feedback from others
(C) Speaking only when spoken to
(D) Avoiding written communication
- 672.** Make your message simple and comprehensible when conversing.
(A) True
(B) False
(C) All the above
(D) None of the above
- 673.** A persuasive request should be:
(A) Vague
(B) Unrealistic
(C) Emotional
(D) Specific
- 674.** Avoid wordiness and unnecessary explanation
(A) Economy
(B) Grace
(C) Clarity
(D) None of above
- 675.** A customer enter a hotel to check in for the night. SaNaia is at the front desk and welcomes him with a warm smile and eye contact. She checks him into his room, tells him how to get there, and also informs him of the free breakfast in the morning, the free wifi, and where he can find the gym, pool, and restaurant. Did she provide good or bad customer service?
(A) Good
(B) Bad

- 676.** Active listening enhances communication effectiveness because when school leaders are active listeners they:
- (A) Assist the sender of a message in conveying the total meaning of the message
 - (B) Do not have to assist the receiver in getting a clear understanding of the message
 - (C) Have to struggle to acquire the meaning of the message
 - (D) Do not have to be sensitive to verbal and non-verbal clues
- 677.** Which value is considered foundational in human-human relationships?
- (A) Ambition
 - (B) Trust
 - (C) Popularity
 - (D) Wealth
- 678.** What is the best way to handle misunderstandings in negotiations?
- (A) Ignore them
 - (B) Clarify goals
 - (C) Continue arguing
 - (D) Start over
- 679.** Given the traits of a good manager, how might strong communication skills benefit a team? (DoK Level 3)
- (A) By ensuring clear understanding and effective collaboration among team members
 - (B) By allowing the manager to avoid team meetings
 - (C) By focusing only on written communication
 - (D) By reducing the need for feedback
- 680.** Which of these should be avoided in the message of a speech?
- (A) Clarity
 - (B) Confusion
 - (C) Voice modulation
 - (D) Politeness
- 681.** Good governance requires of the decision-making process to make certain that information is easily and freely obtainable to those who will be affected by such decisions as well as the outcomes resulting by the decisions taken.
- (A) Rule of Law
 - (B) Equity and Inclusiveness
 - (C) Participation
 - (D) Effectiveness and Efficiency
 - (E) Transparency
- 682.** What skill might students improve by using VR for public speaking practice?
- (A) Mathematical computation
 - (B) Creative writing
 - (C) Confidence in front of an audience
 - (D) Physical fitness
- 683.** A good business letter must be:
- (A) Long and emotional
 - (B) Clear and concise
 - (C) Complicated
 - (D) Personal
- 684.** It is the act of sticking to the original topic and not straying from unrelated ideas.
- (A) Topic Control
 - (B) Topic Shift
 - (C) Nomination
 - (D) Restriction
- 685.** What is an effective strategy for delivering constructive criticism in a business setting?
- (A) Focus solely on the negative aspects
 - (B) Use the sandwich method
 - (C) Deliver it in a public setting
 - (D) Avoid providing any solutions
- 686.** Which attribute is essential for successful leadership communication during organizational change?
- (A) Efficiency
 - (B) Transparency
 - (C) Authenticity
 - (D) Flexibility

- 687.** Marsha has limited time and must call Charlie for answers to several questions. Which of the following is the best example of a brisk and professional approach?
- (A) Charlie, I have only a few minutes, but I knew you were the one with answers to my questions.
 - (B) Hey, Charlie, what's up, dude?
 - (C) I can't waste any time chit chatting, so you need to get to the point pronto!
 - (D) Look, Charlie, you always have the inside scoop at work; what's going on?
- 688.** Delivery is
- (A) Fear of speaking in public situations.
 - (B) The major reasons we communicate.
 - (C) How you transmit messages to your audience.
 - (D) A way to overcome stage fright.
- 689.** Venu includes a clear subject in his email. Why is that important?
- (A) Email cannot be sent without a subject line
 - (B) To tell the company what the email is about
 - (C) To show he has good English skills
 - (D) None of these
- 690.** Frontloading a message refers to
- (A) Including an attachment
 - (B) Proofreading only the beginning of a letter
 - (C) Including a salutation or greeting
 - (D) Placing the main idea of the message first
- 691.** Which of the following is a benefit of clear communication in an organization?
- (A) Increases misunderstandings
 - (B) Builds trust
 - (C) Reduces transparency
 - (D) Enhances conflicts
- 692.** How should you deal with a furious customer yelling at you because of a billing error?
- (A) Fight them
 - (B) Blame the billing department
 - (C) Find out what caused the mistake
 - (D) Call the supervisor to complain about their attitude
- 693.** Which of the following best promotes effective digital communication within a remote team?
- (A) Sending daily physical memos
 - (B) Using video conferencing platforms like Zoom or Microsoft Teams
 - (C) Sharing handwritten notes
 - (D) Calling each member individually every hour
- 694.** Asking someone to call later while you're listening to another person is an example of prioritizing active listening.
- (A) True
 - (B) False
- 695.** What role does empathy play in assertive communication?
- (A) It is irrelevant
 - (B) It helps understand others' perspectives
 - (C) It weakens the message
 - (D) It makes communication aggressive
- 696.** Most workplace messages should be organized
- (A) Indirectly
 - (B) Chronologically
 - (C) Directly
 - (D) Topically
- 697.** Which one is the most appropriate way to communicate bad news to a person?
- (A) Texting
 - (B) Email
 - (C) In person
 - (D) Calling via cell phone

- 698.** What is a fact about effective communication?
- (A) People can rely on others to understand their feelings without explanation.
 - (B) Expecting others to be mind readers is effective.
 - (C) People need to clearly express their wants, needs, opinions, and feelings.
 - (D) Subtle cues are enough for good communication.
- 699.** Which skill is most critical for requirements elicitation?
- (A) Effective communication.
 - (B) Deep programming expertise.
 - (C) Strong mathematical skills.
 - (D) Hardware debugging.
- 700.** When you finish composing (writing) your email to your teacher, you should always do what?
- (A) Immediately press SEND
 - (B) Call your teacher and ask did they receive
 - (C) Copy and paste it into the subject line
 - (D) Proofread and sign your name
- 701.** Cell phones should be completely off during a speech or performance.TRUE or FALSE
- (A) True
 - (B) False
- 702.** Which one shows respectful online behavior?
- (A) Typing in caps
 - (B) Using "please"
 - (C) Spamming
 - (D) Shouting emojis
- 703.** A management team have discussed a number of communication methods to support staff who are currently feeling uneasy about a proposed change.Which method would provide the least support to the staff?Select one option.
- (A) Consultation exercise.
 - (B) Information memorandum displayed in the staff room.
 - (C) Team meeting with the manager.
 - (D) Presentation with a question and answer session
- 704.** Open communication helps reduce workplace misunderstandings.
- (A) True
 - (B) False
- 705.** Indirect strategy delays the bad news to:
- (A) Hide information
 - (B) Avoid truth
 - (C) Confuse readers
 - (D) Soften impact
- 706.** Effective communication skills are only important now, while your in school:
- (A) True
 - (B) False
- 707.** Hung is delivering a sales presentation. During his presentation, he should do all of the following EXCEPT ____
- (A) Make eye contact with the audience
 - (B) Look down and read directly from his notes.
 - (C) Talk at an appropriate speed and volume.
 - (D) Remember to breathe and smile.
- 708.** With the popularity of all the types of cell phones, smart phones, and tablet devices, we can ignore many of the basics of communication etiquette.
- (A) True
 - (B) False
- 709.** What should the subject line of an effective team e-mail include?
- (A) A detailed description of the sender
 - (B) A detailed subject line that captures the ongoing message content and action requested
 - (C) Only the names of the recipients
 - (D) A brief greeting

- 710.** Select the correct answer. What does it mean to be concise in business writing?
- (A) To use facts that readers can easily verify
 - (B) To use language that impresses readers
 - (C) To use fewer words to clearly convey ideas
 - (D) To use reliable sources to present information
- 711.** In a debate, how can you support your argument effectively?
- (A) By using emotional appeals and personal attacks
 - (B) By shouting and interrupting others
 - (C) By providing evidence, using logical reasoning, and addressing counterarguments.
 - (D) By ignoring the opposing arguments and sticking to your own opinion
- 712.** Which of the following is not a characteristic of effective business messages?
- (A) They provide practical information.
 - (B) They present the writer's opinions as facts.
 - (C) They state precise audience responsibilities.
 - (D) They highlight and summarize essential information.
- 713.** What is the benefit of using clear and simple language in business writing?
- (A) It makes the writing less professional
 - (B) It ensures the message is easily understood
 - (C) It takes more time to write
 - (D) It is only useful for informal communication
- 714.** What should you not do when typing an email
- (A) Making spelling errors
 - (B) Include a body
 - (C) Include a subject
 - (D) Greet the person your sending the email to
- 715.** In communication, word selection and usage affect:
- (A) The proper use of ellipses.
 - (B) Clarity, tone, and the professional image projected.
 - (C) The correct capitalization of abbreviations.
 - (D) The definition of a run-on sentence.
- 716.** When rescheduling an appointment, it is important to:
- (A) Use vague language.
 - (B) Confirm the new date and time with all parties.
 - (C) Cancel it without explanation.
 - (D) Reschedule it without notifying the person.
- 717.** A student freezes mid-speech. Best trainer intervention is-
- (A) Encourage continuation calmly
 - (B) Penalize heavily
 - (C) Ignore performance
 - (D) Stop activity immediately
- 718.** Why is it important to develop language proficiency for non-English speakers in design contexts?
- (A) To use colloquialisms in negotiation
 - (B) To avoid cultural and pragmatic differences in communication styles
 - (C) To limit communication with non-English speakers
 - (D) To benefit from language training programs that focus on public speaking, negotiation, and effective communication
- 719.** How you talk to someone doesn't really matter if you are qualified for the job.
- (A) Fib
 - (B) Fact
- 720.** Which communication technique is most effective in conveying empathy to a grieving patient?
- (A) Avoiding the topic of loss altogether
 - (B) Offering solutions to help them move on

- (C) Reflecting their feelings and providing emotional support
(D) Changing the subject to something more positive
- 721.** TRUE or FALSE In order to be an ethical communicator you should not believe in hearsays and gossips.
(A) TRUE
(B) FALSE
- 722.** When giving your presentation, it is ok to
(A) Stare at your power point slides
(B) Chew gum
(C) Make eye contact with your audience
(D) Speak in a soft, unclear manner
- 723.** Why is transparency essential in crisis communication?
(A) It ensures that all negative information remains undisclosed
(B) It prevents stakeholders from forming independent opinions
(C) It eliminates the need for external media involvement
(D) It builds trust by demonstrating accountability and openness
- 724.** What is one of the main reasons e-mails are the medium of choice for communication within a business?
(A) They are always formal.
(B) They are quick and cost-effective.
(C) They are always read carefully.
(D) They are difficult to forward.
- 725.** Which of the following is a recommended tip for communicating with individuals with speech impairments?
(A) Pretend to understand what the individual says
(B) Be patient and take as much time as necessary
(C) Speak for the individual
(D) Ignore what the individual is saying
- 726.** Communication is only about speaking, not listening.
(A) True
(B) False
- 727.** What is the significance of timing in communication?
(A) It is irrelevant
(B) It is less important than content
(C) It affects how the message is received
(D) It is only important in written communication
- 728.** Which word choice fit best in the sentence? LA's ___ response to the principal landed them in In School Suspension for a day.
(A) Analogy
(B) Improvise
(C) Flippant
(D) Energetic
- 729.** Communication is defined as "the transmission of information and meaning from one individual or group to another." The crucial element of this definition is
(A) Transmission.
(B) Information.
(C) Meaning.
(D) Individual
- 730.** Which of the following is NOT a good way to close an email?
(A) "I hope you like my idea."
(B) "That's all from me."
(C) "Bye."
(D) "By the way, did you watch the football match yesterday?"
- 731.** When someone is introducing themselves to you-you should
(A) Make a note in your mind what their name is
(B) Maintain eye contact
(C) Shake their hand
(D) All of the above

732. In delivering a speech, we must choose polite and communicative language. Communicative means ____
- (A) Official language
 - (B) Easily understood
 - (C) Easily spoken
 - (D) Easily learned
733. Equitable participation ensures that all voices are ____ and respected.
- (A) Ignored
 - (B) Marginalized
 - (C) Dismissed
 - (D) Heard
734. Why is it essential to format and style email messages for clarity?
- (A) It is not important
 - (B) To confuse the recipient
 - (C) To enhance professionalism and make the message easier to read
 - (D) To increase the length of the message
735. Why is it important to practice and prepare before giving a speech?
- (A) It helps improve confidence, ensures smooth delivery, enhances understanding of the topic, and allows for better engagement with the audience.
 - (B) It wastes time
 - (C) It confuses the audience
 - (D) It makes the speech less interesting
736. Which of the following would help to create a conversational but professional tone in business message?
- (A) Headings for skim value
 - (B) Technical terms to establish the writer's industry knowledge
 - (C) Familiar words and personal pronouns
 - (D) Frequent abbreviations such as IMHO and BTW
737. It is a communication "don't" to assume you understand.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
738. An effective business letters elicits the expected response from the readers. This can be achieved through a concise, tactful, and accurate writing style.
- (A) TRUE
 - (B) FALSE
739. When communication fails, it can lead to medical errors, treatment delays and wrong site of surgeries.
- (A) TRUE
 - (B) FALSE
740. The main idea of a message should be ____
- (A) Skipped for brevity
 - (B) Repeated and supported with examples
 - (C) Spoken fast
 - (D) Hidden at the end
741. Which of the following best demonstrates strong speaking skills?
- (A) Speaking clearly and confidently
 - (B) Speaking very quickly and quietly
 - (C) Using complex words to confuse listeners
 - (D) Avoiding eye contact while speaking
742. Why is it important to consider the recipient when writing an email?
- (A) Considering the recipient can lead to misunderstandings.
 - (B) It is important to consider the recipient to tailor the message appropriately and enhance communication effectiveness.
 - (C) The recipient's preferences are irrelevant to the message.
 - (D) It is unnecessary to adjust the tone based on the recipient.
743. In email, you should include a clear and direct subject line.
- (A) True
 - (B) False

744. Taking turns in speaking contributes to a successful flow of communication.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
745. Which of the following is NOT a component of effective communication?
- (A) Listening
 - (B) Feedback
 - (C) Distraction
 - (D) Clarity
746. Which of the following is proper phone etiquette?
- (A) Listening to others' phone calls
 - (B) Giving out personal information
 - (C) Leaving someone on hold for long periods of time
 - (D) Speaking clearly
747. Why is it important to use a greeting and closings in professional emails?
- (A) To show superiority and assert dominance
 - (B) To confuse the recipient and create a negative impression
 - (C) To show respect and professionalism, and maintain a positive professional relationship.
 - (D) To waste time and appear overly formal
748. Both verbal and nonverbal communications contribute to believability or ____
- (A) Posture
 - (B) Stance
 - (C) Proxemics
 - (D) Mannerisms
 - (E) Credibility
749. What's wrong with this email? Good evening mr. briggs, when is our sentence types assignment due (the one from today's class period). thank you in advance for your reply, Amy Kline
- (A) It is impolite.
 - (B) It needs to be more specific.
 - (C) It sounds like it is written in an angry tone.
 - (D) It needs to be more carefully proofread.
750. In the introduction part of a lesson plan you get the student ____
- (A) Abilities.
 - (B) Assignments.
 - (C) Previous knowledge.
 - (D) Attention.
751. Which personal quality is highlighted for dealing with customer problems?
- (A) Rapid product upselling
 - (B) Assertive sales persuasion
 - (C) Tact with good communication
 - (D) Rigid adherence to scripts
752. It takes place when the shared information is mutually understood.
- (A) Barriers to communication
 - (B) Communication
 - (C) Effective communication
 - (D) Strategies to effectivecommunication
753. When responding positively to a request, you should:
- (A) Delay the good news
 - (B) Use indirect wording
 - (C) Explain refusal
 - (D) Give the answer first
754. Effective communication includes both verbal and non-verbal expression.
- (A) True
 - (B) False
755. Advertisers consider word connotations when promoting their products; appropriate diction appeals to consumers.
- (A) True
 - (B) False

756. The benefits of Effective Communication in Business Communication are as follows except
- (A) Stronger decision making and faster problem-solving.
 - (B) Stronger business relationship.
 - (C) Better financial results and higher return for investors.
 - (D) Improve speaking skills among employees.
757. What is the primary focus of effective communication channels?
- (A) To confuse the sender
 - (B) To facilitate information flow
 - (C) To create barriers
 - (D) To avoid communication
758. Bad communication can cause things to go wrong. What would have helped things go better?
- (A) Clear communication
 - (B) Ignoring the issue
 - (C) Blaming others
 - (D) Avoiding discussion
759. "I cannot believe you did that, you are so dumb."
- (A) Passive
 - (B) Passive-aggressive
 - (C) Aggressive
 - (D) Assertive
760. Reggie works at a sporting goods store. Which is the best way to answer the store's telephone on a busy day?
- (A) "Please hold."
 - (B) "Can I call you back later?"
 - (C) "Thanks for calling XYZ Sports. This is Reggie. Can you please hold for one moment?"
 - (D) "XYZ Sports. What do you need?"
761. When you don't understand, say-
- (A) I didn't get that, please explain
 - (B) I'm bored
 - (C) Forget it
 - (D) Whatever
762. When preparing a business message, you should make your writing audience oriented. Audience oriented means you should
- (A) Write to solve a problem or convey information.
 - (B) Attempt to get your audience to believe and accept your message.
 - (C) Present ideas clearly but concisely.
 - (D) Concentrate on looking at the problem from the receiver's perspective.
763. Which of the following is the most diplomatic way to respond when a client requests something that cannot be done?
- (A) "Unfortunately, we can't do that, but we might be able to consider another option."
 - (B) "Sorry, this is not possible."
 - (C) "That won't work, but we can try a different approach."
 - (D) "We can't fulfill this request as it's outside our capabilities."
764. Rahul after introducing himself in a forum, tried to make his speech interesting. Was his approach right or wrong?
- (A) Right
 - (B) Wrong
765. What is a sign of an effective email?
- (A) It uses complex vocabulary
 - (B) It has no subject line
 - (C) It is clear and concise
 - (D) It is very lengthy
766. If a person wants to start communicating more assertively a good advice is to ____
- (A) Say sorry all the time
 - (B) Not share his or her feelings in the open
 - (C) Be respectful but honest
 - (D) None of above

767. Someone at work asks you for help when you are doing a task
(A) Tell them you'd be glad to help when you finish your task
(B) Tell them no
(C) Drop what you're doing and help them right away
(D) None of the above
768. When asking a manager for clarification on a confusing point in a report, which option is the most diplomatic?
(A) "I'm not sure I understand. Could you clarify this part for me?"
(B) "Could you please explain this section again?"
(C) "This part isn't clear, could you elaborate?"
(D) "I didn't quite get this. Can you go over it once more?"
769. What should you do if you need to step away during a video conference?
(A) Ask someone else to take over without informing the participants
(B) Just leave without saying anything
(C) Keep the camera on and mute the microphone
(D) Inform the other participants and temporarily turn off your camera and microphone.
770. Improving your communication skills is a lifelong commitment to yourself and to your brand.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
771. What are three areas of information about an audience that a speaker should consider?
(A) Age, religion, national and ethnic background
(B) Individual characteristics, cultural characteristics, sociological characteristics
(C) Physical noise, psychological noise, semantic noise
(D) Using language well, being organized, listening carefully
772. Projecting a professional image involves:
(A) Using threats
(B) Sounding emotional
(C) Ignoring complaints
(D) Remaining calm
773. True or False: Good emails and reports avoid vague expressions like "thing" or "stuff."
(A) True
(B) False
(C) All the above
(D) None of the above
774. Communicative competence is ____
(A) An ability to express coherent ideas
(B) A method for teaching language
(C) The ability to use the language to communicate successfully
(D) The ability to make grammatically correct sentences
775. If employees appear confused during a meeting, the presenter should:
(A) Restate key points using simpler language
(B) Continue speaking rapidly
(C) Skip all examples
(D) End the meeting immediately
776. Provides a personal benefit to ensure your audience is paying attention
(A) Internal Noise
(B) External Noise
(C) Stimulus
(D) Motivation
777. She always ____ her audience.
(A) To put someone in the picture
(B) Engage
(C) Vague
(D) To hear it on the grapevine

778. Before you speak, you can
- (A) Stare at the audience to make them feel uncomfortable
 - (B) Let the audience know you are scared and unprepared
 - (C) Ask for a podium or stage to be put in place
 - (D) Take deep breaths and have confidence that you are organized
779. Effective communication consists of ____ and ____
- (A) Active listener and effective sender
 - (B) Misunderstood sender and inactive listener
 - (C) Defensive listener and disrespectful sender
 - (D) Active listener and ineffective sender
780. The significance of adapting communication style to the audience is that it ____
- (A) It ensures the message is ignored
 - (B) It makes the message less clear
 - (C) It enhances clarity and engagement
 - (D) It has no effect on communication
781. A good presentation must end with a memorable statement. Why?
- (A) To wake up the audience after your boring presentation
 - (B) To indicate that your presentation is finished
 - (C) The audience might remember your presentation
 - (D) I don't think it's a good idea to do that
782. Writing rules: What does "COURTESY" mean?
- (A) A message is clear when it is easy to understand and does not lead to confusion.
 - (B) We treat the receiver of the letter with attention and respect.
 - (C) Brief, accurate and direct. Avoid unnecessary words.
 - (D) None of the above
783. In professional email communication, what does the "direct approach" primarily emphasize?
- (A) Providing extensive background information
 - (B) Burying the main point in contextual details
 - (C) Getting directly to the main point in the opening
 - (D) Using complex language to demonstrate expertise
784. Why is it important to verify patient understanding during conversations?
- (A) To assume that patients comprehend medical terminology
 - (B) To prioritize tasks and limit time spent on patient interactions
 - (C) To ensure that patients have accurate information and can make informed decisions
 - (D) To avoid answering patient questions and concerns
785. Identifying and selecting response options during a call helps agents
- (A) Discourage customers from calling back
 - (B) Resolve issues efficiently and appropriately
 - (C) Avoid documenting the conversation
 - (D) Increase call transfers without reason
786. Effective communication helps people succeed in both social and professional contexts.
- (A) True
 - (B) False
787. If you're communicating with a peer you don't know well, be sure to use their
- (A) First name
 - (B) Nick names
 - (C) Abbreviations
 - (D) None of above

- 788.** What should you do if your email message is long and complicated?
- (A) Send it as is
 - (B) Use more technical jargon
 - (C) Add more details
 - (D) Consider a face-to-face meeting instead
- 789.** Ways to Encourage Communication
- (A) Asking effective questions
 - (B) Intently Listening
 - (C) Ask for feedback
 - (D) All the above
- 790.** Effective verbal and nonverbal communication skills that promote healthy interpersonal and social relationships include:
- (A) Active listening and maintaining eye contact
 - (B) Interrupting frequently and avoiding eye contact
 - (C) Speaking in a monotone and ignoring body language
 - (D) Using sarcasm and closed body posture
- 791.** What is the main goal of effective communication in a team?
- (A) To avoid feedback
 - (B) To ensure collaboration
 - (C) To create misunderstandings
 - (D) To make it longer
- 792.** Carla works at an accounting office. Which of the following should she do before sending a work-related email?
- (A) Check that the names and addressed of the intended recipients are correct.
 - (B) Ensure the email has subject line, required attachments, a pleasant greeting, and her contact information.
 - (C) Proofread and check for confidential information in the email and its attachments.
 - (D) All of the above.
- 793.** It is advisable to wait a day between writing and sending an important letter.
- (A) True
 - (B) False
- 794.** Imagine Zoe and Michael are having a conversation. Zoe says, "You are right, I did forget to call. I am sorry." Which antidote does Zoe's statement exemplify?
- (A) Gentle Start-Up
 - (B) Build Appreciation
 - (C) Take Responsibility
 - (D) Self-Soothing
- 795.** Which of the following is NOT a way to make sure your communication includes everyone?
- (A) Offering people who are shy or don't speak much a chance to join the conversation
 - (B) Discussing problems calmly without looking for someone to blame
 - (C) Actively listening to the person who is speaking
 - (D) Using 'I' statements rather than 'You' statements when you disagree
 - (E) Ignoring people who are quiet
- 796.** Why should organizations implement etiquette rules for employees?
- (A) To discourage open communication among team members.
 - (B) Organizations should implement etiquette rules to foster a respectful and professional workplace, enhance communication, and improve teamwork.
 - (C) To create a rigid and unchanging work environment.
 - (D) To increase employee workload and stress levels.
- 797.** Which of the following is a DO for email writing?
- (A) Proofread your email before sending
 - (B) Use all caps for emphasis
 - (C) Include excessive emojis
 - (D) Write lengthy paragraphs

798. Effective communication leads to the intended results being achieved.
- (A) True
 - (B) False
799. What is required to harness the power of non-verbal cues effectively?
- (A) Avoiding eye contact
 - (B) A careful and informed approach
 - (C) Using only words
 - (D) A lack of understanding
800. During your speech,
- (A) Use a lot of "ums" and "ahs"
 - (B) Mumble
 - (C) Do not use filler language or touch your face or clothing
 - (D) Read off your slides because you are nervous
801. It was raining outside. Sally got out of bed and got ready for school. Then, she ate breakfast and put her backpack. Before Sally left the house, she probably ____
- (A) Got her sunglasses
 - (B) Picked up her umbrella
802. Another good practice when emailing your teachers is to be
- (A) Professional and polite
 - (B) Rude and to the point
 - (C) Like you're texting your friends. It's okay to use texting language and slang
 - (D) Talk about other classes and the problems you have in those classes.
803. Communication which is tactful and "reader-centered" demonstrates ____
- (A) Conciseness
 - (B) Courtesy
 - (C) Cohesiveness
 - (D) Clarity
804. Using telephone for business purposes is very different. Before calling, You must?
- (A) Buying data plan
 - (B) Checking internet connection
 - (C) Choosing the right time to call
 - (D) Going for lunch
805. In a debate, how can a rebuttal strengthen your position?
- (A) By ignoring the opponent's points
 - (B) By repeating your main argument
 - (C) By addressing and disproving the opponent's points
 - (D) By agreeing with the opponent
806. According to the 'Timing' guidelines, you should gauge the listener's ____ and be mindful of what's going on in their life.
- (A) Mood
 - (B) Schedule
 - (C) Appearance
 - (D) Location
807. A sincere understanding of the feelings, thoughts, and motives of others.
- (A) Motivation
 - (B) Feedback
 - (C) Empathy
 - (D) Confidence
808. What is considered a key to unlocking organizational potential and driving success in the business world?
- (A) Effective communication
 - (B) Financial management
 - (C) Marketing strategies
 - (D) Human resources management
809. The best chance you have to convince someone of your point is to employ a combination of ____ and the right degree of an emotional connection.
- (A) Logic
 - (B) Assertiveness
 - (C) Control
 - (D) Humbleness

- 810.** Negative feelings can be reduced by explaining the reason for refusal and:
- (A) Using the direct approach.
 - (B) Presenting the message on high-quality letterhead.
 - (C) Informing the reader who is responsible for the problem.
 - (D) Revealing bad news tactfully.
- 811.** Which of the following factors influences the long-term impact of a crisis on a company's reputation?
- (A) The severity of the initial financial loss
 - (B) The number of employees involved
 - (C) The company's market share
 - (D) How the organization communicates and demonstrates care for stakeholders
- 812.** What does consideration in communication mean?
- (A) Avoiding eye contact
 - (B) Being formal and distant
 - (C) Giving only facts and data
 - (D) Respecting the audience's background and feelings
- 813.** Which of the following is a good practice when addressing someone in an email?
- (A) Use their first name if you know them.
 - (B) Use a generic greeting.
 - (C) Skip the greeting altogether.
 - (D) Use a nickname.
- 814.** How did Greta Thunberg appeal to the emotions of the audience in her UN address?
- (A) By using humor and jokes throughout her speech
 - (B) By avoiding eye contact and speaking in a monotone voice
 - (C) By discussing unrelated topics such as sports and entertainment
 - (D) By using powerful and emotive language, sharing personal experiences, and expressing urgency and concern for the climate crisis.
- 815.** Effective communication requires
- (A) Long messages
 - (B) Complex vocabulary
 - (C) Clear and concise expression
 - (D) Repetition only
- 816.** One of the four Cs of communication: using terms such as please and thank you, and remembering that it is more effective to ask than to demand.
- (A) Clear
 - (B) Concise
 - (C) Courteous
 - (D) Correct
- 817.** Make certain that your speaking notes are in the form of key word or phrases, rather than complete sentences.
- (A) True
 - (B) False
- 818.** Do you practice ethical communication in this scenario? A person with different religious beliefs as you do tries to explain their practices. You listen intently and try to understand their views before giving comments or making judgments.
- (A) Yes
 - (B) No
- 819.** Before hitting send, you should:
- (A) Review your message to ensure it says what you intend
 - (B) Send immediately
 - (C) Assume recipients will understand
 - (D) Use only emojis
- 820.** Choose the word that best completes the sentence: 'In order to communicate effectively, it is important to — your message clearly.'
- (A) Mumble
 - (B) Articulate
 - (C) Whisper
 - (D) Ignore

- 821.** This is by way of acknowledging and appreciating others toward attaining self-fulfillment and building trust.
- (A) Give helpful feedback
 - (B) Apologize
 - (C) Praise others
 - (D) Demonstrate empathy
- 822.** Public Speaking and Debate are similar in which one of the following ways?
- (A) One must remain calm and confident during their correspondence with others.
 - (B) Both are key to embarrassing your opponent
 - (C) Debate and Public Speaking teach how to intimidate others during a competition
 - (D) In both disciplines, one must be ready to argue without listening to other's contributions.
- 823.** Which of the following is not a tip for choosing a right word?
- (A) Simplicity
 - (B) Use of familiar words
 - (C) Choose short words
 - (D) Use of gender biased words
- 824.** What is the primary purpose of using jargon?
- (A) Jargon is used to make sure that only insiders understand your message.
 - (B) Jargon can be used to let readers know that you are an expert in your field..
 - (C) Jargon is used to communicate complex ideas quickly.
 - (D) Jargon is used to purposefully confuse and obfuscate your message
- 825.** The condo association's decision to raise monthly fees was an important one, so Claude wanted to be sure he used the communication medium that was highest in information richness, enabling everyone involved to reach a common understanding. As such, he should communicate this news
- (A) Face-to-face.
 - (B) By telephone.
 - (C) Through personally addressed written communication.
 - (D) Through impersonal written communication.
- 826.** When writing, to be "concise" means to
- (A) Overly explain your topic.
 - (B) Be brief, but comprehensive.
 - (C) Only include important facts.
 - (D) Write with no intended purpose.
- 827.** Please stop and listen! You've been ___ for an hour now.
- (A) Beating around the bush
 - (B) Talking my ear off
 - (C) Speaking volumes
 - (D) Walking the walk
- 828.** Which of the following is NOT a recommended practice for effective emails?
- (A) Providing options for appointments
 - (B) Sending emails after working hours
 - (C) Using a warm closing
 - (D) Using a clear subject line
- 829.** Working together respectfully and effectively demonstrates good ___
- (A) Independence
 - (B) Resources
 - (C) Communication
 - (D) Philosophies
- 830.** The best way to express opinions and discuss issues positively and tactfully is by using:
- (A) Highly aggressive language.
 - (B) Upward communication only.
 - (C) "I" statements and focusing on behaviors/solutions rather than personal attacks.
 - (D) Exclamatory sentences.
- 831.** Constructive feedback and be aware of cultural differences is an important tools for both employees and employers to enhance how they operate and function in the workplace.
- (A) True
 - (B) False

- 832.** What is the importance of effective communication in design?
- (A) To limit collaboration with clients and stakeholders
 - (B) To avoid negotiation with team members
 - (C) To ensure that everyone involved understands the project's goals, objectives, and progress
 - (D) To focus solely on verbal communication
- 833.** It's about understanding the emotion and intentions behind the information.
- (A) Inconsistent
 - (B) Effective writing
 - (C) Effective communication
 - (D) Communication barrier
- 834.** T/F: The needs of the audience should drive the structure of business memos and emails.
- (A) T
 - (B) F
- 835.** The ability to convey messages clearly and effectively is essential in communication.
- (A) Ambiguity
 - (B) Clarity
 - (C) Simplicity
 - (D) Complexity
- 836.** A coworker copies several unrelated recipients on internal matters. This violates which principle?
- (A) Confidentiality only
 - (B) Appropriate use of CC/BCC (copy practice)
 - (C) Grammar rules
 - (D) SPEAKING paradigm
- 837.** When communicating with individuals with speech impairments, you should concentrate on what the individual is saying.
- (A) True
 - (B) False
- 838.** What is required from each recipient of an effective team e-mail?
- (A) To forward the e-mail to others
 - (B) To delete the e-mail after reading
 - (C) To provide clear action items that consist of what needs to be done, by whom, and by when
 - (D) To respond with a detailed report
- 839.** When communicating with individuals with cognitive disabilities, if you are in a public area with many distractions, you should consider moving to a quiet or private location.
- (A) True
 - (B) False
- 840.** Which of the following is relevant for effective communication?
- (A) Noise
 - (B) Planning
 - (C) Semantic noise
 - (D) Wrong assumptions
- 841.** What should you avoid when communicating verbally at work?
- (A) Listening
 - (B) Waffling
 - (C) Paying attention
 - (D) Being clear
- 842.** Which of the following is used to offer assistance?
- (A) Can we do anything for you?
 - (B) Is this your first visit to ___?
 - (C) Is your hotel comfortable?
 - (D) It's a pleasure.
- 843.** When making introductions, who should be introduced first unless introducing a client or customer?
- (A) The more distinguished person
 - (B) The younger person
 - (C) The person who arrived last
 - (D) The person who is being introduced

- 844.** Tomorrow Emma will participate in a video conference call. Prior to the call, she should do all of the following EXCEPT ____
- (A) Practice using the equipment.
 - (B) Find a chair with wheels so she can move around during the call.
 - (C) Minimize the background noise.
 - (D) Put away her mobile devices and other distractions.
- 845.** You want to postpone the staff meeting from 2PM to 4PM. Choose best subject line
- (A) Staff meeting 2PM
 - (B) Postponed Staff Meeting: 2PM to 4PM
 - (C) 2PM meeting postponed
 - (D) None of the above
- 846.** Relates to how quickly someone is able to respond and give feedback. (a)
- (A) A Immediacy
 - (B) Cues
 - (C) Channels
 - (D) Control
 - (E) Permanence
- 847.** Communication is successful only when
- (A) Verbal feedback has been sent to the receiver.
 - (B) No noise occurs during the communication process.
 - (C) Verbal and nonverbal feedback has been sent to the receiver.
 - (D) The receiver understands an idea as the sender intended it.
- 848.** What is the first step in repairing a conversation problem?
- (A) Acknowledging there was a misunderstanding
 - (B) Ignoring the other person's point
 - (C) Leaving the conversation
 - (D) Talking louder to be heard
- 849.** When communication is accurate in every way, it is could be described as being
- (A) Concise
 - (B) Coherent
 - (C) Correct
 - (D) Courteous
- 850.** According to communication experts, what is the greatest failing of business writers?
- (A) Poor spelling
 - (B) Unclear sentence structure
 - (C) Ambiguous wording
 - (D) Poor organization
- 851.** When delivering a speech, factors such as engagement, presentation, and ____ are crucial because some audiences have limited attention spans.
- (A) Apathy
 - (B) Eloquence
 - (C) Brevity
 - (D) Nonchalance
- 852.** In a team where members have different ideas, and there is a disagreement in the team, what should be done?
- (A) Let them argue
 - (B) Choose one idea without discussion
 - (C) Discuss both ideas and find a way to make everyone agree
 - (D) Ask someone else to decide
- 853.** The sender should make sure that the receiver gets the correct message.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 854.** Communication can only occur when the interpretation matches the original intent.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above

855. The business manager tried to write a promotional letter that was simple, clear, and interesting so that customers who received it would
- (A) Easily understand it.
 - (B) Need to read it many times.
 - (C) Find it entertaining.
 - (D) Ask what it really meant.
856. A well-written ____ delivers the most important information, without the recipient even having to open the email.
- (A) Salutation
 - (B) Subject line
 - (C) Message
 - (D) None of the above
857. You can be loud without shouting.
- (A) True
 - (B) False Edit
858. What is an element of effective communication?
- (A) Clarity
 - (B) Complexity
 - (C) Lengthy explanations
 - (D) Ambiguity
859. Which of the following is an accurate statement about communication?
- (A) Good listeners concentrate on the words themselves and ignore the manner they are said.
 - (B) Active listening involves interrupting the speaker to ask clarifying questions.
 - (C) When you are upset with a friend, using the pronoun "you" can help express your feelings positively.
 - (D) How you say something is as important as what you say.
860. Which IS NOT a result of an effective communication?
- (A) Sound decisions
 - (B) Misinformed citizens
 - (C) Strong relationships
 - (D) Resolutions to problems
861. Effective teams typically demonstrate:
- (A) Competition among members
 - (B) Strong communication and collaboration
 - (C) Individual recognition only
 - (D) Lack of cohesion
862. What should you tell someone that you disagree with?
- (A) "I hate you"
 - (B) "I understand how you feel"
 - (C) "You make no sense"
 - (D) "You are not smart" Edit
863. What is the last thing you should do before hitting send on your email?
- (A) Conclude
 - (B) Proof read the mail
 - (C) Drink Tea
 - (D) None of above
864. A ____ speaker looks into the eyes of the audience.
- (A) Confident
 - (B) Impatient
 - (C) Rude
 - (D) Impolite
865. What are the advantages of modern means of communication
- (A) Saves time in delivering and receiving messages
 - (B) Faster and easier communication
 - (C) Saves energy and money
 - (D) All of the above
866. The main advantages of teleconference meetings over face-to-face meetings are:
- (A) Save time and money
 - (B) Increase interaction and cooperation
 - (C) Makes it easier to convey information
 - (D) Produce faster decisions

867. Which strategy helps students express feelings and needs without blaming?
- (A) Paraphrasing
 - (B) Use "I" statements
 - (C) Confidentiality
 - (D) Cultural sensitivity
868. When framing your perspective in a difficult conversation, it is best to use:
- (A) The second person ("You")
 - (B) The third person ("He/She")
 - (C) The first person ("I")
 - (D) The passive voice
869. What if I forget what I'm supposed to say?
- (A) Then you can just sit down and not worry about sharing.
 - (B) Make note cards or a written speech to help you.
 - (C) Go back to your place and cry
 - (D) None of above
870. Avoid jargon and cliches in business writing.
- (A) True
 - (B) False
871. "Can we change the topic from politics to culture?"
- (A) Repair
 - (B) Topic shifting
872. Which practice is MOST effective in ensuring bias-free communication?
- (A) Avoiding all pronouns
 - (B) Using gender-neutral words and people-first language
 - (C) Using only masculine pronouns for convenience
 - (D) Assuming audience shares the same cultural background
873. What is an important aspect of email greetings and sign-offs?
- (A) They should be informal
 - (B) They should be omitted
 - (C) They should include emojis
 - (D) They should be polite and appropriate for the relationship
874. Effective communication strategies of engagement are
- (A) Introducing yourself
 - (B) Allowing the patient to talk without interruption
 - (C) Both a & b
 - (D) None of the above
875. A polite student says-
- (A) Please
 - (B) Do it!
 - (C) Move!
 - (D) Quiet!
876. Verbal communication is the best form of communication.
- (A) True
 - (B) False
877. When someone introduces me to another person, I will ____
- (A) Sit down and shake his/her hand
 - (B) Stand up and offer my handshake
 - (C) Smile and greet him/her as we shake hands
 - (D) None of above
878. What does clearly presenting the main ideas in an email ensure?
- (A) It ensures the recipient deletes the email
 - (B) It ensures the recipient ignores the email
 - (C) It ensures the recipient understands the core message
 - (D) It ensures the recipient is confused
879. What is NOT a part of effective conversation?
- (A) Body language
 - (B) Responding
 - (C) Paraphrasing
 - (D) Ignoring

- 880.** Effective communication can only occur when:
- (A) The sender speaks loudly
 - (B) The receiver ignores the message
 - (C) Both sender and receiver assign the same or similar meanings to the message
 - (D) The message is written down
- 881.** What should you consider while chatting to maintain proper etiquette?
- (A) Using capital letters for emphasis
 - (B) Using slang and abbreviations
 - (C) Being respectful and courteous
 - (D) Ignoring messages from unknown contacts
- 882.** What is a critical element in handling telephone calls effectively?
- (A) Speeding through conversations.
 - (B) Placing every call on hold.
 - (C) Listening carefully and addressing caller's needs.
 - (D) Refusing to transfer calls.
- 883.** Which of the following is promoted when you use effective communication skills?
- (A) Faster problem solving
 - (B) Less trust between you and your coworkers
 - (C) Minimal engagement between workers
 - (D) Independent decision making
 - (E) Increase business costs on safety issues
- 884.** Which practice is recommended when sending professional emails?
- (A) Using multiple fonts and colors
 - (B) Writing in all capital letters
 - (C) Including a clear subject line
 - (D) Adding numerous emoticons
- 885.** What is the main reason to choose the right language for different situations?
- (A) To impress others
 - (B) To communicate effectively
 - (C) To confuse people
 - (D) To show off vocabulary
- 886.** Which of the following statements is accurate?
- (A) The quality of your voice sends only verbal messages.
 - (B) You can learn to change your voice to make it more powerful.
 - (C) Listeners do not judge people's voices
 - (D) Speakers should use a higher-pitched voice.
- 887.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). To minimize confusion during work transitions, teams should:
- (A) Share updates regularly and clearly
 - (B) Avoid documenting processes
 - (C) Change tasks without communicating
 - (D) Reduce contact between employees
- 888.** What role does empathy play in effective communication?
- (A) Empathy enhances effective communication by fostering understanding, trust, and emotional connection.
 - (B) Empathy only matters in personal relationships, not in professional settings.
 - (C) Empathy complicates communication by creating misunderstandings.
 - (D) Empathy is irrelevant to communication effectiveness.
- 889.** Which of the following is not a successful communicator?
- (A) One who presents material in a precise and clear way.
 - (B) One who knows a lot but is somewhat reserved in his attitude.
 - (C) One who sometimes becomes informal before the receiver and develops rapport
 - (D) One who is able to adapt himself according to the language of the communicatee
- 890.** Word-of-mouth recommendations are seen as?
- (A) Suspicious
 - (B) Less credible

- (C) More credible
(D) Irrelevant
- 891.** What is the main objective of effective business communication?
(A) To entertain the audience
(B) To persuade the audience
(C) To confuse the audience
(D) To ignore the audience
- 892.** An effective argument will include the following:
(A) Claim
(B) Reasons to support claim and evidence to support reasons
(C) Counter-claim and rebuttal
(D) Impact
(E) All answers are correct
- 893.** List three key elements of effective professional communication.
(A) Uncertainty, rambling, and ignoring
(B) Clarity, conciseness, and active listening
(C) Ambiguity, wordiness, and interrupting
(D) Confusion, verbosity, and passive listening
- 894.** When creating the message of your email make sure it is
(A) Clear
(B) Not too long
(C) Is proofread
(D) All of the above
- 895.** A company regularly updates a user reference guide. Some staff are confused about which of the printed document is the most current. What feature should be included in the reference guide to eliminate this confusion?
(A) Data printed.
(B) Version number.
(C) Authors name.
(D) Copyright information.
- 896.** Asking the question is a way of getting the attention of the audience
(A) True
(B) False
- 897.** Jada, Ava, and George are preparing for a job interview at a renowned company. According to their research, which of the following is NOT a good tip for conducting an interview?
(A) Always make good eye contact
(B) Always play on your phone during the interview
(C) Always observe and take notes
(D) Always make accuracy your goal
- 898.** Effective communication leads to conflict and strained relationships.
(A) True
(B) False
- 899.** The most effective way of connecting to your audience is through the use of verbal communication only.
(A) True
(B) False
(C) All the above
(D) None of the above
- 900.** A courteous tone
(A) Avoids rudeness, sounding preachy or demanding
(B) Pays attention to audience benefits and “you” view
(C) Uses plain language
(D) Uses conversational but professional language
- 901.** Which sentence best describes a SIMILARITY between the stories How We Communicate at School and Why We Should Talk, Not Watch TV, at Dinner Time?
(A) Both passages emphasize being patient while others are speaking.
(B) Both passages suggest morning time is best for sharing thoughts.

- (C) Both passages recommend using music to express new ideas.
- (D) Both passages describe standing up to deliver messages clearly.
- 902.** One technique that improves business writing is the use of empathy, which allows you to adapt the message to the readers' needs. An abbreviation that you should keep in mind to help you do this is ____
- (A) FIFO
- (B) ROI
- (C) WIIFM
- (D) FYI
- 903.** During a conversation, Which of the following suggests a more considered, calm and mindful approach?
- (A) Ignoring
- (B) Responding
- (C) Diverting
- (D) Retaliating
- 904.** Receiving reminders reflects poorly on:
- (A) Sender
- (B) Internet
- (C) Receiver's professionalism
- (D) System
- 905.** Which of the following is an essential rule for effective email communication?
- (A) Including multiple topics in a single email.
- (B) Using a clear subject line that summarizes the content.
- (C) Writing lengthy paragraphs without breaks.
- (D) None of above
- 906.** What is the purpose of using plain language in healthcare communication?
- (A) To confuse patients and make them rely on healthcare professionals
- (B) To establish authority and demonstrate expertise
- (C) To ensure that patients can understand and make informed decisions about their care
- (D) To make documentation more complex and detailed
- 907.** Why is it important to consider your audience when speaking?
- (A) To judge their outfits
- (B) To tailor your message and tone appropriately
- (C) To make the speech longer
- (D) To avoid questions
- 908.** If you're given unclear instructions during an internship, what is the best step?
- (A) Guess what to do
- (B) Do anything, but do!
- (C) Ask your supervisor for clarification
- (D) Wait till someone notices
- 909.** What is the purpose of adding "Reasons" to your argument?
- (A) To show how smart you really are.
- (B) To convince the teacher to give you an A
- (C) To justify or explain the claim further
- (D) To show opposing view of the claim
- 910.** Business documents should be audience-oriented. Being audience-oriented helps you to:
- (A) Have a clear purpose in delivering the message.
- (B) Present ideas clearly but concisely.
- (C) Write to solve problems or convey information.
- (D) Focus on issues from the receiver's point of view.
- 911.** To communicate effectively in writing, it is NOT necessary to:
- (A) Focus on the message sender.
- (B) Stick to the communication purpose.
- (C) Focus on the message receiver.
- (D) Be accurate and clear.

- 912.** TRUE OR FALSE. A good speech is compelling.
(A) True
(B) False
- 913.** Effective leaders use communication strategies such as clarity and encouragement.
(A) True
(B) False
- 914.** Effective communication is characterized by:
(A) The ability to express ideas clearly
(B) The use of complex jargon
(C) Focusing solely on speaking
(D) Ignoring nonverbal cues
- 915.** Calling a patient by name helps to establish a therapeutic relationships or connection between the HCP and the patient.
(A) True
(B) False
- 916.** When dealing with a difficult group member, you should use ___ language instead of ___ language to avoid placing blame.
(A) 'I' instead of 'You'
(B) 'You' instead of 'I'
- 917.** In order to be an effective speaker, you should always ___ significant information about your receiver's mood, race, background, preferences, education, and others.
(A) Consider
(B) Hold
(C) Rate
(D) Think
- 918.** Journalists use language that is clear, ___ and correct.
(A) Concise
(B) Cool
(C) Crafty
(D) Flowery
- 919.** The stages of greeting on the phone most directly aim to
(A) Establish rapport and confirm needs
(B) Collect marketing data for sales
(C) Lengthen average handling times
(D) Avoid recording customer details
- 920.** Why must written communications be grammatically correct and free from errors in a healthcare facility?
(A) Because they are representative of the MA and the healthcare facility
(B) To make them more difficult to understand
(C) Because errors are considered a form of art
(D) Grammatical correctness is not important in healthcare communication
- 921.** What should you decide before you begin writing to ensure clarity?
(A) The number of paragraphs
(B) The length of your message
(C) The font and format
(D) Exactly what you want your reader to do
- 922.** How adapting message can be done easily?
(A) The speaker should do audience analysis.
(B) The speaker should present with confidence.
(C) The audience must be in a smaller size.
(D) The audience must do speaker analysis.
- 923.** According to the passage, communication might be most successful when the person we are talking with confirms the identity we think is most important at the moment because:
(A) It validates our sense of self and makes us feel understood.
(B) It allows us to avoid misunderstandings about the topic.
(C) It helps us to change our identity easily.
(D) It ensures that the conversation is always positive.

- 924.** What is a simple procedure to follow before sending an email?
(A) Send it immediately after writing
(B) Proofread for errors and clarity
(C) Add as many attachments as possible
(D) Use a casual tone
- 925.** Akmal is delivering a sales presentation. During his presentation, he should do all of the following EXCEPT ____
(A) Make eye contact with the audience.
(B) Talk at an appropriate speed and volume.
(C) Look down and read directly from his notes.
(D) Remember to breathe and smile.
- 926.** Writing a communication in capital letters is
(A) Suggested to make the message clear
(B) Always useful
(C) Considered to be rude
(D) The right way to write an e-mail
- 927.** It is the using descriptive language, sensory details, and vivid imagery to make your writing or communication more engaging and memorable.
(A) Clarity
(B) Vividness
(C) Ethics
(D) Brevity
- 928.** What is the best reason to repeat a phrase during a speech?
(A) To make sure people are listening
(B) To prove your point
(C) To be annoying
(D) To keep audience focused
- 929.** One benefit of effective communication is ____
(A) Builds strong Relationships.
(B) Sends mixed messages.
(C) Creates stress
(D) Leads to conflict relationships.
- 930.** Establishing a positive relationship with the other party can facilitate more ____ negotiations.
(A) Productive
(B) Challenging
(C) Competitive
(D) Aggressive
- 931.** Ann: Could you show me how to open this gate, please? Mr Nam: “ ____ ”
(A) That would be great!
(B) Certainly.
(C) Here you are.
(D) Not at all.
- 932.** A writer must be aware of the connotation of a word used in a sentence, so the correct feeling is established.
(A) True
(B) False
- 933.** Which of the following should you not do with your voice during a presentation?
(A) Speak with clarity
(B) Speak with projection
(C) Speak to the audience
(D) Speak while reading from your notes or the screen
- 934.** Why should you avoid using too many fonts and lots of formatting in e-mails?
(A) It makes the e-mail look more colorful.
(B) It can make e-mails hard to read.
(C) It impresses the recipient.
(D) It saves time.
- 935.** Before you press send, you should always ____ your email.
(A) Delete
(B) Proofread
(C) Bold
(D) Forward

- 936.** Successful Employee Communication (CLO2-Application & Analysis). To reduce miscommunication, employees should:
- (A) Ask questions when information is unclear
 - (B) Ignore instructions that seem confusing
 - (C) Rely only on written memos
 - (D) Avoid confirming details
- 937.** Why is effective email communication considered a valuable skill?
- (A) It is not important in today's digital age
 - (B) It requires advanced technical knowledge
 - (C) It can enhance communication in school, work, and personal life
 - (D) It is only useful in personal life
- 938.** In Business Writing, why is it important to ensure the message intended is clear?
- (A) To avoid misinterpretation of the intended message.
 - (B) To ensure readers are not able to spot mistakes in the message.
 - (C) To ensure readers have enough time to critic the content of the message.
 - (D) None of above
- 939.** As Human Resources Manager, Claire must inform Anthony that company job changes will require him to seek retraining or lose his position. The best channel for Claire to deliver this message is ____
- (A) An e-mail message
 - (B) A face-to-face conversation
 - (C) A voice mail message
 - (D) An instant message
- 940.** A manager is attempting to communicate a new production process, but no one seems to understand the procedure. Which of the following responses is more likely to improve communication?
- (A) The manager should repeat the information in a louder voice.
 - (B) The manager should try to express the information differently.
 - (C) Management should abandon the process change.
 - (D) A manager with better speaking skills should explain the information.
- 941.** What do you use before introducing bad news in an email?
- (A) Unrelated ideas
 - (B) Connotation
 - (C) Subject
 - (D) Buffer
- 942.** During a lively group discussion, Aiden, Charlotte, and Luna want to make sure everyone is on the same page about key concepts and decisions. Which practice will help them keep the group aligned?
- (A) Elicit all viewpoints
 - (B) Clarify and summarize
 - (C) Build consensus
 - (D) Give constructive feedback
- 943.** An angry coworker complains about the way you do your job. Your BEST response is to
- (A) Be more assertive than he/she is.
 - (B) Call security for help.
 - (C) Walk away to avoid conflict.
 - (D) Remain calm and focused on a solution.
- 944.** We use perceptions to draw conclusions about others and that impacts our communication.
- (A) True
 - (B) False
- 945.** Healthcare workers should use effective writing that is clear, concise, and accurate in dealing with all patient information.
- (A) True
 - (B) False
- 946.** What factors should be considered when choosing the right communication tool in an organization?
- (A) The nature, urgency, and scope of the message

- (B) The number of employees in the organization
- (C) The budget allocated for communication tools
- (D) The personal preferences of the manager
- 947.** How can empathy improve communication in conflict situations?
- (A) Empathy has no effect on communication during conflicts.
- (B) Empathy leads to more arguments and misunderstandings.
- (C) Empathy improves communication in conflict situations by fostering understanding, reducing hostility, and promoting collaboration.
- (D) Empathy encourages individuals to ignore each other's feelings.
- 948.** According to the text, how is dealing with horses like dealing with people?
- (A) They are both mammals.
- (B) It is important to be aware of the message you are sending to both.
- (C) They both like being outside.
- (D) They both practice self-awareness.
- 949.** These are the leader's principles at work except ____
- (A) Leaders are not aware of their communication with themselves and others.
- (B) Leaders effectively use and interpret verbal and nonverbal messages.
- (C) Leaders listen and respond thoughtfully to others.
- (D) Leaders appropriately adapt messages to others.
- 950.** What is one of the benefits of documented team discussions according to the text?
- (A) It limits the participation of team members.
- (B) It can be reviewed to verify agreements.
- (C) It increases the likelihood of misunderstandings.
- (D) It restricts access to information.
- 951.** I ____ this technical manual.
- (A) To get the wrong end of the stick
- (B) Eloquent
- (C) Can't make head nor tail of it
- (D) Confuse
- 952.** What is something to can do to have a good presentation?
- (A) Practice
- (B) Stand out
- (C) Speak softly
- (D) Focus
- 953.** Jim: I really envy Scott. His girlfriend is so beautiful and cute. Ann: ____ Am I not cute and beautiful? Jim: No! I didn't say that ____
- (A) Care to come over for dinner tonight?
- (B) Sorry, could I interrupt for a moment?
- (C) What exactly are you trying to say?
- (D) Do you follow me?
- 954.** What is something positive written to soften bad news to come?
- (A) Goodwill
- (B) Buffer
- (C) Testimonials
- (D) Hooks
- 955.** Relating your own narrative personalizes the topic and helps listeners why you choose it.
- (A) True
- (B) False
- 956.** To be a good communicator, you need to know how other people communicate.
- (A) True
- (B) False
- 957.** It is important to avoid long lead-ins because
- (A) They are grammatically incorrect.
- (B) Conciseness is enhanced through long lead-ins.
- (C) The reader is delayed from reaching the meaning of the sentence.
- (D) They result in faulty parallelism.

958. What did listening to consumers help achieve?
- (A) Reduce production costs
 - (B) Create new recipes
 - (C) Build trust and refine communication
 - (D) Increase distribution margins
959. Where is generally the best place for a speaker's keys, phone, pen during their presentation?
- (A) Nearby, so they can play with them if they become nervous.
 - (B) Stowed away and out of immediate reach.
 - (C) Their best friend should hold their phone to maintain their social media status and go live on twitter.
 - (D) At home.
960. You receive an email marked URGENT when it is not. The best response is to:
- (A) Ignore it
 - (B) Reply angrily
 - (C) Clarify urgency politely with sender
 - (D) Forward to others
961. You receive an email from a coworker that is unclear and confusing. What should you do to respond effectively?
- (A) Ignore the email
 - (B) Reply with a joke
 - (C) Ask for clarification politely
 - (D) Forward it to everyone
962. In an interview, asking the interviewer questions shows ____
- (A) Lack of interest
 - (B) Nervousness
 - (C) Active engagement and curiosity
 - (D) Unpreparedness
963. How should you adjust your tone when communicating in a professional setting?
- (A) Always use a friendly tone
 - (B) Match the context
 - (C) Use a loud tone
 - (D) Avoid using any tone
964. ____ allows the speaker to either take a breath or allows time for the audience to take in what was just said.
- (A) Discussion
 - (B) Yawning
 - (C) Clapping
 - (D) Pausing
965. Voice modulation can make communication
- (A) Boring
 - (B) Artificial
 - (C) Interesting
 - (D) Monotonous
966. Good Communication is a natural skill and cannot be learnt
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
967. When you are writing for work or school, you should always:
- (A) Write as quickly as possible
 - (B) Proofread your work
 - (C) Depend on Spell Checker to correct all errors
 - (D) Write as briefly as possible
968. What is the advantage of using clear and concise language in workplace communication?
- (A) It helps confuse the audience
 - (B) It wastes time
 - (C) It promotes uncertainty
 - (D) It can prevent misunderstandings
969. The chef encourages clear communication.
- (A) True
 - (B) False

- 970.** What is the significance of using bullet points in business documents?
- (A) To make the document look longer
 - (B) To highlight key information and improve readability
 - (C) To replace all text with images
 - (D) To confuse the reader
- 971.** With skillful research and delivery, almost anything that is important or interesting to a speaker can be made important or interesting to an audience.
- (A) True
 - (B) False
- 972.** How does the application of social psychology principles benefit organizational behaviour?
- (A) By promoting individualism over teamwork
 - (B) By fostering effective communication and collaboration
 - (C) By minimizing the importance of leadership
 - (D) By ignoring the impact of culture on behaviour
- 973.** When preparing an oral presentation, what is the most important thing that any presenter can do?
- (A) Practice the presentation
 - (B) Make eye contact with every audience member
 - (C) Dress appropriately
 - (D) Have great visual aids
- 974.** Avoid using slang, emojis, or overly casual language unless it's appropriate for the context.
- (A) Clear Content
 - (B) Signature
 - (C) Greeting
 - (D) Professional Tone
- 975.** According to the passage, effective communication includes:
- (A) Only speaking skills
 - (B) Writing skills only
 - (C) Listening and understanding
 - (D) Memorization
- 976.** After you speak, you should
- (A) Entertain a few questions, thank the audience and the person who invited you to speak
 - (B) Just pack up and leave
 - (C) Answer 30 minutes of questions
 - (D) Add some more comments that are unsolicited
- 977.** Building trust and rapport with colleagues can be achieved by:
- (A) Taking credit for others' work
 - (B) Being reliable and consistent
 - (C) Avoiding collaboration
 - (D) Keeping to oneself
- 978.** Discuss the importance of context in communicative competence.
- (A) Communication can be effective without considering context
 - (B) Context provides the necessary background information for effective communication.
 - (C) Context only confuses the message
 - (D) Context is irrelevant in communication
- 979.** What is it called when verbal and nonverbal communication don't match?
- (A) Mixed message
 - (B) Distraction
 - (C) Misunderstanding
 - (D) Tone of voice
- 980.** Using bias-free language (e.g., substituting "chairperson" for "chairman") primarily demonstrates:
- (A) Correct use of possessive nouns.
 - (B) Adherence to copyright law.
 - (C) Respect and inclusivity toward all people.
 - (D) Understanding of conjunctions.

- 981.** How can a personal trainer's communication style influence a client's motivation?
- (A) By making the client feel judged
 - (B) By encouraging open dialogue
 - (C) By focusing only on negative feedback
 - (D) By ignoring the client's concerns
- 982.** The goal of knowing your audience is to determine their reactions to your speech or presentation.
- (A) True
 - (B) False
- 983.** During the meeting, the manager emphasized the importance of ____ communication among team members.
- (A) Effective
 - (B) Casual
 - (C) Silent
 - (D) Disruptive
- 984.** Jackson is sending an e-mail message about an important upcoming meeting. Which of the following represents the most effective subject line?
- (A) Urgent!
 - (B) Our next staff meeting will be held on the 15th of August.
 - (C) Please Attend Staff Meeting August 15
 - (D) Please Read NOW
- 985.** The most appropriate communication strategy for dealing with a dissatisfied customer via electronic correspondence is:
- (A) Using all capital letters to show urgency.
 - (B) Responding promptly and offering a clear, professional path to resolution.
 - (C) Immediately forwarding the complaint to all colleagues.
 - (D) Avoiding the use of polite closings.
- 986.** Which expression is used for Summarizing after Interruptions?
- (A) "Before we go on, let me briefly summarize the points we've discussed."
 - (B) "So, if I understood you correctly, you would like to know whether ____"
 - (C) "Well, actually, I'd prefer not to discuss that today."
 - (D) "If you don't mind, could we discuss that on another occasion?"Edit
- 987.** Concise communication is short and to the point, expressing ideas clearly in the fewest possible words.
- (A) True
 - (B) False
- 988.** Expressing myself in a clear manner with a clear message is the same as
- (A) Speaking aggressively
 - (B) Effectively communicating
 - (C) Communication verbally
 - (D) Simply being nonverbal
- 989.** What is a crucial step for any team, particularly multicultural teams, according to the lesson?
- (A) Setting unrealistic goals
 - (B) Avoiding communication
 - (C) Clarifying expectations
 - (D) Ignoring conflicts
- 990.** Which of the following is a characteristic of effective business communication?
- (A) Using complex vocabulary to impress the receiver
 - (B) Being ambiguous to cover a wide range of topics
 - (C) Conveying a clear and concise message
 - (D) Providing excessive information to avoid questions
- 991.** Larissa has been told by her manager to keep several points in mind when interacting and communicating with coworkers. Which of the following did Larissa's manager most likely NOT tell her to do as part of her efforts to do so effectively?
- (A) Treat everyone with respect.
 - (B) Remain objective.

- (C) Be honest and sensitive.
(D) Share your private life with them.
- 992.** Knowing the conversation styles can help prevent misunderstandings and arguments from happening.
(A) True
(B) False
- 993.** You can enhance the conversational style of your business message by including occasional phrases such as 'I'm happy' or 'we're delighted'.
(A) True
(B) False
(C) Only in emails
(D) Only in presentations
- 994.** What is the importance of clarity in business communication?
(A) It reduces misunderstandings
(B) It makes messages longer
(C) It complicates the message
(D) It is not important
- 995.** Why is proofreading important in a business memorandum?
(A) To add more content
(B) To ensure clarity and professionalism
(C) To change the format
(D) To include more sections
- 996.** When you are preparing for a presentation, you should
(A) Focus on the message
(B) Practice hand gestures
(C) Try different speaking techniques
(D) All of the above
- 997.** Effective communication essentially means that the intended message from the sender is the same message received by the receiver
(A) True
(B) False
- 998.** If the individual uses a sign language interpreter, who should you speak to?
(A) Speak directly to the person, not the interpreter.
(B) Speak only to the interpreter.
(C) Speak to both the interpreter and the person at the same time.
(D) Wait for the interpreter to address you before speaking.
- 999.** His response was ____ and to the point.
(A) Extrovert
(B) Concise
(C) Fluent
(D) Responsive
- 1000.** You can use this to send mass emails so as not to reveal everyone's contact information.
(A) Reply All
(B) Forward
(C) CC
(D) BCC
- 1001.** What is the role of patience in communication?
(A) To allow for understanding
(B) To confuse others
(C) To avoid communication
(D) To make statements
- 1002.** The followings are important in making a communication effective EXCEPT;
(A) Examples
(B) Facts
(C) Clear delivery
(D) Projections
- 1003.** She explained the entire theory in just two sentences-she really ____
(A) Talked my ear off
(B) Put it in a nutshell
(C) Let the cat out of the bag
(D) Had a way with words

- 1004.** Jonathan had a great virtual job interview, but he hasn't heard back from the company in a week. What is the best method for a team leader to encourage open communication among team members?
- (A) Create a safe space for sharing ideas and feedback without judgment.
 - (B) Only allow senior members to speak during meetings.
 - (C) Ignore feedback from junior members.
 - (D) Limit discussions to formal settings only.
 - (E) Discourage questions to maintain authority.
- 1005.** Janice has asked you for some advice regarding the use of social networking in the workplace. What advice will you share?
- (A) Do not share any sensitive information.
 - (B) Refuse friend requests or 'unfriend' people to avoid jeopardizing professional relationships.
 - (C) Establish boundaries, and don't share information online that you wouldn't share openly in the office.
 - (D) Assume the content posted on a social networking site is protected.
- 1006.** What should courtesy in communication convey?
- (A) Respect and understanding
 - (B) Disrespect
 - (C) Indifference
 - (D) Rudeness
- 1007.** What does correctness in communication ensure?
- (A) Proper use of language
 - (B) Use of slang
 - (C) Ambiguous terms
 - (D) Vague messages
- 1008.** Without effective communication skills, you are unlikely to receive a
- (A) Credit increase.
 - (B) Bank loan.
 - (C) Promotion.
 - (D) Demotion.
- 1009.** What does the principle of 'Communication' mean in the context of avoiding risky situations?
- (A) Inform trusted people of whereabouts and plans
 - (B) Ignore all messages from friends
 - (C) Keep your plans secret from everyone
 - (D) Only communicate after something happens
- 1010.** Which of the following is the best advice regarding small talk in the workplace?
- (A) Avoid small talk in the workplace because doing so is unprofessional
 - (B) Read newspapers and listen to the radio and TV so that you can discuss current events intelligently.
 - (C) Bring up controversial topics such as politics or religion as often as possible to show your intelligence.
 - (D) Be defensive if someone brings up a topic that upsets you.
- 1011.** A message will inform and persuade better if the speaker:
- (A) Threatens listeners with consequences
 - (B) Ignores the listener's values or problems and gets to the point
 - (C) Rehearses the message with reasons, promises, or questions ahead of time
 - (D) None of above
- 1012.** In the introduction of a presentation, the speaker should:
- (A) Apologize for lack of experience
 - (B) Walk around greeting everyone
 - (C) Capture attention, build credibility, and preview the presentation
 - (D) Read the presentation content aloud
- 1013.** Which of the following is an essential element of effective communication?
- (A) Active listening

- (B) Interrupting
 - (C) Dominating the conversation
 - (D) Ignoring non-verbal cues
- 1014.** Today, employees are trained to write documents that are:
- (A) Humorous and creative
 - (B) Entertaining
 - (C) Story-driven
 - (D) Clear and concise
- 1015.** What is a key requirement for being an effective supervisor?
- (A) Excellent communication skills
 - (B) Knowledge of all subjects
 - (C) Experience in teaching
 - (D) Ability to write reports
- 1016.** Which action is essential for effective communication during a disaster response?
- (A) Using technical jargon to convey information
 - (B) Establishing clear communication channels
 - (C) Limiting updates to only senior staff
 - (D) Delaying information until all details are confirmed
- 1017.** Which one is an effective communication criteria?
- (A) Clear message
 - (B) Laughing
 - (C) Eyes Closed
 - (D) None of the above
- 1018.** Why is it important to pause before responding online?
- (A) So others can type faster
 - (B) To avoid saying something hurtful or unclear
 - (C) To make people wait
 - (D) To seem mysterious
- 1019.** What lesson can be learned from the toy companies' communication strategies in the episode about staying competitive in the market?
- (A) Staying silent is the best strategy.
 - (B) Consistent and innovative communication is key.
 - (C) It's best to copy the competition.
 - (D) Being secretive is the way to succeed.
- 1020.** Which of the following factors is the MOST important consideration when designing IEC materials for a specific community?
- (A) The cost of production
 - (B) The personal preference of the design team
 - (C) The availability of a wide range of colors
 - (D) The literacy and educational levels of the target audience
- 1021.** One of the following statement is not related to creating a positive first impression. Identify that.
- (A) Display a clean & business like appearance
 - (B) Be well mannered & courteous.
 - (C) Be punctual
 - (D) Express Self interest
- 1022.** One way to terminate a discussion is to restate the main idea of the topic discussed.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 1023.** How can visualization improve spoken communication?
- (A) By allowing speakers to memorize their speech
 - (B) By reducing the need for practice
 - (C) By encouraging speakers to speak faster
 - (D) By helping speakers organize their ideas clearly
- 1024.** Which of the following should be emulated from good speakers?
- (A) How they walk

- (B) How they laugh
(C) How they connect with the audience
(D) How they walk away from the stage
- 1025.** TRUE or FALSE: Talking to your neighbor is acceptable during a speech or performance.
(A) True
(B) False
- 1026.** When you deliver constructive criticism, you should use the word "we" instead of "you" to avoid sounding accusatory
(A) True
(B) False
- 1027.** Good communication skills allow you to improve your relationship with others
(A) True
(B) False
- 1028.** It is appropriate for a meeting leader to move the meeting along by saying, "Thanks, Ivan, for your viewpoint, but please hold your next comment until we can hear what Shung Chai thinks of your idea."
(A) T
(B) F
- 1029.** Sara told her little sister that she could play with any of her toys any time, but when her sister asked to borrow her stuffed unicorn, Sara said, "No, pick something else."
(A) Honest
(B) Dishonest
- 1030.** One's choice of words matters in clearly expressing his/her arguments about an issue.
(A) True
(B) False
- 1031.** All of the following are examples of effective communication skills except.
(A) Calm voice
(B) Eye contact
(C) Arms crossed
(D) Open body posture
- 1032.** Specific messages include:
(A) Precise terms and clear instructions
(B) A vague and confusing phrase
(C) A biased emotional reaction
(D) An unrelated opinion
- 1033.** What is a primary application of empowerment technology in the workplace?
(A) Increased paperwork
(B) Limited access to resources
(C) Enhanced communication
(D) Reduced employee autonomy
- 1034.** One of the tips on preventing communication breakdown is Learn to Listen. And that is, if you don't understand the point that someone is trying to make, don't be afraid to ask them to repeat it, or explain it further in a polite manner.
(A) True
(B) False
- 1035.** Which of the following is a characteristic of effective communication?
(A) Vagueness
(B) One-way communication
(C) Active listening
(D) Lack of feedback
- 1036.** Maintaining and distributing minutes of the meeting is helpful in reducing miscommunication in team meetings.
(A) True
(B) False
- 1037.** What is a key component of an effective email subject line?
(A) It should include emojis
(B) It should convey the main point of your message
(C) It should be one word
(D) It should be as vague as possible

- 1038.** One of the best ways to improve your speaking skills is to ____
- (A) Take many notes
 - (B) Tell jokes frequently
 - (C) Listen to everyone around you
 - (D) Listen to someone who speaks well
- 1039.** Which of the following is the most important aspect of safe patient care according to the slide?
- (A) Effective communication
 - (B) Advanced technology
 - (C) Patient medication
 - (D) Hospital infrastructure
- 1040.** Effective communication with patients families involves:
- (A) Providing minimal information to avoid overwhelming them
 - (B) Disregarding their concerns and emotions
 - (C) Actively involving them in the care plan and addressing their questions
 - (D) Limiting their access to medical information
- 1041.** You notice that your international classmate struggles to express ideas. How can you help?
- (A) Correct their grammar constantly
 - (B) Encourage them to share at their pace
 - (C) Avoid talking to them
 - (D) Laugh when they make mistakes
- 1042.** What is one key characteristic of a successful software engineer?
- (A) Effective communication skills
 - (B) Expertise in hardware
 - (C) Avoiding team collaboration
 - (D) Prefers working in isolation
- 1043.** What strategies can enhance communicative competence in learners?
- (A) Listening to lectures without interaction
 - (B) Strategies include interactive activities, authentic language use, role-playing, and supportive practice environments.
 - (C) Memorizing vocabulary lists
 - (D) Reading grammar textbooks exclusively
- 1044.** Which of the following is the reason why it is advised to address your customers with their names.
- (A) It shows that you are listening to them
 - (B) It shows that you are smart
 - (C) It shows that you value them
 - (D) It shows that you are being aggressive
- 1045.** What is the most effective way to resolve conflicts?
- (A) Avoiding the issue
 - (B) Ignoring the conflict
 - (C) Direct confrontation
 - (D) Open communication
- 1046.** Your presentation should focus on only a few basic ideas.
- (A) True
 - (B) False
- 1047.** Which of the following best defines Soft Skills?
- (A) Skills that involve the ability to perform tasks in a specific discipline or department
 - (B) Personal attributes needed for success on the job, such as the ability to motivate others and communicate effectively
 - (C) Activities that you do well
 - (D) Short term employment
- 1048.** The organization's tone of voice is a crucial element in establishing and enhancing its brand.
- (A) True
 - (B) False
- 1049.** According to Susan Ward, when answering a phone call your tone of voice should be warm and enthusiastic because it's sometimes

- is the only ____ of your company a caller will get
- (A) Idea
 - (B) Information
 - (C) Impression
 - (D) Purpose
- 1050.** You were tasked to design a call center office. The manager specifically told you he wanted to keep a close watch on his staff. What type of wall for the cubicles would you recommend taking into consideration acoustics and the manager's instruction for visual acuity?
- (A) Low wall modular partition with glass strips at the middle
 - (B) Glass
 - (C) Dry wall partition
 - (D) CHB
- 1051.** What does effective communication increase according to the text?
- (A) Misunderstandings
 - (B) Managerial Efficiency
 - (C) Confusion
 - (D) Frustration
- 1052.** A business letter that has easy-to-understand information is said to have
- (A) Caution
 - (B) Courtesy
 - (C) Consensus
 - (D) Clarity
- 1053.** Match the assertive technique to the example: "No, my teacher would flunk me."
- (A) Humor
 - (B) Express unpleasant outcomes
 - (C) Use reverse psychology
 - (D) None of above
- 1054.** What is the significance of 'active questioning' in a professional conversation?
- (A) Active questioning is not significant in a professional conversation
 - (B) Active questioning can lead to misunderstandings
 - (C) Active questioning can help in gaining a deeper understanding, clarifying doubts, and showing interest in the conversation.
 - (D) Active questioning is used to interrupt and dominate the conversation
- 1055.** The following are important for an effective business communication EXCEPT;
- (A) Specific message and content
 - (B) Random audience that is targeted for the content of the message
 - (C) Email is used as most of the receiver have access to an email and internet connection.
 - (D) Mr Brown who is made in-charged of sharing the specific message knows everything about the message.
- 1056.** Standardized patients are most useful in assessing:
- (A) Charting speed only
 - (B) Communication, assessment skills, and clinical reasoning in controlled conditions
 - (C) Laboratory skills
 - (D) Knowledge recall only
- 1057.** Effective project integration usually requires emphasis on:
- (A) The personal careers of the team members.
 - (B) Timely updates to the project plan.
 - (C) Effective communications at key interface points.
 - (D) Internal control.
- 1058.** Conform to the social, relational, and ethical expectations of the situation
- (A) Effective Messages
 - (B) Appropriate Messages
 - (C) Media Richness Theory
 - (D) Temporal Structure
- 1059.** Which of the following is a strategy leaders can use to overcome resistance to change?
- (A) Ignoring employee concerns

- (B) Providing clear communication and support
 - (C) Implementing change abruptly
 - (D) Reducing employee benefits
- 1060.** Should your emails be concise or lengthy?
- (A) Concise
 - (B) Lengthy
 - (C) All the above
 - (D) None of the above
- 1061.** Which communicative strategy is Rosalinda using to create a positive atmosphere and encourage Paolo's continued involvement in the conversation?
- (A) Expressing frustration with Paolo's lack of progress
 - (B) Offering solutions and expressing willingness to help
 - (C) Criticizing Paolo's previous decisions
 - (D) Threatening Paolo with consequences if new strategies aren't implemented
- 1062.** To empathize means trying to understand the problem from the other person's point of view.
- (A) True
 - (B) False
- 1063.** Language and tone are important during a conflict because
- (A) You need to choose the tone of voice and words you use effectively as they can make things better or worse
 - (B) You need to speak the same language
 - (C) You need to raise your voice for hearing impaired people
 - (D) None of the above
- 1064.** Which style is most likely to use "I" statements and maintain clear boundaries?
- (A) Driver
 - (B) Passive
 - (C) Diplomatic
 - (D) Assertive
- 1065.** What does directness in communication mean?
- (A) Avoiding issues and speaking indirectly
 - (B) Saying exactly what one thinks and feels
 - (C) Using hidden meanings in conversation
 - (D) Focusing on the main points clearly and straightforwardly
- 1066.** Which of the following is a key characteristic of a constructive message?
- (A) It focuses on blaming an individual.
 - (B) It uses insults and demeaning language.
 - (C) It is vague and unhelpful.
 - (D) It is respectful and focuses on the problem, not the person.
- 1067.** Salena and her boyfriend are having an argument. Which of these responses presents powerful, rather than powerless, language that the couple could use?
- (A) "So that's how I feel. Don't you think I'm right?"
 - (B) "It's time I tell you exactly what's on my mind."
 - (C) "I mean, I've been feeling, you know, angry and frustrated lately."
 - (D) "Umm, I guess I need to tell you what's been, sort of, bothering me."
- 1068.** Clearness in communication means correct grammar eliminates negative impact on the receivers and increases the credibility and effectiveness of the message.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 1069.** Expressing something in a different way without changing the meaning is called
- (A) Third party intervention
 - (B) Nonverbal communication
 - (C) Reframing
 - (D) Verbal communication

- 1070.** What is the role of 'assertiveness' in effective communication at the workplace?
- (A) Assertiveness is not important in effective communication
 - (B) Assertiveness can help in expressing thoughts and feelings clearly and respectfully, leading to better understanding and less conflicts.
 - (C) Assertiveness can lead to more conflicts at the workplace
 - (D) Assertiveness is used to dominate the conversation and impose one's own ideas
- 1071.** Sia is applying for the electrician position, how should she start her email to the company?
- (A) Start with a joke.
 - (B) Attach her favorite photos.
 - (C) Begin with a clear subject line and a polite greeting.
 - (D) Write a short story about her hobbies.
- 1072.** Why is it important to organize information in your email?
- (A) To increase the size of the email attachment.
 - (B) To make the email look more colorful.
 - (C) To confuse the recipient with unnecessary details.
 - (D) It is important to organize information in your email to improve clarity and communication efficiency.
- 1073.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). When giving instructions, a supervisor should:
- (A) Provide details that are specific and easy to follow
 - (B) Speak very quickly without pauses
 - (C) Use unrelated examples frequently
 - (D) Leave out important information
- 1074.** Proofreading is not important in emails as it is considered casual communication.
- (A) True
 - (B) False
- 1075.** When discussing:
- (A) It is important to speak louder than the person whom you are talking to.
 - (B) Remember that you are only trying to convince the other person of your side of the discussion.
 - (C) You are allowed to disagree, but do it in a way that gives others the same right.
 - (D) Be stern and stand your ground. Do not change your opinion.
- 1076.** Which of the following is a question that is recommended to ask when analyzing your audience?
- (A) Why will they be interested in what you are saying?
 - (B) What objectives do you want to achieve from your communication?
 - (C) How quickly can the speech be completed?
 - (D) What are the points that you do not want to communicate?
- 1077.** Why is it important to profile your audience before writing a message?
- (A) To make the message longer and more detailed
 - (B) To identify the appropriate tone, language, and channel for communication
 - (C) To avoid using any emotional language
 - (D) To ensure the message includes as many facts as possible
- 1078.** What is the purpose of using storytelling in communication?
- (A) To confuse others
 - (B) To engage the audience
 - (C) To avoid communication
 - (D) To make statements
- 1079.** What should you always use in an email?
- (A) Emojis
 - (B) Casual language
 - (C) All caps
 - (D) Subject line

- 1080.** She has a great ____ on her peers.
(A) To hear it on the grapevine
(B) Concise
(C) Clarify
(D) Influence
- 1081.** L.E.A.P.S. Communication stands for:
(A) Loud, Earful, Annoying, Personality, Superimpose
(B) Liking, Eager, Application, Politically-correct, Sycophant
(C) Lithe, Energetic, Aerobic, People, Surprise
(D) Listen, Empathize, Ask questions, Paraphrase, Summarize
- 1082.** Assertive communication makes interactions more even and has ____ benefits for all involved.
(A) Positive
(B) Limited
(C) Negative
(D) Temporary
- 1083.** What should be considered when planning a design presentation?
(A) Clearly stating the presentation's purpose

(B) Organizing content with an introduction, main sections, and conclusion
(C) Creating engaging visuals
(D) All of the above
- 1084.** My customer has been recently pushing me to meet a deadline that isn't feasible. What approach should I take?
(A) Customer is king so I need to work around to meet his deadline.
(B) Communicate assertively and try to come up with a win-win situation.
(C) Approach assertively and mention that deadline is impossible.
(D) None of above
- 1085.** Informative speakers should use a large amount of presentation media in order to keep the audience's attention.
(A) True
(B) False
- 1086.** His ____ speech bored the audience, who were hoping for something more concise.
(A) Talking shop
(B) Long-winded
(C) Speaking my mind
(D) Getting to the point
- 1087.** What does anticipation in communication help a speaker to do?
(A) Speak without preparation
(B) Use complex language
(C) Avoid confusion and awkward moments
(D) Ignore audience feedback
- 1088.** Dana is writing an e-mail message to the staff informing them that the new computers promised to arrive on Monday will be delayed for two weeks. Dana knows that many people will be frustrated because their current computers are slow and outdated. Which organizational pattern should Dana's message follow?
(A) Direct pattern
(B) Indirect Pattern
(C) Geographic pattern
(D) Chronological pattern
- 1089.** Professional communication requires:
(A) Rude tone
(B) Strong vocabulary
(C) Respectful language
(D) Slang usage
- 1090.** Which of the following sentences demonstrates effective business writing?
(A) Hey, Bob. Ur proposal is rad!
(B) Your proposal demonstrates how our call center can better meet the needs of our customers
(C) . FYI, i liked your proposal:).
(D) Congrats on the proposal. You rock!

- 1091.** There is something you would like to confirm with the speaker, what should you do?
- (A) Ask them politely.
 - (B) Pull them closer and ask them.
 - (C) Just stare and wait for them to ask if you need something.
 - (D) None of above
- 1092.** Joshua crafted an email addressed to a person whose gender is unknown as "Mx."
- (A) TRUE
 - (B) FALSE
- 1093.** What are the uses of effective communication in business? Except ____
- (A) To reduce productivity
 - (B) Overcoming or avoiding conflict
 - (C) Help develop the potential of each employee
 - (D) Build a conducive and professional work atmosphere
- 1094.** How would you express a concern about a plan that you think needs improvement?
- (A) I think the plan is perfect.
 - (B) The plan is terrible.
 - (C) I'm afraid the plan has room for improvement.
 - (D) None of the above
- 1095.** Effective communication can enhance our productivity at the professional level.
- (A) True
 - (B) False
- 1096.** The first step in making an effective presentation is ____
- (A) Create Presentation Slides
 - (B) Determine the purpose of the presentation
 - (C) Practice speaking and explaining ideas or ideas that will be conveyed to other people.
 - (D) Prepare Q&A
- 1097.** The following verbal communication are potential sources of misunderstanding except when we use ____
- (A) Slang
 - (B) Descriptive language
 - (C) Equivocal words
 - (D) Jargon
- 1098.** No one should leave a meeting without a full understanding of what was accomplished.
- (A) T
 - (B) F
- 1099.** Putting yourself in the reader's position and focusing on audience benefits is the skill of:
- (A) Empathy
 - (B) Clarity
 - (C) Sender focus
 - (D) Coherence
- 1100.** Proofreading emails before hitting send is-
- (A) Can be done sometimes
 - (B) Not important
 - (C) A best practice
 - (D) Waste of time
- 1101.** Analyze the role of communication skills in successful leadership.
- (A) Communication skills are unnecessary for successful leadership.
 - (B) Effective communication skills enable leaders to convey ideas clearly and motivate their teams.
 - (C) Communication skills are only important for public speaking.
 - (D) Communication skills are solely about giving orders.
- 1102.** What should you always use when addressing the recipient in an email?
- (A) Their nickname
 - (B) Their preferred name
 - (C) A generic greeting
 - (D) No greeting

- 1103.** In order to communicate effectively on the job, it is important to do all of the following, except
- (A) Adopt an audience-centered approach.
 - (B) Share your personal experiences related to the job.
 - (C) Be sensitive to business etiquette.
 - (D) Minimize distractions.
- 1104.** As a Human Resources rep, Laura must inform Matt that his vacation request for August is not approved. Which should she do?
- (A) Plan the message strategically
 - (B) Ask the CEO to send the message
 - (C) Wait two weeks before sending the message
 - (D) Leave out an explanation about why she cannot approve the request
- 1105.** Which of the following is a positive impact of communication?
- (A) Enhances empathy and emotional connection
 - (B) Causes mistrust and resentment
 - (C) Leads to poor conflict management
 - (D) Increases family stress and dysfunction
- 1106.** A key component to effective communication in the workplace or classroom is
- (A) Being an active listener
 - (B) Speaking loudly
 - (C) Always being right
 - (D) All of the above
- 1107.** What does using 'I' statements in language promote?
- (A) Using 'I' statements encourages everyone to have the same preferences.
 - (B) Using 'I' statements emphasizes that personal opinions are unimportant.
 - (C) Using 'I' statements respects and acknowledges individual preferences and opinions.
 - (D) Using 'I' statements assumes that everyone shares the same views.
- 1108.** What is the hamburger bun method of speech planning?
- (A) Tell them what you are going to say, say it, tell them what you said
 - (B) Say it, tell them what you are going to say, tell them what you said
 - (C) Tell them what you said, say it, tell them what you are going to say
 - (D) None of above
- 1109.** The use of simple and specific words to express ideas.
- (A) Clearness
 - (B) Correctness
 - (C) Consideration
 - (D) Courtesy
- 1110.** Why are short workplace messages preferred?
- (A) They replace meetings
 - (B) They remove formality
 - (C) They avoid teamwork
 - (D) They save time
- 1111.** Jay is planning to send an email to his team about an upcoming project. What tips should he follow to create an effective email subject line?
- (A) Include as many emojis as he can
 - (B) Keep it short and to the point, use action-oriented language, personalize when possible, and avoid spammy or clickbait language.
 - (C) Make it as long as possible
 - (D) Use vague and ambiguous language
- 1112.** Content in an email should always be ___ & ___
- (A) Direct / Personal
 - (B) Direct / Specific
 - (C) Direct / Short
 - (D) Specific / Long
- 1113.** If a client is gossiping, gently ___
- (A) Change the subject
 - (B) Join in the conversation
 - (C) Bring out the drinks
 - (D) Share the details with your co-worker

- 1114.** You could start your presentation with an interesting statistic, headline, or fact that appeals to your audience.
(A) True
(B) False
- 1115.** In order to provide good service, employees should give customers ____
(A) Free Products
(B) Limited Information
(C) Political Opinions
(D) Complete Attention
- 1116.** Active listening includes ____ in the communication process
(A) The speaker
(B) Everyone
(C) The listener
(D) Eavesdroppers
- 1117.** True or False It is important to keep your communication as simple as possible, avoiding slang and jargon when faced with a language barrier?
(A) True
(B) False
(C) All the above
(D) None of the above
- 1118.** Why is it important to pay attention to document structure in business writing?
(A) To make documents look more complicated
(B) To confuse readers
(C) To ensure your message is conveyed clearly and orderly
(D) Because it's the latest trend in business writing
- 1119.** Which speaking skill emphasizes to put yourself in the position of listener
(A) Use humor
(B) Be Empathetic
- 1120.** What strategies can be used to overcome stage fright?
(A) Ignore it
(B) Hold your breath
(C) Refuse to speak
(D) Speak often to practice and sharpen your skills
- 1121.** What should be the tone of a professional email?
(A) Negative
(B) Accusatory
(C) Positive and professional
(D) Casual and informal
- 1122.** The receiver is just as responsible as the sender to achieve effective communication.
(A) True
(B) False
- 1123.** As a business communicator, you should use strong verbs and concrete nouns in your writing.
(A) T
(B) F
- 1124.** An email should be long and detail enough to ensure people understand your message.
(A) True
(B) False
- 1125.** What improves the effectiveness of word choice?
(A) Using vague terms
(B) Choosing precise, vivid words
(C) Repeating the same word
(D) Avoiding adjectives
- 1126.** Which benefit of technology best explains why businesses can quickly share updates with employees across locations?
(A) Improves workplace communication through rapid messaging
(B) Expands purchasing power with broader options

- (C) Saves on travel by reducing physical trips
- (D) Bridges the cultural gap among different cultures
- 1127.** The relationship between communication skills and conflict resolution is that ____
- (A) They are unrelated
- (B) Communication skills hinder conflict resolution
- (C) Effective communication helps resolve conflicts
- (D) Conflict resolution weakens communication skills
- 1128.** Mispronunciation can hurt your credibility.
- (A) True
- (B) False
- (C) All the above
- (D) None of the above
- 1129.** What does 'Pay attention to your writing style' mean? Fill in the blank: To be ____ of how you communicate in writing (e.g., "Pay attention to your writing style when writing emails").
- (A) Mindful
- (B) Careless
- (C) Unaware
- (D) Indifferent
- (E) Distracted
- 1130.** Even though today public speeches are less formal, it is still important that they were ____
- (A) Prepared on the spot.
- (B) Well-organized.
- (C) Learnt by heart.
- (D) None of above
- 1131.** The tone of your message is established in your email communications:
- (A) In the subject line.
- (B) In the first two sentences of your email.
- (C) In the closing.
- (D) In the subject line and the first two sentences of your email.
- 1132.** Communicate in a clear way so that the reader can understand.
- (A) True
- (B) False
- 1133.** What role does clarity play in written business proposals?
- (A) It makes the proposal longer
- (B) It reduces the chances of misinterpretation
- (C) It complicates the message
- (D) It is not important
- 1134.** A good quality presentation is required to convey the message clearly to the audience.
- (A) True
- (B) False
- 1135.** Claudia goes to the doctor's office with her 12 year old daughter. Claudia speaks only German. Her daughter speaks German and English. The doctor needs to explain, to Claudia, how to take her new medicine. Which of the following is the best intervention for the doctor to use in order to communicate this information with Claudia?
- (A) Use written material
- (B) Use a picture board
- (C) Use a licensed medical interpreter
- (D) Use her daughter to relay the information
- 1136.** Which sentence demonstrates the best email etiquette?
- (A) Why is my grade so bad?
- (B) Can you explain why my grade is so low?
- (C) My parents are so mad at me, and now I'm grounded. Why is my grade so horrible?
- (D) Can we please set up a time to meet to talk about what I can do to raise my grade? I noticed it dropped a little this week.
- 1137.** Which behavior promotes effective communication in a group discussion?

- (A) Dominating the conversation
 - (B) Ignoring others' contributions
 - (C) Asking clarifying questions
 - (D) Talking over others
- 1138.** According to the 10 rules for a good conversation:
- (A) It is important to look like you know what the speaker is talking about, don't say you don't know.
 - (B) Use close-ended questions to continue the conversation.
 - (C) Always equate your experiences, if they speak of something, make sure you tell a similar story.
 - (D) Try not to repeat yourself, as it can come off as condescending or boring.
- 1139.** Identify a common mistake when writing an email to a teacher.
- (A) Using a formal greeting
 - (B) Forgetting to proofread for spelling errors
 - (C) Including a clear subject line
 - (D) Signing off with your name
- Tags: DOK Level 2: Skill/Concept
- 1140.** Which of the following tips will help to get a meeting started efficiently?
- (A) Wait until all participants arrive.
 - (B) Give a quick recap to anyone who arrives late.
 - (C) Establish ground rules.
 - (D) Start voting on items prior to holding any discussion.
- 1141.** Which shouldn't you do, the night before the speech?
- (A) Get a good night's sleep.
 - (B) Have a party to celebrate.
 - (C) Practice your routine.
 - (D) Avoid too much caffeine.
- 1142.** Writing clear instructions on a label helps other staff avoid mistakes.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 1143.** What is the purpose of using active voice in business communication?
- (A) To create ambiguity
 - (B) To make sentences concise and clear
 - (C) To lengthen the message
 - (D) To add more detail
- 1144.** FILTERING INCREASES THE EFFECTIVENESS OF UPWARD COMMUNICATION
- (A) TRUE
 - (B) FALSE
- 1145.** How can you reduce challenges to effective verbal communication?
- (A) Use improper grammar and technical terms
 - (B) Speak unclearly and mumble words
 - (C) Avoid paying attention to nonverbal communication
 - (D) Communicate with respect for the receiver's point of view
- 1146.** What is an example of 'Effective communication' as a strategy for developing and maintaining friendships?
- (A) Sharing feelings honestly, listening actively
 - (B) Ignoring your friend's messages
 - (C) Talking only about yourself
 - (D) Avoiding difficult conversations
- 1147.** His argument was ___ and easy to follow.
- (A) To talk at cross-purposes
 - (B) Ramble
 - (C) Coherent
 - (D) Hesitant
- 1148.** Why is active listening important?
- (A) It makes communication faster
 - (B) It helps avoid misunderstandings
 - (C) It interrupts politely
 - (D) It helps send mixed messages

- 1149.** Characteristic of a good media practitioner showing sensitivity to the needs of others.
- (A) Has integrity
 - (B) Has empathy
 - (C) Truthful
 - (D) Biased
- 1150.** What is the correct way to ask for information?
- (A) I dislike questions
 - (B) I avoid asking
 - (C) I don't want to know
 - (D) Can you tell me?
- 1151.** In a meeting, if you want to add a comment. You'll say ____
- (A) Care to come over for dinner tonight?
 - (B) Sorry, could I interrupt for a moment?
 - (C) What exactly are you trying to say?
 - (D) Do you follow me?
- 1152.** What should you avoid when addressing seniors in an email?
- (A) Writing in all capital letters for emphasis.
 - (B) Including excessive technical jargon.
 - (C) Avoid using overly casual language or slang.
 - (D) Using formal titles only without a personal touch.
- 1153.** Discuss the importance of adapting speech style based on the audience.
- (A) Adapting speech style can lead to confusion
 - (B) Using the same speech style for all audiences is effective
 - (C) Adapting speech style is irrelevant in communication
 - (D) Adapting speech style based on the audience is crucial for effective communication.
- 1154.** What is the main objective of writing an appropriate email subject line?
- (A) To confuse the recipients and make them curious.
 - (B) To increase the chances of the email being opened.
 - (C) To make the email look professional.
 - (D) To help recipients understand the purpose of the email and prioritize their responses.
- 1155.** Which skill is most important for workplace readiness?
- (A) Ability to memorize textbook pages
 - (B) Effective communication and teamwork
 - (C) Drawing cartoons
 - (D) Playing video games
- 1156.** To develop Social Relationships..
- (A) We must meet people
 - (B) We must know to innovate
 - (C) We must know how to communicate effectively
 - (D) Edit
- 1157.** We should announce the name of our organization if?
- (A) It is an external call.
 - (B) It is an internal call.
 - (C) It is an interdepartmental call.
 - (D) None of above
- 1158.** What is the purpose of creating a professional email signature?
- (A) To increase the length of the email
 - (B) To confuse the recipient
 - (C) To add a personal touch to the email
 - (D) To provide contact information and enhance professionalism
- 1159.** Which of the following is NOT a tip for communication in the workplace?
- (A) Check grammar and spelling in written documents
 - (B) Be very casual in workplace communication
 - (C) Proofread all written communications
 - (D) Keep criticism constructive and positive

- 1160.** Which one is NOT the right way to start a message?
- (A) Yo, what's up, girl?
 - (B) How are you doing?
 - (C) I'm glad to hear from you.
 - (D) None of above
- 1161.** Sarcasm and humor should be avoided in an email for school or work
- (A) True
 - (B) False
- 1162.** The main points of your speech should be about equal in importance relative both to your topic and to the other points.
- (A) True
 - (B) False
- 1163.** Where should the purpose of the email be stated?
- (A) In the conclusion
 - (B) In the introduction
 - (C) In the second content paragraph
 - (D) At the end of the email
- 1164.** When you disagree, you should say-
- (A) You are wrong!
 - (B) I have a different opinion
 - (C) Stop talking
 - (D) Leave
- 1165.** To maintain a relationship of mutual trust,
- (A) Withhold your feelings at all times
 - (B) Communicate how you feel in a positive way
 - (C) Take one another out to dinner often
 - (D) Do not be honest if the truth is painful
- 1166.** What does effective communication reduce during change?
- (A) Uncertainty and resistance.
 - (B) Clarity and understanding.
 - (C) Cooperation and teamwork.
 - (D) Motivation and morale.
- 1167.** According to the tips for planning what you want to say, when should you choose to communicate? Fill in the blank: Choose a time to communicate when your audience is ___ and able to listen.
- (A) Prepared
 - (B) Busy
 - (C) Distracted
 - (D) Uninterested
 - (E) Tired
- 1168.** Which of the following is an essential part of an effective presentation?
- (A) Reading directly from slides
 - (B) Engaging the audience
 - (C) Using complex language
 - (D) Avoiding visuals
- 1169.** "Signposts" are a kind of transition that let your audience know where you are in your speech and where you are going.
- (A) True
 - (B) False
- 1170.** Informative speeches must fit their scope within time constraints.
- (A) True
 - (B) False
- 1171.** A communicator's ability to listen, understand and meet the needs of others is an example of what type of communication?
- (A) Audience-centered
 - (B) Etiquette-based
 - (C) Digital
 - (D) Chain of command
 - (E) Ethical
- 1172.** Which of the following is an example of a social norm that influences communication?
- (A) Speaking in a foreign language
 - (B) Not interrupting people
 - (C) Using technical jargon
 - (D) Writing in cursive

- 1173.** Informative presentations should contain useful information which is ____ and draws the audience's attention.
- (A) Unique
 - (B) Boring
 - (C) Irrelevant
 - (D) Confusing
- 1174.** What is the main purpose behind building rapport training?
- (A) To increase understanding between clients and professionals
 - (B) To increase the flexibility of services offered
 - (C) To help one interpret a variety of gestures better
 - (D) To become an expert in a narrow field
- 1175.** E-mail is the No. 1 communication channel in business today. To make your messages effective, you should
- (A) Consider the receiver.
 - (B) Compose quickly.
 - (C) Organize indirectly.
 - (D) Edit and revise as you draft.
- 1176.** Competent communicators use ____ and ____ messages?
- (A) Ethical, empathic
 - (B) Effective, appropriate
 - (C) Relational, scripted
 - (D) Planned, brief
- 1177.** Based on the steps you learned in Take a Stand, how should you approach conversations with people who might have different opinions?
- (A) Debate with each other. Eventually you'll find an answer everyone agrees with.
 - (B) Share your perspective, listen to other people's perspectives, and be open to changing your own.
 - (C) Convince others that your perspective is right.
 - (D) None of above
- 1178.** What should you do before joining a video conference?
- (A) Make sure your microphone and camera work
 - (B) Leave your camera off
 - (C) Play loud music to wake yourself up
 - (D) Turn off the internet connection
- 1179.** During a job interview, if you couldn't hear or understand a question, what would you say?
- (A) "Sorry! I didn't understand. Could you please repeat the question?"
 - (B) "Hey, can you repeat that? I wasn't paying attention."
 - (C) "I am lost. Can you say it again?"
 - (D) "Speak clearly and repeat the question."
- 1180.** Hello Ghani. I'd like ____ you to my friend, John.
- (A) To call
 - (B) To remember
 - (C) To introduce
 - (D) To see
- 1181.** Communicative language teaching sets as its goal the teaching of:
- (A) Grammatical competence
 - (B) Socio-linguistic competence
 - (C) Communicative competence
 - (D) None of above
- 1182.** Her arguments were so ____ that we all agreed to her proposal.
- (A) Accuracy
 - (B) Fluent
 - (C) Extrovert
 - (D) Persuasive
- 1183.** When a client calls and tells me he's having a bad day, what is the best option to show empathy? (Multiple options possible)
- (A) Oh, so returning to your order ____
 - (B) Mmm I'm sorry to hear that, hope you have a better day from now on

- (C) Well, I'm sorry to hear that, let me do my best to assist you today!
- (D) Ok, so I see here that your order is gonna be processed ____
- 1184.** What should you address by thinking of what people will say contrary to your reasons?
- (A) Support
- (B) Counterargument
- (C) Claim
- (D) Defense
- 1185.** Which is a benefit of paraphrasing in communication?
- (A) Avoids responsibility
- (B) Checks and confirms understanding
- (C) Makes conversations longer without purpose
- (D) Hides mistakes
- 1186.** Which of the following statements is true?
- (A) It is entirely the sender's responsibility to ensure that his/her message is understood
- (B) It is entirely the receiver's responsibility to ensure that s/he understands the message
- (C) It is both the sender and the receiver's responsibility to ensure effective communication
- (D) It is neither the sender nor the receiver's responsibility to ensure effective communication
- 1187.** In introductions, what should be provided to the audience?
- (A) The main points
- (B) The speaker's biography
- (C) The conclusion
- (D) The transitions
- 1188.** Which of the following describes a healthy organizational culture?
- (A) High turnover rates
- (B) Open communication and trust
- (C) Rigid hierarchies
- (D) Lack of employee engagement
- 1189.** Clear communication leads to ____
- (A) Different work
- (B) Opposite work
- (C) Slow work
- (D) Faster work
- 1190.** What does a good email introduction include?
- (A) Apology
- (B) Date
- (C) Friendly tone
- (D) Clear purpose
- 1191.** Which of the following is the best tip for enhancing readability and comprehension in a business document?
- (A) Avoid white space on a page so that you can make a document look shorter.
- (B) Use numbered and bulleted lists in your document.
- (C) Justify your margins so that both left and right margins are even.
- (D) Use a wide variety of typefaces to add interest to your document.
- 1192.** True or false: When it comes to communication, 'one size' usually fits all.
- (A) True
- (B) False
- (C) All the above
- (D) None of the above
- 1193.** Which component of the CLASS protocol covers summarizing and clarifying the conversation ensuring comprehension?
- (A) Context
- (B) Strategy
- (C) Summary
- (D) Listening Skills
- 1194.** The meeting is running over time. Let's ____ quickly.
- (A) Wrap up the discussion
- (B) Start the ball rolling
- (C) Talk sense
- (D) Get the wrong end of the stick

- 1195.** Putting yourself in the receiver's shoes to better adapt your message to that person's needs is called ____
- (A) A benefit
 - (B) A feature
 - (C) Empathy
 - (D) Richness
- 1196.** Why is it important to check grammar and spelling in business writing?
- (A) To impress readers with your language skills
 - (B) To make your writing look longer
 - (C) To ensure your message is conveyed clearly and professionally
 - (D) Because it's an unofficial rule in business writing
- 1197.** Which of the following is NOT an effective technique for softening bad news?
- (A) Suggesting a compromise or an alternative
 - (B) Positioning the bad news at the beginning or end of a paragraph
 - (C) Placing the bad news in a subordinate clause
 - (D) Using passive-voice verbs
- 1198.** Which of the following is not an appropriate email address to use for job applications?
- (A) Wchs2013@gmail.com
 - (B) Johndoe@gmail.com
 - (C) Fblareporter@gmail.com
 - (D) Sexysenior2013@gmail.com
- 1199.** A message can only be considered effective when it is ____
- (A) Delivered on time
 - (B) Understood by others and produces the intended result
 - (C) Communicated orally with the appropriate nonverbal cues
 - (D) None of above
- 1200.** Nhi and Binh are having coffee together:Nhi: "Do you know where the nearest community center is?" Binh: " ____ "
- (A) Never mind. I won't bother with it.
 - (B) No, do you think I will show you that?
 - (C) Yes, it's just a few blocks away on Main Street.
 - (D) Sorry, can you please go another way.
- 1201.** You should include all of the following things when leaving a voicemail except ____
- (A) Your name, company, and position or department
 - (B) A brief message stating the purpose of the call
 - (C) Your telephone number, including the area code
 - (D) When you will not be able to receive the call
- 1202.** After you greet your meeting participants,
- (A) Turn off your camera
 - (B) Post in chat box
 - (C) Mute your microphone
 - (D) Eat a snack
- 1203.** Clarity, attention, consistency, timeline is an example of ____
- (A) Formal Feedback
 - (B) Effective Communication
 - (C) Barriers of Communication
 - (D) Non Specific Feedback
- 1204.** Messages expressing thanks should
- (A) Open indirectly
 - (B) Contain fewer than 5 sentences
 - (C) Be specific, warm, and conversational
 - (D) All of these are true.
- 1205.** What is NOT considered an effective interpersonal skill?
- (A) Passive Listening
 - (B) Strategic Body Language
 - (C) Following Standard English
 - (D) Observing professional etiquette

- 1206.** Describing behaviour, suggesting interpretation, seeking verification is a process of
(A) Perceptual Differences
(B) Perceptual Checking
(C) Nonverbal Communication
(D) None of above
- 1207.** When sending a message to a teacher, always ____
(A) Use all CAPS
(B) Be specific and polite
(C) Tell them all of the details, relevant and irrelevant
(D) None of above
- 1208.** When giving and receiving information one has to remember to be?
(A) Spontaneous
(B) Special
(C) Specific
(D) None of above
- 1209.** Despite our disagreements, we have been able to find some ____
(A) Eye-opener
(B) Common ground
(C) Icebreaker
(D) None of above
- 1210.** What is the purpose of using humor in communication?
(A) To make statements
(B) To avoid communication
(C) To engage the audience
(D) To confuse others
- 1211.** After a meeting with the contact, in order to express your thanks, it is appropriate to:
(A) Send him/her a small box of chocolates with a note
(B) Drop by the office and give him/her a hot cup of coffee
(C) Send a dozen red roses to his/her home
(D) Send a thank you letter
- 1212.** Why is it important to use a courteous tone in emails?
(A) It makes the email longer.
(B) It helps in building and maintaining professional relationships.
(C) It allows for more creative writing.
(D) It ensures the email is read quickly. TagsDOK Level 2:Skill/Concept
- 1213.** Respectful behavior includes
(A) Interrupting others
(B) Active listening
(C) Dismissing ideas
(D) Sarcasm
- 1214.** What kind of behaviour needs for having good conversation during communicating in a private place?
(A) Be respectful and mindful
(B) Direct to the point
(C) Just list the point
(D) Don't listen any questions.
- 1215.** Which is true about effective business communication?
(A) It helps organizations coordinate activities
(B) It wastes time
(C) It is only done orally
(D) It must be informal
- 1216.** One technique that improves business writing is the use of empathy. Empathy refers to
(A) . using inclusive language to eliminate bias.
(B) Putting yourself in the receiver's shoes to adapt the message to the receiver's needs
(C) Appealing to the audience by using a sender focus
(D) Formatting documents to meet business standards.
- 1217.** In order to make their speech more effective, one should make use of questioning and answering the same question to establish a point.

- (A) True
(B) False
- 1218.** What is the appropriate way to end a video conference?
(A) Thank the participants, summarize key points, and confirm next steps
(B) Just abruptly end the call without saying anything
(C) Yell at the participants and abruptly disconnect the call
(D) Start talking about unrelated topics and ignore the participants
- 1219.** One Characteristic Of Good Team Work Is ____
(A) Good and Clear Communication
(B) Neat Handwriting
(C) Good On A Computer
(D) Obsessive
- 1220.** Which of the following does NOT describe effective messages?
(A) Practical
(B) Clear
(C) Factual
(D) Lengthy
- 1221.** 'Using "I" messages' helps reduce ____ and defensiveness in family communication.
(A) Blame
(B) Trust
(C) Happiness
(D) Cooperation
- 1222.** Choose two (2) right words to communicate with your customer below:
(A) We will try to help you ____
(B) We are out of stock you have to solve the problems ____
(C) We are out of stock and only can send on 15 th
(D) While there are not any stock right now, I can place the order that will be ship to you on 15th
- 1223.** Coherent Sentences
(A) Unclear, vague and indirect
(B) Do not make sense and flow logically
(C) Make sense and flow logically
(D) A polite phrase to finish your email
- 1224.** Which of the following is an effective way to start a business presentation?
(A) By stating the agenda clearly
(B) By reading from a script
(C) By making jokes unrelated to the topic
(D) By asking the audience to remain silent
- 1225.** What methods do we need to apply to improve your presentation?
(A) Taking part in training course of presentation skills
(B) Practice many times before giving a presentation
(C) Using body language during presentations
(D) All answers are correct
- 1226.** What elements need to be ensured for the evaluation of performance standards at the workplace?
(A) Rename job description for the position.

(B) Determine desirable result or outcome for most of the duties.
(C) Describe how much work must be accomplished within a certain amount of time.
(D) Describe what quality performance should look like (communication, customer service and interpersonal skills).
- 1227.** What should you say when answering the phone politely?
(A) "Who's this?"
(B) "Yeah?"
(C) "Hello, this is [your name]. How can I help you?"
(D) "What do you want?"

- 1228.** The best way to connect with your audience is to incorporate?
- (A) Personal story
 - (B) Exaggerate
 - (C) Quote statistics
 - (D) Keep the speech brief
- 1229.** How can you express a negative opinion using a softening phrase?
- (A) I am sure you are wrong.
 - (B) In my opinion, you might be mistaken.
 - (C) You are definitely mistaken.
 - (D) I think you're absolutely right.
- 1230.** Harriet is attempting to deal with a client who is unhappy after her service. Which of the following should Harriet AVOID in this situation?
- (A) Trying to find out why the client is unhappy
 - (B) If the problem can be fixed, doing so immediately
 - (C) Insisting that, despite what the client thinks, the service was exceptional
 - (D) If the problem cannot be fixed, honestly explaining why
- 1231.** Which tone is most respectful on the phone?
- (A) Calm and clear
 - (B) Fast and loud
 - (C) Bored and flat
 - (D) Sarcastic
- 1232.** Effective communication needs to be
- (A) Simple
 - (B) Clear
 - (C) Complete
 - (D) All of the above
- 1233.** To communicate effectively, we should
- (A) Try to remember and call people by their names during conversations.
 - (B) Not pay attention to names and tend to forget them.
 - (C) Only remember the names of important people.
 - (D) None of above
- 1234.** Which behaviour helps maintain effective working relationships?
- (A) Refusing to collaborate
 - (B) Sharing information transparently
 - (C) Competing for resources secretly
 - (D) Ignoring coworkers' requests
- 1235.** Transparent communication increases commitment.
- (A) True
 - (B) False
- 1236.** Which of the following is the best way to ensure clarity in your written communication?
- (A) Use long, complex sentences
 - (B) Use technical jargon throughout
 - (C) Use simple and direct language
 - (D) Add unnecessary details
- 1237.** When interacting with a manager, even if they are laid back, you should always do which of the following —
- (A) Talk to him like he is one of your close friends.
 - (B) Speak to him in a way that is humble and respectful
 - (C) Wait until the last minute to inform him of any problems.
 - (D) Avoid talking to him at all times
- 1238.** Why is it important to confirm meeting details in writing?
- (A) To create extra paperwork
 - (B) To fill up everyone's inbox
 - (C) To have something to print out
 - (D) To avoid misunderstandings and ensure all participants are informed.
- 1239.** A manager wants to strengthen customer loyalty over the next quarter. Which communication approach is most effective?
- (A) Send generic promotions without feedback channels

- (B) Limit interactions to automated responses only
 - (C) Listen to needs, address concerns, and deliver clear service updates
 - (D) Avoid difficult conversations after service failures
- 1240.** Why is it important to use proper etiquette when writing an e-mail?
- (A) To show respect and professionalism.
 - (B) To show disrespect and unprofessionalism
 - (C) To confuse the recipient
 - (D) To make the email longer
- 1241.** Express ideas briefly and directly
- (A) Clarity
 - (B) Grace
 - (C) Economy
 - (D) None of above
- 1242.** What role does empathy play in providing good customer service?
- (A) It helps the customer understand why you cannot solve his problem
 - (B) It conveys to the customer that you will do whatever it takes to make sure they leave satisfied
 - (C) It shows that you understand how the customer feels
 - (D) It gives the customer someone to blame for the problem they are having
- 1243.** A client is upset about a delay in their order. You need to write an email to apologize and explain the situation. What should you include in your message?
- (A) Blame another department
 - (B) Apologize, explain the reason, and offer a solution
 - (C) Ignore the issue
 - (D) Use informal language
- 1244.** The reporter should treat all sides equally and fairly. What kind of reporting is this?
- (A) Objective
 - (B) Impersonal
 - (C) News
 - (D) Opinion
- 1245.** IF YOU NEED TO MAKE A PHONE CALL FOR INFORMATION WHAT COULD YOU DO BEFORE CALL
- (A) PREPARE YOUR QUESTIONS
 - (B) BRUSH YOUR TEETH
 - (C) MAKE A COFFE
 - (D) None of the above
- 1246.** Why is building rapport the cornerstone for customer loyalty
- (A) People keep coming back if they like what you sell
 - (B) All of your friends and family will always come to shop in your store
 - (C) Because it always provides the ultimate customer experience, builds effective communication, and leads to a balanced relationship
 - (D) None of above
- 1247.** What are some strategies for engaging the audience during a presentation?
- (A) Using storytelling, asking questions, using visuals, and encouraging interaction
 - (B) Avoiding eye contact with the audience
 - (C) Speaking in a monotone voice
 - (D) Reading directly from the slides
- 1248.** What is not a part of therapeutic communication?
- (A) Listening
 - (B) Silence
 - (C) Reflection
 - (D) Cliches
- 1249.** Details that support an argument or claim
- (A) Counterargument
 - (B) Evidence
 - (C) Summary
 - (D) Mood

- 1250.** Which is an advantage to a business of using digital communication?
- (A) Messages and data can be transmitted quickly
 - (B) Not all areas may be connected to the internet
 - (C) Can lead to excessive communication
 - (D) Training may be required to update employees on the use of digital communication
- 1251.** Trite expressions such as “please find enclosed” should be avoided. (Meaning of TRITE:overused) Instead it could be stated as
- (A) Enclosed herewith
 - (B) Enclosed please find
 - (C) Please
 - (D) Enclosed
- 1252.** Fake news stories have (blank) headlines so people will want to read it.
- (A) Boring
 - (B) Great
 - (C) Blinding
 - (D) Shocking
- 1253.** Not only are readers satisfied, but the relationship between employers and employees or the like is also improved.
- (A) Improves understanding and contentment among customers and staff
 - (B) Streamlines and produces paperwork
 - (C) Reduces confusions, complaints, and inquiries asking for clarification
 - (D) Creates a positive image and reputation
- 1254.** Flexible communicators can:
- (A) Adjust their message when communication breaks down
 - (B) An unrelated opinion
 - (C) A vague and confusing phrase
 - (D) A biased emotional reaction
- 1255.** What can students do to help protect air quality and human health/environment?
- (A) Nothing can be done
 - (B) Make informed decisions and communicate information
 - (C) Ignore the issues
 - (D) Wait for others to take action
- 1256.** A good telephone voice ____
- (A) ____ is soft and relaxing.
 - (B) ____ is the same as your normal speaking voice.
 - (C) ____ is confident and clear.
 - (D) ____ has no emotion.
- 1257.** Opening a letter with a ____ response is usually more effective when answering a customer’s questions.
- (A) Trite
 - (B) Direct
 - (C) Indirect
 - (D) Complex
- 1258.** If you ask for a reply from a customer, you should ____
- (A) Expect a reply from the customer to be sent overnight mail
 - (B) Include a reply envelope or card
 - (C) Remind the customer of the delay
 - (D) Eliminate the situation by canceling the order
- 1259.** Being a good communicator means:
- (A) Listening actively and expressing ideas clearly
 - (B) Ignoring others’ opinions
 - (C) Speaking without considering the audience
 - (D) Using complex language to confuse others
- 1260.** The ability to achieve communicative goals in a socially appropriate manner
- (A) Communicative competence
 - (B) Conventionality
 - (C) Creoles
 - (D) Dialect

1261. Sending clear, concise messages is a ____ technique.
(A) Constructive
(B) Destructive
(B) Instant Messaging
(C) Postal Mail
(D) Fax
1262. Anna and Mike were sightseeing. Anna: "You lost our guidebook!" Mike: " ____ I'll buy a new one at the next stop."
(A) I apologize for losing it.
(B) That's exciting.
(C) Don't worry about it.
(D) No, I didn't.
1263. Why is empathy important in communication?
(A) It makes you popular
(B) It helps you connect and understand others' feelings
(C) It helps you argue better
(D) It helps you talk faster
1264. Which form of telecommunications would you use if you are a customer service representative at a retail store, and you need to ask your supervisor an important question that is highly time-sensitive?
(A) Email
1265. How does good communication help in conflict resolution within a marriage?
(A) By avoiding any form of disagreement
(B) By allowing partners to ignore conflicts
(C) By enabling partners to deal with conflicts smoothly and find mutually acceptable solutions
(D) By ensuring one partner always wins the argument
1266. It is compulsory to maintain a professional ____ in a memo.
(A) Printer
(B) Tone
(C) Paper
(D) Color
1267. What can effective communication prevent?
(A) Innovation
(B) Conflicts and misunderstandings
(C) Career advancement
(D) Teamwork

1.1.12 Principles of Effective Communication

- Presentations should be designed without considering the audience.
(A) True
(B) False
- ONE principle of communication (Cs of Communication) that refers to "using fewer and effective words to save time and money of both reader and sender" is ____
(A) Conciseness
(B) Concreteness
(C) Comprehensiveness
(D) Correctness
- The message, sent from the sender to the receiver, should be:
(A) Complete.
(B) Ambiguous.
(C) Illogical.
(D) Audible.
- The opening of a speech should have an ____
(A) Visual
(B) Attention getter
(C) Slide
(D) A call to action
- Why is controlling volume important in effective communication?
(A) To avoid varying the pitch
(B) To maintain consistent speech speed

- (C) To ensure the message is heard and understood without being overwhelming.
(D) To reduce the clarity of the message
6. One principle which is NOT in the Cs of Communication is ____
(A) Currency
(B) Courtesy
(C) Completeness
(D) Consideration Edit
7. The four qualities: clear, concise, courteous, and correct are known as the ____
(A) Four Cs of communication
(B) Brainstorming process
(C) Feedback process
(D) Writing process
8. Ethical speakers and listeners possess attitude and standards that pervade their character and guide their actions before, during and after their speaking and listening.
(A) True
(B) False
9. Empathy, which increases the likelihood of a successful message, occurs when writers put themselves in the audience's shoes when creating the message.
(A) True
(B) False
10. Which feature of an effective communication refers to making the message direct or straight to the point?
(A) Completeness
(B) Conciseness
(C) Concreteness
(D) Clearness
11. What does a protocol define in communication?
(A) The rules for data encryption.
(B) The rules for effective communication.
(C) The hardware used for communication.
(D) The storage methods for communication data.
12. The quality of being clear, understandable, and unambiguous. It ensures that the message is easily comprehensible by the reader or listener.
(A) Clarity
(B) Ambiguity
(C) Confusion
(D) Complexity
13. A student leader ensures her speech is polite and respectful to her audience. Which principle is she following?
(A) Courtesy
(B) Accuracy
(C) Conciseness
(D) Feedback
14. Which method can improve downward communication?
(A) Use of simple and clear language
(B) Adding more hierarchical levels
(C) Avoiding written communication
(D) Ignoring employee queries
15. Ways of expressing self using verbal communication.
(A) Appropriateness, Brevity, Clarity, Ethics, Vividness
(B) Appropriateness, Singing, Clarity, Ethics, Vividness
(C) Appropriateness, Brevity, Cooking, Ethics, Vividness
(D) Appropriateness, Brevity, Clarity, Ethics, Swimming
16. Which of the following statements reflects the viewpoint of Hymes (1972) about communicative competence?
(A) The rules of grammar would be useless without certain rules of use.
(B) Language is about idealised grammar.
(C) The rules of grammar are the most important parts in communicative competence.
(D) None of the above

17. How can one achieve communicative competence?
- (A) By avoiding all forms of communication
 - (B) By memorizing phrases
 - (C) Through diligence and serious effort
 - (D) By only focusing on written skills
18. It does not mean keeping the message short, but making it direct or straight to the point. Insignificant or redundant information should be eliminated from the communication that will be sent to the recipient.
- (A) Completeness
 - (B) Conciseness
 - (C) Consideration
 - (D) Concreteness
 - (E) Courtesy
19. It is important to be ___ and ___ when asking for what you need.
- (A) Clear and specific
 - (B) Loud and rude
 - (C) Threatening and harmful
 - (D) Timid and shy
20. Leaders build trust by
- (A) Being consistent
 - (B) Withholding information
 - (C) Changing expectations
 - (D) Avoiding feedback
21. To communicate effectively, a marketing communicator must ___ the consumer's field of experience. A) compete with B) share C) understand D) create E) reference
- (A) A
 - (B) B
 - (C) C
 - (D) D
 - (E) E
22. Why is it important to consider the audience in business communication?
- (A) To confuse the audience
 - (B) To ignore their needs and expectations
 - (C) To use irrelevant information
 - (D) To tailor the message to meet their needs and expectations.
23. Interpretation of messages in communication activities is said to be successful if ___
- (A) Messages are symbols
 - (B) Messages can be understood clearly
 - (C) Messages are delivered via electronic media
 - (D) The recipient receives the message
24. Interchanging and revising words among millennials such as werpa, lodi, and pitmalu in the communication process is a manifestation of the versatility of the communicators because they can go or blend with the new generation. What principle of communication is apparent?
- (A) Communication is dynamic.
 - (B) Communication is purposive.
 - (C) Communication is systemic.
 - (D) Communication is adaptive.
25. Effective professional communication requires using a tone that is:
- (A) Always humorous
 - (B) Always informal
 - (C) Appropriate to the audience and goal
 - (D) Only determined by the visual identity
26. Emily sent an email to the team informing them that there will be a meeting tomorrow. She did not, however, specify the time or location of the meeting, and there is no set agenda. The recipients of the email would have to write back or call Emily for clarification. What communication principle did Emily violate?
- (A) Principle of Clarity
 - (B) Principle of Conciseness
 - (C) Principle of Correctness
 - (D) Principle of Completeness
27. Understanding the audience helps a speaker adjust tone, content, and style.
- (A) True
 - (B) False

28. What are the 5 C's of an Email?
- (A) Clear, Concise, Correct, Courteous, Complete
 - (B) Creative, Complicated, Correct, Courteous, Complete
 - (C) Clear, Concise, Correct, Casual, Complete
 - (D) Clear, Concise, Correct, Courteous, Complicated
29. Message ____ means that the sender and the receiver expect privacy.
- (A) Confidentiality
 - (B) Integrity
 - (C) Authentication
 - (D) None of the above
30. Which of the two phrases/sentences below is not considered as one of the ethics of communication?
- (A) Always share your side comments/conversations for better communication
 - (B) Attempt to bring out the best in communications and interactions with other group member
31. It implies the use of simple and specific words to express the ideas.
- (A) Concreteness
 - (B) Courtesy
 - (C) Clearness
 - (D) Correctness
32. Making it direct or straight to the point. Insignificant or redundant information should be eliminated from the communication that will sent to the recipient.
- (A) Completeness
 - (B) Conciseness
 - (C) Consideration
 - (D) Correctness
33. Why is consistency important in communication?
- (A) It causes misunderstandings
 - (B) It builds trust
 - (C) It disrupts communication
 - (D) It creates barriers
34. When a message is supported by facts such as research data, statistics and figures, it achieves what principle of effective communication?
- (A) Concreteness
 - (B) Courtesy
 - (C) Consideration
 - (D) Creativity
35. In presenting, you need to keep your audience informed about what you are doing.
- (A) False
 - (B) True
36. In delivering an oral presentation, the most important consideration is that the
- (A) Content is secondary to the delivery style.
 - (B) Technologically advanced presenter must use presentation software.
 - (C) Content is accurate.
 - (D) Content is humorous.
37. In order to write clearly and effectively, a writer must know three things before beginning to write; her or she must know the reader, the subject, and the ____ of the message
- (A) Purpose
 - (B) Length
 - (C) Importance
 - (D) Receiver
38. Guess the right 7 C's of effective communication "Does your message make sense?"
- (A) Clear
 - (B) Coherent
 - (C) Complete
 - (D) Correct
39. Which of the following is not a characteristic of Effective communication?
- (A) Timeliness

- (B) Delivery
 - (C) Length
 - (D) Accuracy
40. This is saying what we mean with what we say and we have to stick on to our values and principles.
- (A) Show authenticity
 - (B) Keep our commitments
 - (C) Help Others
 - (D) Give helpful feedback
41. You should defer a message, or do not send it at all, if
- (A) The purpose is realistic
 - (B) The timing is right
 - (C) You will attain an important goal as a result of sending it
 - (D) The purpose is not acceptable to your organization
42. Communication becomes effective when it is supported by facts, figures and examples.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
43. Which of the following is a characteristic of effective speaking?
- (A) Speaking at a monotone pitch
 - (B) Using technical jargon without explanation
 - (C) Clear articulation
 - (D) Speaking rapidly without pauses
44. It's important to get to your point quickly and efficiently. Include only the details that are necessary to communicate your point.
- (A) Clarity
 - (B) Conciseness
 - (C) Tone
 - (D) Active Voice
 - (E) Grammar and Punctuation
45. One way to convince your audience that your subject is important is to:
- (A) Speak in generalities
 - (B) Present specific facts
 - (C) Use jargon
 - (D) Exaggerate slightly
46. This principle of communication states that the message should be as brief as may required depending on the purpose.
- (A) Organization
 - (B) Flexibility
 - (C) Conciseness
 - (D) Completeness
47. When making a request in an email, what should you do?
- (A) Hide your request
 - (B) State your request clearly
 - (C) Be vague about your request
 - (D) Ask for more than you need
48. To be a good digital communicator, you must-
- (A) Be respectful and clear
 - (B) Use slang
 - (C) Argue online
 - (D) Ignore others
49. An employee summarizes the main points of a report instead of reading the entire document. This principle is:
- (A) Brevity
 - (B) Accuracy
 - (C) Courtesy
 - (D) Completeness
50. Vivid language is NOT an end in itself but rather a mean of achieving the larger objectives of the speech.
- (A) True
 - (B) False
51. You are more likely to achieve your communication goals if you profile your audience and shape the message to that profile.

- (A) True
(B) False
52. Being brief in business communication means:
(A) Saying as much as possible in few words
(B) An unrelated opinion
(C) A biased emotional reaction
(D) A vague and confusing phrase
53. Which of the following is not a key to effective communication?
(A) Be clear
(B) Be Aware of Your Audience
(C) Be Aware of Your Language and Jargon
(D) Be talkative
54. A manager wanting to improve team communication should:
(A) Clarify expectations and check understanding
(B) Avoid giving explanations to employees
(C) Change tasks without informing staff
(D) Reduce opportunities for discussion
55. This “C” refers to the one that saves time for both sender or receiver by making the message brief, short, and by avoiding repetitive words.
(A) Conciseness
(B) Completeness
(C) Correctness
(D) Concreteness
56. Martha’s instructor has told her that she should take practical steps for effectively communicating in the workplace. Which of the following is LEAST likely to be one of the steps Martha’s instructor mentioned?
(A) To believe in herself
(B) To respond instead of reacting
(C) To be attentive
(D) To talk more and listen less
57. How can empathy and compassion improve relationships with others?
(A) By being indifferent and detached from others’ emotions
(B) By being judgmental and critical towards others’ feelings
(C) By being selfish and only focusing on one’s own needs
(D) By helping individuals understand and connect with others on a deeper level, leading to better communication, trust, and support.
58. Congruence is critical in business communication because:
(A) It ensures consistency between words and actions.
(B) It allows for more informal communication.
(C) It encourages the use of jargon.
(D) It reduces the need for feedback.
59. Why is it important to maintain a professional tone in business communication?
(A) To confuse and intimidate others
(B) To show dominance and assert authority
(C) To make everyone laugh and have a good time
(D) To convey respect, credibility, and professionalism to clients and colleagues.
60. Redundancy is the repetitiveness in the communication process.
(A) True
(B) False
61. What is the goal of the inspiration principle in spoken communication?
(A) To entertain with humor
(B) To lift spirits and encourage action
(C) To inform the audience with facts
(D) To provide detailed descriptions
62. T/F: Using the active voice is preferred in business communication for clarity.
(A) T
(B) F

63. Maria is presenting to classmates from different countries. To ensure understanding, she uses simple English and visual aids. Which communication principle is she applying?
- (A) Completeness
 - (B) Clarity
 - (C) Brevity
 - (D) Accuracy
64. When writing emails, your paragraph should be
- (A) Short
 - (B) In Easy to read fonts
 - (C) Both the above
 - (D) None of the above
65. Civility refers to the communication behaviors that reflect respect for others and foster harmonious and productive relationships.
- (A) True
 - (B) False
66. A clear message means-
- (A) Long and confusing
 - (B) Simple and easy to understand
 - (C) Loud and fast
 - (D) Hard to read
67. What should you do to ensure the most important information in an e-mail is easily found?
- (A) Use fancy formatting and fonts.
 - (B) Organize the e-mail clearly.
 - (C) Write in all capital letters.
 - (D) Use multiple colors.
68. Verbal Communication-Oral communication becomes effective through
- (A) Clarity and conciseness
 - (B) Lengthy explanations
 - (C) Complex language
 - (D) Authority
69. In the 7 Cs, which principle emphasizes keeping the message to the point and brief?
- (A) Courteous, friendly and open
 - (B) Concrete but not overly detailed
 - (C) Complete with all needed details
 - (D) Concise and short and simple Edit
70. The need for additional clarity and follow-up communication is eliminated if your communication is ____
- (A) Concise
 - (B) Courteous
 - (C) Clear
 - (D) Complete
71. What is the best practice when providing information over the phone?
- (A) Share all available information.
 - (B) Only provide information that is authorized by the organization.
 - (C) Give personal opinions.
 - (D) Disregard confidentiality policies.
72. It is not important to consider the audience and their interest in your message.
- (A) True
 - (B) False
73. Which of the following is NOT one of the three basic questions you should answer before writing any business communication?
- (A) "What font should be used?"
 - (B) "Who is the audience?"
 - (C) "What is the purpose?"
 - (D) "What tone should be used?"
74. This means making your communication direct or straight to the point.
- (A) Courtesy
 - (B) Completeness
 - (C) Clearness
 - (D) Conciseness
75. The "C" of communication that focuses on accuracy and error-free writing is
- (A) Clarity
 - (B) Courtesy
 - (C) Correctness
 - (D) Completeness

76. Things you need to learn and follow when writing a speech
- (A) Purpose of the Speech
 - (B) Audience Profile
 - (C) Organizational Pattern
 - (D) Word Choice
 - (E) Principles of Speech Writing
77. Why is it important to be concise in email communication?
- (A) Conciseness improves clarity and efficiency in communication.
 - (B) Concise emails are less likely to be read at all.
 - (C) Being concise can lead to misunderstandings.
 - (D) Conciseness makes emails longer and more detailed.
78. Why is clarity important in email communication?
- (A) It makes the email look professional.
 - (B) It ensures the message is understood correctly.
 - (C) It helps in making the email longer.
 - (D) It allows for more creative writing.
79. To understand what the sender means, one should focus to every single detail in communication by considering the emotion, behavior, manner, and gestures so they can respond properly to the message.
- (A) Principle of Attention
 - (B) Principle of Adequacy
 - (C) Principle of Consistency
 - (D) Principle of Feedback
80. During storytelling, tone and expression make communication-
- (A) Boring
 - (B) Interesting
 - (C) Hard
 - (D) Silent
81. What is the primary focus of effective communication etiquette?
- (A) To avoid feedback
 - (B) To maintain positive relationships
 - (C) To confuse others
 - (D) To create misunderstandings
82. Information in a speech is more likely to be remembered by the audience if it is believed.
- (A) True
 - (B) False
83. Data communication is effective if and only if the delivery is:
- (A) Accurate
 - (B) Timely
 - (C) Jitter-free
 - (D) All of these
84. The message to be delivered must be clear in the mind of sender. This statement refers to —
- (A) Feedback.
 - (B) Empathy.
 - (C) Clarity of purpose.
 - (D) Make effective use of grapevine.
85. How can you ensure positive feedback from your receivers?
- (A) Encode your message
 - (B) Use communication cues
 - (C) Be clear and specific
 - (D) Look them in the eyes when you speak
86. Confident speakers must believe that their speech content will interest listeners or satisfy an audience need.
- (A) True
 - (B) False
87. A principal asks the instructional technology coordinator for advice on how to increase the likelihood that parents will read emails sent from the main office. Which of the following actions is most likely to result in recipients' reading an email?
- (A) Using a catchy subject line

- (B) Stating what the email is about in the subject line
(C) Sending emails at a specific time
(D) Including images in the email
88. UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). To build trust in communication, managers should:
- (A) Communicate honestly and consistently
(B) Share information only with a few
(C) Deliver messages unpredictably
(D) Avoid answering employee concerns
89. Which of the following is an example of effectively using positive language?
- (A) As soon as your new credit line is approved, we will issue you a credit card.
(B) Your credit score is insufficient for offering you a credit card.
(C) We would like very much to extend to you a line of credit but regret that we are unable to.
(D) Please understand how sorry we are that we cannot comply with your request at this time.
90. To make your communication more effective
- (A) Clearly address your audience's wants and needs-not yours.
(B) Include as much information as possible, even if you're not sure it's necessary.
(C) Prepare the message as if the audience is not interested.
(D) Do all of the above.
91. How do you think that person prepares before they communicate with others?
- (A) By organizing their thoughts and planning what to say
(B) By ignoring the topic and speaking spontaneously
(C) By avoiding any preparation and relying on luck
(D) By copying someone else's words without understanding
92. This C = ____:focuses on the receivers interest when drafting the message. The use of "YOU" is highly encourage to benefit the reader or listener.
- (A) Consideration
(B) Completeness
(C) Conciseness
(D) Concreteness
93. Why is it important to include evidence or data supporting your claims in business writing?
- (A) To make the writing look longer
(B) To impress readers with your knowledge
(C) To increase trust and reliability of your message
(D) Because it's an unofficial rule in business writing
94. During change communication, leaders should:
- (A) Explain the reason, timeline, and expected benefits
(B) Give incomplete information
(C) Provide updates only at the last minute
(D) Avoid answering questions
95. For effective Communication, we need to be ____
- (A) Clear and concise
(B) Concise and loud
(C) Loud and firm
(D) None of above
96. Good communicators treat everyone with ____
- (A) Respect
(B) Anger
(C) Indifference
(D) Impatience
(E) Jealousy
97. Culture, values, and beliefs of the receiver/s should be respected.
- (A) Clearness

- (B) Courtesy
(C) Concreteness
(D) Correctness
98. Which is not a principle of communication?
(A) Communication is purposive.
(B) Communication occurs nonstop.
(C) Communication is a joke.
(D) Communication is a skill.
99. Ethical communication means being considerate of basic human needs.
(A) YES
(B) NO
100. One of the principles of effective communication is accessibility.
(A) TRUE
(B) FALSE
101. A business message that avoids unnecessary words demonstrates
(A) Completeness
(B) Conciseness
(C) Concreteness
(D) Courtesy
102. According to the tips for planning what you want to say, what should you choose to help your listener understand? Fill in the blank: Choose the most important things you want the listener to ____?
(A) Understand
(B) Ignore
(C) Forget
(D) Question
(E) Misinterpret
103. Message should have a logical sequence and flow; this explains which principle of effective communication?
(A) Clarity
(B) Control
(C) Coherence
(D) Consideration
104. Most messages should not be sent unless they will:
(A) Increase your chances of being promoted.
(B) Bring about a change.
(C) Please your boss.
(D) Promote self-interests.
105. Which principle of communication ethics emphasizes telling the truth?
(A) Respect
(B) Integrity
(C) Honesty
(D) Empathy
106. One of the principles of effective communication is empathy.
(A) TRUE
(B) FALSE
107. Which of the following is a key element of a debate?
(A) Emotional storytelling
(B) Logical reasoning
(C) Personal attacks
(D) Ignoring the opponent
108. Identify what way of preventing communication breakdown is described: Being clear with your information can help people not get confused. One of the reasons people argue over trivial matters is that they have been given incorrect information
(A) Be open
(B) Learn to Listen
(C) Clarity of Information
(D) Have confidence and be prepared
(E) Don't be distracted
109. A transition that indicates a key move in a speech, making its organization clear to the audience is called a signpost.
(A) True
(B) False

110. When conveying a verbal message the sender and the receiver should take which of the following factor into consideration.
- (A) Tone of the speech
 - (B) Participation and attention towards the speech
 - (C) Feedback process
 - (D) All
111. The communication principle that demonstrates broad-mindedness and an easy-going nature is:
- (A) Value Difference
 - (B) Non-Judgemental
 - (C) Authenticity
 - (D) Trustworthiness
112. It is a communication “don’t” to interrupt.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
113. Asking questions are important to determining the best use of digital communication because they help me think ____, which helps me make better decisions.
- (A) While taking action
 - (B) After taking action
 - (C) About past actions
 - (D) Before taking action
114. The doctor my sister consulted with due to an infection of the chest used examples, illustrations, and analogies to explain her condition. What communication principle did the doctor apply in this scenario?
- (A) Principle of Courtesy
 - (B) Principle of Concreteness
 - (C) Principle of Conciseness
 - (D) Principle of Completeness
115. Which includes the basic concepts of communicating with the Principal:
- (A) Understand the Principal’s vision and mission
 - (B) Gives bad results
 - (C) Carrying out personal goals
 - (D) Convince the shop
116. When requesting information, the opening should:
- (A) Apologize first
 - (B) Provide background
 - (C) Add compliments
 - (D) State the purpose
117. The following are the criteria for effective communication, except ____
- (A) Ask sensitive questions
 - (B) Share greetings
 - (C) Sincere and honest
 - (D) Listen actively
118. Which C ensures that all necessary information is provided in the message?
- (A) Clarity
 - (B) Conciseness
 - (C) Completeness
 - (D) Consideration
119. This “C”. refers to the specific and valid use of words and figures to make the receivers know exactly what is required and desired.
- (A) Concreteness
 - (B) Correctness
 - (C) Conciseness
 - (D) Completeness
120. How does effective communication enhance efficiency in organizations?
- (A) By clarifying tasks and minimizing errors in workflows
 - (B) By increasing the number of approvals required
 - (C) By encouraging frequent changes to job roles
 - (D) By replacing guidelines with unstructured dialogue

- 121.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). A team experiencing repeated misunderstandings may need to:
- (A) Improve consistency in how messages are delivered
 - (B) Eliminate all team meetings
 - (C) Rotate roles every day
 - (D) Replace written updates with silence
- 122.** Which of the following statement is true about Audience Analysis?
- (A) Audience analysis is done by the speaker to include the analysis in the presentation.
 - (B) Audience analysis helps the speaker to avoid large size audiences.
 - (C) Audience analysis helps the speaker to get introduced to the audience better.
 - (D) Audience analysis is done to make sure the message conveyed by the speaker reaches the audience successfully.
- 123.** Clarity is the most important quality in order to make communication effective. Do you agree?
- (A) Agree
 - (B) Disagree
 - (C) Sometimes
 - (D) Not necessary
- 124.** Good speakers use signposts to connect with audiences. Signposts are:
- (A) Words or phrases that signal previews, summaries, and transitions.
 - (B) Statistics directly related to the audience.
 - (C) Personal stories.
 - (D) Transitional words such as “for example” or “therefore”.
- 125.** Which “C” of communication ensures that the message is accurate and facts are presented without error?
- (A) Clear
 - (B) Complete
 - (C) Concise
 - (D) Correctness
- 126.** What must be present when communicating effectively.
- (A) Hear and receive the message
 - (B) The message must be clear
 - (C) Understand the message
 - (D) All
- 127.** Knowing your audience is important in email communication.
- (A) True
 - (B) False
- 128.** Effective communication requires ____ from both the sender and the receiver.
- (A) Silence
 - (B) Engagement
 - (C) Confusion
 - (D) Distraction
- 129.** Why do you need to pick up the call as soon as possible? It is because ____
- (A) You can be sure that your caller will not be in a good mood.
 - (B) Your caller is having an impression that you are a lazy person.
 - (C) Your caller will think that you have good manners.
 - (D) Your caller might also think that your company is very organised.
- 130.** The customer requested Shyam a brief status regarding today’s work. Shyam emailed the customer with a presentation along with correlated documents and test results. Shyam thought that he might please the customer by sending a detailed status report. So, was Shyam’s approach correct?
- (A) Yes
 - (B) No
- 131.** Media conveys all facts required by the audience. The sender of the message must take into consideration the receiver’s mindset and convey the message accordingly.
- (A) Principles of Accuracy
 - (B) Principles of Completeness

- (C) Principles of Objectivity and Balance
(D) Principles of Understanding
- 132.** The quality of being just as one seems; being open and truthful when communicating.
(A) Transparency
(B) Trustworthy
(C) Role model
(D) Arrogance
- 133.** Being complete in communication means:
(A) Excluding personal opinion and including only facts.
(B) Telling the receiver only the bare minimum.
(C) Explaining things that the receiver already knows.
(D) Including everything that is necessary to understand the message.
- 134.** A manager adds sufficient facts so the recipient has everything needed to understand. Which C is being applied?
(A) Complete information provided
(B) Concrete examples included
(C) Correct grammar ensured
(D) Courteous tone maintained Edit
- 135.** One of the four Cs of communication: the content is factual and accurate to the best knowledge of the writer.
(A) Clear
(B) Concise
(C) Courteous
(D) Correct
- 136.** To reinforce the company's customer-friendly image, managers should consistently
(A) Provide employees with stock options, profit sharing, and bonuses.
(B) Communicate the company's service-quality expectations to employees.
(C) Emphasize the importance of production planning.
(D) Reorganize the company's resources.
- 137.** Which of the following is recommended for practitioners as senders in communication?
(A) Control people
(B) Relate to people
(C) Ignore disagreement
(D) Avoid nonverbal communication
- 138.** According to the tips for planning what you want to say, how should you keep your message? Fill in the blank: Keep your message ____ and clear.
(A) Short
(B) Long
(C) Complicated
(D) Confusing
- 139.** Alicia is trying to persuade members of her work team to implement a new process. Because alicia used this process with her former employer, she is very knowledgeable and knows what needs to be done to make a smooth transition. The work team is likely to go along with the change because alicia has
(A) Exhibited cultural sensitivity
(B) Established personal credibility
(C) Demonstrated empathy
(D) Coached others effectively
- 140.** When improving your communication, which step requires that you plan before you speak or write?
(A) Focus your message
(B) Magnify the listener's attention
(C) Penetrate barriers
(D) Listen actively
- 141.** Quality-based communication focuses on:
(A) Selecting the best words to convey meaning concisely
(B) A vague and confusing phrase
(C) A biased emotional reaction
(D) An unrelated opinion
- 142.** CHOICE OF COMMUNICATION DEPENDS ON ____
(A) INTEREST

- (B) REQUIREMENT
(C) BOTH
(D) None of the above
- 143.** Often it's important to express how you feel. But managing your reaction means knowing when, where, and ____ to express yourself.
(A) Why
(B) Who
(C) How
(D) None of above
- 144.** How can you ensure your message is clear and concise?
(A) Use complex jargon to impress the audience.
(B) Use clear language, focus on key points, and avoid unnecessary details.
(C) Include every detail to avoid confusion.
(D) Focus on multiple topics at once.
- 145.** Communication decisions should be based on complete and accurate information.
(A) True
(B) False
- 146.** All necessary information should be afforded to the listener for one to be able to respond, react or evaluate properly.
(A) Completeness
(B) Consideration
(C) Conciseness
(D) Concreteness
- 147.** What are the 7 C's of communication?
(A) Clarity, Correctness, Conciseness, Courtesy, Concreteness, Consideration, Confidence
(B) Clarity, Correctness, Conciseness, Courtesy, Concreteness, Confidence, Completeness
(C) Clarity, Correctness, Conciseness, Courtesy, Consistency, Consideration, Completeness
(D) Clarity, Correctness, Conciseness, Courtesy, Concreteness, Consideration, Completeness
- 148.** During a job interview, the potential employer should NOT ask about:
(A) Your past job experience
(B) Your religious preference
(C) Your grades
(D) The reason you are leaving your current job
- 149.** What is not a characteristic of an effective communicator?
(A) Eye Contact
(B) Active Listening
(C) Providing Feedback
(D) Talking over
- 150.** To achieve clarity, we must speak the same language as our listeners.
(A) True
(B) False
- 151.** An effective news lead should NOT ____
(A) Engage the reader.
(B) Answer many of the W's and the H.
(C) Use big words to challenge the reader.
(D) Be clear and concise.
- 152.** What is the focus of consideration in communication?
(A) Understanding the receiver's perspective
(B) Ignoring the audience
(C) Being vague
(D) Using complex language
- 153.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). When providing instructions for a complex task, managers should:
(A) Break down the task into clear, manageable steps
(B) Give the full task in one long explanation
(C) Skip details to save time
(D) Expect employees to figure it out alone

- 154.** In order for effective communication to occur between two people, ____
- (A) Only spoken words can be used.
 - (B) Only body language can be used.
 - (C) A clear message must be sent and then properly received and understood.
 - (D) None of the above.
- 155.** Which of the following is NOT an effective way to communicate with a deaf patient?
- (A) Speak louder
 - (B) Use sign language
 - (C) Write it down
 - (D) Speak slowly and look straight at the patient
- 156.** Which communication principle is MOST violated if a message contains too many unnecessary details?
- (A) Clarity
 - (B) Brevity
 - (C) Completeness
 - (D) Appropriateness
- 157.** What is essential for effective health communication?
- (A) Planning before communication
 - (B) Using complex medical jargon
 - (C) Avoiding questions from patients
 - (D) Communicating only in writing
- 158.** Sentences should be short. Simple words should be preferred to unfamiliar words.
- (A) ACCURACY
 - (B) OBJECTIVE
 - (C) SIMPLE AND CLEAR
 - (D) COMPLETE AND BALANCED
- 159.** What is the first thing you need to do when you want to persuade others to take a certain course of action?
- (A) Express a need or want
 - (B) State your case
 - (C) Understand your audience
 - (D) Communicate clearly
- 160.** Effective Communication success because media low in richness match routine messages.
- (A) Ambiguous Task and Rich Media
 - (B) Unambiguous Task and Rich Media
 - (C) Unambiguous Task and Lean Media
 - (D) Ambiguous Task and Lean Media
- 161.** To create an effective message, which of the following guidelines will you follow?
- (A) Use slang.
 - (B) Use dialects and local words.
 - (C) Choose appropriate and easy-to-understand words.
 - (D) Use difficult vocabulary.
- 162.** Is the ability to understand and accept another person's reality, accurately perceive feelings, and communicate this understanding to the other.
- (A) Sympathy
 - (B) Empathy
 - (C) Affect
 - (D) Hope
- 163.** Which of the following statement is the correct reason for communicating effectively?
- (A) To get good reviews only
 - (B) To show off around people
 - (C) To let people know about your feeling and emotions
 - (D) None of above
- 164.** To stop readers wandering around things they shouldn't be thinking about, the information must be clear. For the readers to get the idea, the message must be clear.
- (A) Precise
 - (B) Relevant
 - (C) Complete
 - (D) Well-structured
- 165.** Technical language should be used only when appropriate for the audience and context.
- (A) True
 - (B) False

166. This 7Cs in communication ensures that communication flow is logical.
- (A) Clear
 - (B) Concrete
 - (C) Coherence
 - (D) Courteous
167. ONE principle of communication (Cs of Communication) that refers to "using proper grammar and spelling, and accurate facts, figures, and words" is ____
- (A) Conciseness
 - (B) Concreteness
 - (C) Comprehensiveness
 - (D) Correctness
168. To guide a passive employee to speak up, a supervisor should:
- (A) Create a safe environment that encourages contribution
 - (B) Pressure them aggressively
 - (C) Ignore their silence
 - (D) Assign unrelated tasks
169. One of the surprising rules of effective communication is that you must:
- (A) Remain passive and respectful.
 - (B) Speak quickly.
 - (C) Accept the reality of miscommunication.
 - (D) Avoid body language.
170. True or False: The content of the message is not very important when the purpose of the communicative interaction is social etiquette.
- (A) True
 - (B) False
171. The principle of "No Assumptions" in communication is primarily intended to avoid:
- (A) Low member satisfaction
 - (B) Difficulty in scheduling
 - (C) Misinterpretation of a message
 - (D) Using foreign languages
172. Whether you are talking to a close friend or addressing the workforce in a meeting, your message must be truthful and consistent with your value system.
- (A) YES
 - (B) NO
173. What should business writing be to achieve clear and effective communication?
- (A) Concise
 - (B) Verbose
 - (C) Ambiguous
 - (D) Complex
174. Use (ANSWER) voice whenever possible.
- (A) Present
 - (B) Future
 - (C) True
 - (D) Active
175. A speaker delivers his message using simple and clear language, which helps the audience understand him better. Which of the 7Cs is being applied?
- (A) Clearness
 - (B) Concreteness
 - (C) Correctness
 - (D) Courtesy
176. The message must be clear and concise
- (A) True
 - (B) False
177. Which of the following is an example of a rule for effective communication:
- (A) The message must be clear
 - (B) Receiver must be able to hear and receive the message
 - (C) Sender must deliver the message clearly and concisely
 - (D) All the above
178. A patient misunderstands the doctor's instruction due to medical jargon. Which principle was not applied?

- (A) Clarity
 - (B) Completeness
 - (C) Feedback
 - (D) Courtesy
- 179.** Good communication shows-
- (A) Anger
 - (B) Respect
 - (C) Silence
 - (D) Fear
- 180.** What is a key quality of good information?
- (A) Subjectivity
 - (B) Ambiguity
 - (C) Reliability
 - (D) Redundancy
- 181.** Clearness helps in eliminating confusions among the audience
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 182.** Writing rules:What does “CLARITY” mean?
- (A) A message is clear when it is easy to understand and does not lead to confusion.
 - (B) We treat the receiver of the letter with attention and respect.
 - (C) Brief, accurate and direct. Avoid unnecessary words.
 - (D) None of the above
- 183.** Whether posting on a social network or writing a review, always proof what is written to ensure messages are clear, concise and free of errors.
- (A) True
 - (B) False
- 184.** What is the last Rule of Thumb when creating an effective presentation?
- (A) Organize your information
 - (B) Spell check your presentation
 - (C) Keep it simple
 - (D) Minimize text on slides.
- 185.** TRUE or FALSEAs an ethical communicator, we do not have to be accountable of what we do and say.
- (A) TRUE
 - (B) FALSE
- 186.** Always be guided by your purpose in communicating.
- (A) Be Clear
 - (B) Be Concise
 - (C) Be Concrete
 - (D) Be Coherent
 - (E) Be Courteous
- 187.** What is encouraged as you learn the principles of communication?
- (A) To take note of aspects of communication you haven't thought about before
 - (B) To ignore communication principles
 - (C) To focus only on written communication
 - (D) To avoid applying communication principles to your life
- 188.** How does using proper grammar and spelling impact digital communication?
- (A) It doesn't matter as long as the message is conveyed.
 - (B) It demonstrates professionalism and clarity.
 - (C) It's unnecessary in casual communication
 - (D) None of above
- 189.** Effective communication can cause employee job satisfaction because.
- (A) It helps to develop a good relationships with other members of the organization
 - (B) It helps to increase the pay grade of an individual
 - (C) It helps to decrease the working hours of an individual
 - (D) All

- 190.** To build credibility in communication, managers should:
- (A) Follow through on promises consistently
 - (B) Use exaggerated claims
 - (C) Hide important information
 - (D) Change decisions without explanation
- 191.** What principle of effective communication discusses that clarity makes speech understandable?
- (A) Considerate
 - (B) Clear
 - (C) Concise
 - (D) Correctness
- 192.** This implies the use of simple and specific words to express our ideas when we communicate.
- (A) Clearness
 - (B) Completeness
 - (C) Conciseness
 - (D) Correctness
- 193.** What does it mean to be Concise in communication?
- (A) To use as many words as possible
 - (B) To be clear, brief, and to the point
 - (C) To speak loudly
 - (D) To avoid communication
- 194.** For effective communication to happen, the speaker should include everything that the receiver needs to hear for him/her to respond, react and evaluate accordingly. This refers to —
- (A) Clearness
 - (B) Completeness
 - (C) Conciseness
 - (D) Correctness
- 195.** To make a message effective, it should be—
- (A) Clear and short
 - (B) Long and complicated
 - (C) Hard to understand
 - (D) Secret
- 196.** The following are the principles of communication EXCEPT for one. Which of the following is this?
- (A) Non-communication is impossible.
 - (B) Messages have content and feeling.
 - (C) The message directed is not certainly the message receive.
 - (D) Verbal communication is more effective than non-verbal communication.
- 197.** What are the three things that can help improve your communicative competence?
- (A) Motivation, desire, and experience
 - (B) Skills, context, and semantics
 - (C) Encoding, decoding, and feedback
 - (D) Motivation, knowledge, and skills
- 198.** Choosing the best communication channel should primarily be based on
- (A) Customer needs and message purpose
 - (B) Which channel takes the longest
 - (C) Agent personal preference alone
 - (D) Availability of the loudest device
- 199.** A cognitive principle that provides a realistic context to use language is thought to lead to better long retention as opposed to rote learning.
- (A) Intrinsic motivation
 - (B) Automaticity
 - (C) Strategic investment
 - (D) Meaningful Learning
- 200.** In preparing for an important presentation, what is the key element to focus on to ensure your message is effectively communicated to the audience?
- (A) Using complex vocabulary to demonstrate knowledge
 - (B) Keeping slides minimalistic with little to no text
 - (C) Understanding the audience's needs and tailoring the presentation accordingly
 - (D) Memorizing the presentation to avoid using notes

- 201.** For communication to occur, devices must not know “how” to communicate.
(A) True
(B) False
- 202.** In designing the message structure, marketers must decide whether to present the — arguments first or last in a message. A) emotional B) structural C) moral D) strongest E) scientific
(A) A
(B) B
(C) C
(D) D
(E) E
- 203.** Knowing the audience and the occasion is crucial in writing a speech.
(A) True
(B) False
- 204.** What is a crucial final step before sending any business communication?
(A) Proofread it for errors
(B) Adding images
(C) Remove all punctuation
(D) Send it without reading
- 205.** When speaking with a friend, Jane uses simple words and vocabulary as well as conversational language. She also avoids language that is flowery, ambiguous, or laden with jargon. What communication principle is being used?
(A) Principle of Correctness
(B) Principle of Conciseness
(C) Principle of Clarity
(D) Principle of Concreteness
- 206.** What communication principle is violated when a teacher uses overly technical terms in class without explanation?
(A) Clarity
(B) Brevity
(C) Feedback
(D) Timing
- 207.** How should a message in communication be structured?
(A) Should have short forms and use abbreviations
(B) Should have complex grammatical structures
(C) Should be wordy
(D) Should be in easy and precise language
- 208.** True or False. When you communicate, choose what you want to say and how you want to say it.
(A) True
(B) False
(C) All the above
(D) None of the above
- 209.** Selecting the topic should be based on — of the audience and the occasion in which one will be communicating.
(A) The older generation
(B) The younger generation
(C) The demographics
(D) Technology advancement
- 210.** Which of the following is a key component of courtesy in written messages?
(A) Ensuring the message is centered on the writer
(B) Avoiding apologies to maintain authority
(C) Using technical jargon whenever possible
(D) Using language familiar to your reader
- 211.** The speaker should consider that she has audiences who are listening to her. If the audiences is reacting on the messages she deliver, laughing if she is giving jokes and clap their hands if the speaker gives inspiring words. What principle the speaker is observing
(A) Articulation
(B) Audience Rapport
(C) Modulation
(D) Stage Presence

212. What is the quality or state of being logical and consistent, and having parts that fit well?
- (A) Correspondence
 - (B) Tone
 - (C) Clarity
 - (D) Coherence
213. One of the main principles of good working relationships among site workers is?
- (A) Regular refreshment breaks
 - (B) Membership in a professional body
 - (C) Effective communication
 - (D) Stringent staff management Edit
214. This step of speaking says a message should be loud enough and spoken clearly enough to be understood.
- (A) Speed
 - (B) Clarity
 - (C) Pronunciation
 - (D) Punctuation
215. With practice anyone can deliver an effective public speech.
- (A) True
 - (B) False
216. Analysis: Why is the "KISS" principle important in workplace communication?
- (A) It complicates messages
 - (B) It ensures clarity and avoids confusion
 - (C) It lengthens communication time
 - (D) It discourages feedback
217. What is showing self-assurance when communicating?
- (A) Respect
 - (B) Confidence
 - (C) Eye contact
 - (D) Feedback
218. Politeness and manners in business correspondence fall into one of the following 7C principles, namely:
- (A) Clarity
 - (B) Completeness
 - (C) Correctness
 - (D) Courtesy
219. The "A" principle in writing techniques refers to:
- (A) Accuracy; Brevity; Completeness
 - (B) Accuracy; Brevity; Clarity
 - (C) Accuracy; Brevity; Courtesy
 - (D) Accuracy; Brevity; Correctness
220. How can one effectively manage communication during a crisis?
- (A) By withholding information
 - (B) By being transparent and timely
 - (C) By ignoring the situation
 - (D) By focusing on internal communication only
221. The tone of a memo should always match its ____!
- (A) Music
 - (B) Purpose
 - (C) Style
 - (D) Writer
222. It is better to use complicated language than simple language because it makes you sound smart to your audience.
- (A) True
 - (B) False
223. Employees are confused because a policy document contains conflicting instructions. This represents a failure in:
- (A) Clearness
 - (B) Completeness
 - (C) All the above
 - (D) None of the above
224. A message that appeals only to emotions without facts may be considered:
- (A) Balanced
 - (B) Biased or manipulative
 - (C) Objective
 - (D) Logical

- 225.** Communication takes place if the speaker's field of experience does not overlap with the listener's field of experience.
(A) TRUE
(B) FALSE
- 226.** When you talk to others, you should not assume too quickly that they understand the message that you convey.
(A) True
(B) False
- 227.** Which of these is not a commandment of effective communication?
(A) Clarity in language
(B) Listen poorly
(C) Home communication skills
(D) Adequate medium
- 228.** How can one ensure clarity in verbal business communication?
(A) By speaking quickly
(B) By using technical jargon
(C) By summarizing key points
(D) By avoiding eye contact
- 229.** In a text message, you might say, "I'll be there in 10 minutes" instead of "I will arrive at our meeting location in approximately 10 minutes."
(A) Brevity
(B) Vividness
(C) Appropriateness
(D) Clarity
- 230.** The most persuasive strategies in a professional setting are:
(A) Building credibility and using logical arguments
(B) Using humor and informal language
(C) Relying solely on emotional appeals
(D) Avoiding feedback and collaboration
- 231.** When providing instructions for a complex task, managers should:
(A) Break down the task into clear, manageable steps
(B) Give the full task in one long explanation
(C) Skip details to save time
(D) Expect employees to figure it out alone
- 232.** Avoiding complex words and phrases
(A) Clear
(B) Correct
(C) Concise
(D) Coherent
- 233.** Which of these is a guideline for good communication?
(A) Interrupt frequently
(B) Use complex medical jargon
(C) Practice active listening
(D) Avoid pauses in conversation
- 234.** Which principle states that non-verbal messages may send mixed meanings across contexts and channels?
(A) Conscious and intentional control
(B) Ambiguous and context dependent
(C) Multichannel transmission
(D) Continuous and ongoing nature
- 235.** Communicating messages based on facts with honesty and accuracy is the focus of ethical communication.
(A) YES
(B) NO
- 236.** Why should colloquialisms be avoided for non-English speakers in negotiation?
(A) To limit communication with non-English speakers
(B) To use clear and concise language to convey your message
(C) To employ translingual negotiation strategies
(D) To avoid language proficiency development

237. This principle of communication tells us that even if we are not communicating, we are still actually communicating.
- (A) Communication has no opposite.
 - (B) Communication is dynamic.
 - (C) Communication is unrepeatable and irreversible.
 - (D) Communication is affected by culture.
238. Why is it important for a business message to clearly state expectations regarding who is responsible for doing what in response to the message?
- (A) To make sure other employees don't avoid their responsibilities
 - (B) To make sure the person who sent the message isn't criticized if important tasks don't get completed
 - (C) To eliminate confusion by letting each affected person know his or her specific responsibilities
 - (D) None of above
239. If a source transmits a symbol with high probability
- (A) It means that that symbol contains great information content
 - (B) That symbol does not have much information content
 - (C) I can't say anything about the information content of that symbol
 - (D) The destination has great uncertainty about the symbol received
240. Antonio is writing an e-mail message to his employees, and he expects them to be pleased with the message. Antonio should:
- (A) Build up to the good news by starting his message with a neutral statement.
 - (B) Put his main point at the end of the message where it will be most memorable.
 - (C) Put his main point in the first or second sentence.
 - (D) Avoid frontloading because employees might find it offensive.
241. The concepts of intimacy and control help explain which principle of communication?
- (A) Communication has purpose.
 - (B) Communication varies in conscious thought.
 - (C) Communication is continuous.
 - (D) Communication is relational.
242. The occasion of a presentation is irrelevant to how the information should be delivered.
- (A) True
 - (B) False
243. Which factor is important when selecting an effective communication channel for significant messages?
- (A) Message Importance
 - (B) Feedback Need
 - (C) Confidentiality
 - (D) Receiver Preferences
244. Where should the most important ideas be emphasized?
- (A) At the beginning of the sentence
 - (B) In the middle of the sentence
 - (C) Either in the middle or at the end of the sentence
 - (D) In the middle of the paragraph
245. We don't have much time, so please ____ instead of giving unnecessary details.
- (A) Get to the point
 - (B) Talk behind someone's back
 - (C) Start the ball rolling
 - (D) Talk rubbish
246. Lengthy messages lead to confusion, hence the message should be::
- (A) Courteous
 - (B) Concise
 - (C) Correct
 - (D) Oral
247. What is the MOST IMPORTANT NOTE regarding communication?

- (A) Think before you speak
 - (B) Communicate as soon as possible, even if you are upset
 - (C) Whenever emailing a co-worker, make sure you Bcc your supervisor
 - (D) Be confident
- 248.** Even if you know your strengths and weaknesses and understand speech principles, your audience gains little if you do not know your speech.
- (A) True
 - (B) False
- 249.** Relevance
- (A) Deserving trust, dependable
 - (B) Anything that provides the basis for confidence, belief, credit, etc
 - (C) Relation (related) to the matter at hand
 - (D) To judge or determine the significance, worth, or quality of
- 250.** Regardless of the speaker's purpose, the message should be organized in a conversational way in order to keep the audience interested.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 251.** The speaker should identify his/her purpose for speaking.
- (A) Be Specific
 - (B) Do not Jump to Conclusions
 - (C) Keep Focused
 - (D) Listen with your ears and eyes
- 252.** There is always a reason why a person speaks and this reason is called
- (A) Speech act
 - (B) Communicative presumption
- 253.** According to the 'Timing' guidelines, when you decide to discuss something is almost as important as how you discuss it.
- (A) True
 - (B) False
- 254.** The most important information to be conveyed to the patient should be introduced at the beginning of the teaching session.
- (A) True
 - (B) False
- 255.** Which principle would be most useful when giving a motivational speech?
- (A) Discipline
 - (B) Inspiration
 - (C) Description
 - (D) Perception
- 256.** What does 'clarity' in communication mean?
- (A) Using long sentences
 - (B) Being vague
 - (C) Being clear and easy to understand
 - (D) Using technical jargon
- 257.** Understanding in communication is achieved when
- (A) All of the involved parties agree on the shared meaning of a message
 - (B) Some of the involved parties agree on the shared meaning of a message
 - (C) Most of the involved parties agree on the shared meaning of a message
 - (D) None of the involved parties agree on the shared meaning of the message
- 258.** To be effective as a communicator you need to
- (A) Make your communication clear, concise and to the point.
 - (B) Talk about a lot of things and try to confuse the listener.
 - (C) Don't give enough information and make them guess.
 - (D) Talk in vocabulary that they will not understand.

259. If in the flow of communication the speaker shows respect of the culture, values and beliefs of receivers, the speaker is said to have observed ____
- (A) Courtesy
 - (B) Correctness
 - (C) Consideration
 - (D) Clearness
260. Before you compose a message, ask yourself “Why am I sending this message?” and “What do I hope to achieve?”
- (A) True
 - (B) False
261. What is the importance of clarity and conciseness in business writing?
- (A) It makes the message less understandable
 - (B) It saves time and ensures the message is easily understood
 - (C) It increases the length of the message
 - (D) It is not relevant in business communication
262. When you are making sure that all facts in the email are included then you are trying to make the email:
- (A) Clear
 - (B) Complete
 - (C) Correct
 - (D) Concise
263. The ability to convey information clearly and succinctly is known as ____
- (A) Empathy
 - (B) Clarity and Concision
 - (C) Non-verbal Communication
 - (D) Feedback
264. Veracity in communication builds:
- (A) Trust and credibility
 - (B) Something obviously incorrect
 - (C) A funny unrelated statement
 - (D) A generalization
265. Once you’ve created your message, you need to make sure it’s in the best possible format. While face-to-face communication is the best way to build trust with employees, it is not always an option.
- (A) True
 - (B) Maybe
 - (C) False
 - (D) Unknown
266. When my friend described to me what happened that night, she cited the statements of witnesses. Before telling me this story, she confirmed these claims by asking the people involved if all of the information she has is true and accurate. What communication principle is being used here?
- (A) Principle of Clarity
 - (B) Principle of Courtesy
 - (C) Principle of Completeness
 - (D) Principle of Correctness
267. This feature of an effective communication means to mind relevant infos about the receivers’ mood, background, race etc.
- (A) Consideration
 - (B) Courtesy
 - (C) Conciseness
 - (D) Completeness
268. This principle of communication tells us that experience changes us forever.
- (A) Communication has no opposite.
 - (B) Communication is dynamic.
 - (C) Communication is unrepeatable and irreversible.
 - (D) Communication is competence-based.
269. You will create clear, readable messages if you
- (A) Proceed free form from one idea to the next for maximum creative effect.
 - (B) Avoid emphasizing important ideas to allow readers to judge for themselves.
 - (C) Group similar items together and emphasize important ideas.

- (D) Do not follow any pattern that restricts the free flow of your ideas.
- 270.** To build trust in communication, managers should:
- (A) Communicate honestly and consistently
 - (B) Share information only with a few
 - (C) Deliver messages unpredictably
 - (D) Avoid answering employee concerns
- 271.** Some general principles to keep in mind when doing a business call ____
- (A) Listen more than you talk
 - (B) Don't be afraid to ask for clarification
 - (C) Identify yourself and then ask to whom you're speaking
 - (D) None of above
- 272.** The following are the 7 C's of communication: Concreteness, Courtesy, Correctness, Clarity, Consideration, Conciseness, and Creativity.
- (A) True
 - (B) False
- 273.** The principle that "non-verbal cues are more reliable than verbal ones" refers to:
- (A) Complementarity
 - (B) Continuity
 - (C) Trustworthiness
 - (D) Ambiguity
- 274.** A tip for good communication is
- (A) Use big words
 - (B) Express yourself clearly and directly
 - (C) Make sure there are distractions
 - (D) None of above
- 275.** The four C's of communication are: ____, ____, ____, and ____
- (A) Clarity, Conciseness, courtesy, and Correctness
 - (B) Clarity, Comments, Conciseness, Courtesy
 - (C) Conciseness, Comment, Courtesy and Correctness
 - (D) Clarity, Conciseness, Courtesy and Comments.
- 276.** Which C of effective communication ensures the message flows well and is logically organized?
- (A) Concrete with enough detail
 - (B) Concise and short wording
 - (C) Coherent and logically laid out
 - (D) Clear and purpose-focused structure
- 277.** Think about what you want to say before you say it. This will help you to avoid talking ____ or confusing your audience.
- (A) Quietly
 - (B) Quickly
 - (C) Excessively
 - (D) Nonsense
- 278.** A positive or neutral message should emphasize receiver benefits
- (A) TRUE
 - (B) FALSE
- 279.** A persuasive technique that involves "striking an emotional cord."
- (A) Crying
 - (B) Laughing
 - (C) Emotional appeal
 - (D) Ethical appeal
- 280.** Which C focuses on ensuring that the message is free from errors and mistakes?
- (A) Clarity
 - (B) Correctness
 - (C) Completeness
 - (D) Consideration
- 281.** Which of the following is a key component of a successful debate?
- (A) Emotional appeals
 - (B) Personal attacks
 - (C) Logical reasoning
 - (D) Memorization of facts

282. Which type of words should be used for good communication?
(A) Acronym
(B) Technical
(C) Simple
(D) Jargon
283. Which one is NOT a principle of the Communicative Approach?
(A) 4 skills integration
(B) Drills
(C) Fluency over accuracy
(D) Importance of the context
284. The message should be direct or straight to the point.
(A) Consideration
(B) Completeness
(C) Conciseness
(D) Courtesy
285. To achieve successful communication, the communicator must do what?
(A) Use active listening skills
(B) Write using industry jargon
(C) Use follow-up messages
(D) Reach and influence the audience
286. Speakers should avoid "uptalk" in the workplace because it makes them appear weak and tentative
(A) T
(B) F
287. Which C of communication considers the receiver's background and needs?
(A) Consideration
(B) Courtesy
(C) Correctness
(D) Clarity
288. You should look for a common ground with your audience.
(A) True
(B) False
289. For communication to be effective the message must be:
(A) Clear and concise
(B) All of the above
(C) Limited for writing only
(D) None of above
290. What is the benefit of remembering and applying the acronym WIIFM?
(A) WIIFM is a reminder to consider the benefits to yourself.
(B) WIIFM is a reminder to consider the benefits to the audience that you are writing to.
(C) WIIFM is a reminder to adjust your radio channel.
(D) WIIFM is used by business consumers to prioritize their interests.
291. Both ___ you say and ___ you say it affect whether verbal communication will be effective.
(A) When, why
(B) How, where
(C) What, how
(D) What, where
292. One way to avoid a misunderstanding is to:
(A) Be specific
(B) Don't choose your words carefully
(C) Don't pay attention
(D) None of the above
293. Which of the following is not one of the 7C's principles of communication?
(A) Clear
(B) Concise
(C) Correct
(D) Conscious
294. Dell Hymes was the first to speak about "communicative competence". For him, communicative competence included
(A) Grammatical and sociolinguistic concepts
(B) Sociolinguistic and contextual concepts

- (C) Grammatical, sociolinguistic and contextual
(D) None of the above
- 295.** Politeness of words is essential in discussions?
(A) True
(B) False
(C) Not always
(D) None of above
- 296.** How should organizations communicate during a crisis?
(A) They should wait until they have all information before responding
(B) They should deliver messages only after the crisis has ended
(C) They should provide clear, consistent, and open messaging
(D) They should avoid media interaction to limit public scrutiny
- 297.** These soften comments to sound more conciliatory and flexible and less blaming and accusatory during disagreements or difficult conversations.
(A) Empathetic messages
(B) You-statements
(C) I-statements
(D) Passive style
- 298.** Which principle involves using vivid and specific language?
(A) Perception
(B) Inspiration
(C) Anticipation
(D) Description
- 299.** This principle states that communication should ensure that policies, plans, programmes and objectives of the organization and not in conflict with them.
(A) Principle of Timeliness
(B) Principle of Clarity
(C) Principle of Consistency
(D) Principle of Adequacy
- 300.** The following are the 7C's of communication: Completeness, Conciseness, Consideration, Clarity, Concreteness, Courtesy, and Correctness.
(A) True
(B) False
(C) Not Sure
(D) None of above
- 301.** A writer must not convey information with
(A) Randomness
(B) Truth
(C) Clarity
(D) None of the above
- 302.** What does completeness in communication provide?
(A) All necessary information
(B) Confusion
(C) Ambiguity
(D) Incomplete details
- 303.** You are reporting in front of the class. But one of your classmates ask you to elaborate your topic by giving examples. What will you do to avoid communication breakdown?
(A) Be clear
(B) Be courteous
(C) Be considerate
(D) Be courageous
- 304.** True or False: Concise can be short and direct to the point, yet complete in context and ideas.
(A) True
(B) False
- 305.** Teacher Gail immediately started the lesson without an introductory orientation of lesson. What principle was not applied?
(A) Preparing students to be quiet
(B) Giving a pre-test and post-test
(C) Preparing instructional tools
(D) Connecting present and previous lessons

- 306.** Complete the sentence “If you say you will call back to the guest ____
- (A) Do so as soon as possible”.
 - (B) Do when you have the right information”.
 - (C) Do when you feel like”.
 - (D) None of above
- 307.** Main points are easier to understand in concise messages.
- (A) True
 - (B) False
- 308.** “Able to understand what the audience wants” refers to
- (A) Interpersonal communication skills
 - (B) Modify the message according to the audience
 - (C) Information Management Skills
 - (D) None of above
- 309.** Dealing with the way we send messages back and forth when we interact
- (A) Context, formality, directness
 - (B) Power Distance
 - (C) Individualism & Collectivism
 - (D) Competitiveness & Cooperativeness
- 310.** To comprehend various types of oral texts, we need to make our messages short, direct, and straight to the point. This pertains to ____
- (A) Completeness
 - (B) Concreteness
 - (C) Conciseness
 - (D) Correctness
- 311.** Memo should always be concise and informative
- (A) True
 - (B) False
- 312.** As a speaker you have to believe in what you say.
- (A) True
 - (B) False
- 313.** From time to time, one should review his/her speech.
- (A) True
 - (B) False
- 314.** Concise messages save time, catch attention by their terseness and reduce noise.
- (A) True
 - (B) False
- 315.** When writing an email to your coworkers, you should always
- (A) Use all capitals to get important points across.
 - (B) Write “please” and “thank you” when necessary.
 - (C) Make sure your message is as long as possible.
 - (D) Put your main point in your last paragraph.
- 316.** In this principle of communication, all elements interact and affect each other.
- (A) Communication has no opposite.
 - (B) Communication is dynamic.
 - (C) Communication is unrepeatable and irreversible.
 - (D) Communication is competence-based.
- 317.** If A Teacher Is Not Able To Answer The Question Of A Pupil He Should
- (A) Say That Question Is Wrong.
 - (B) Feel Shy Of His Ignorance.
 - (C) Say That He Will Answer After Consultation.
 - (D) Rebuke The Pupil.
- 318.** This principle states that communication should be done at an accurate time as possible.
- (A) Principle of Feedback
 - (B) Principle of Clarity
 - (C) Principle of Attention
 - (D) Principle of Timeliness

- 319.** This communication principle entails taking into consideration the viewpoints and feelings of the receiver of the message.
- (A) Principle of Clarity
 - (B) Principle of Courtesy
 - (C) Principle of Concreteness
 - (D) Principle of Correctness
- 320.** The significance of adapting your communication style is to ____
- (A) To confuse the audience
 - (B) To suit the specific audience and context
 - (C) To avoid feedback
 - (D) To use more jargon
- 321.** MORE COMMUNICATION IS BETTER COMMUNICATION
- (A) TRUE
 - (B) FALSE
- 322.** Why should "simplicity" be used in making a business correspondence?
- (A) It is difficult to understand
 - (B) It is too long
 - (C) It is simpler and easy to understand
 - (D) It is too short
- 323.** Why are there rules about how to communicate?
- (A) There are no rules about how to communicate
 - (B) Your workplace is just making sure it has full control over you
 - (C) It is to make sure everyone understands each other
 - (D) Your workplace is obliged to have a policy because of OSH
- 324.** Concise messages are easy to read and comprehend.
- (A) True
 - (B) False
- 325.** Ana from Spain and Yujean from Mexico are working together on a global environmental project. What is a key principle they should follow to build trust in their communication?
- (A) Ana making unrealistic promises to Yujean
 - (B) Yujean increasing unpredictability in his actions
 - (C) Both avoiding socializing and friendly contact outside of work
 - (D) Establishing a clear foundation for mutual benefit in their project
- 326.** Straight to the point and avoid filler words
- (A) Correct
 - (B) Complete
 - (C) Concise
 - (D) Coherent
- 327.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). To communicate a policy change effectively, HR should:
- (A) Explain the reason and expected impact clearly
 - (B) Change the policy without notice
 - (C) Send a brief message with no explanation
 - (D) Communicate only to managers
- 328.** Honest communication requires
- (A) Avoiding uncomfortable topics
 - (B) Telling people what they want to hear
 - (C) Transparency and respect
 - (D) Ignoring emotions
- 329.** What is a key aspect of maintaining a positive tone in written messages?
- (A) Being firm without resorting to sarcasm or hostility
 - (B) Limiting the message to one paragraph
 - (C) Focusing on the writer's achievements
 - (D) Using complex vocabulary
- 330.** The concept of a source being in the same time frame as your research:
- (A) Accuracy

- (B) Relevancy
(C) Timeliness
(D) None of above
331. In addition to facts, effective business communication provides vague impressions and opinions.
(A) True
(B) False
332. Clarity helps avoid misunderstanding.
(A) TRUE
(B) FALSE
333. Effective speakers always use the same techniques, regardless of the context.
(A) True
(B) False
(C) All the above
(D) None of the above
334. You are looking for a candidate in your company to be the spokesperson to speak on behalf of the organization. Which of the following qualities would you look for in the spokesperson?
(A) The person uses slang when verbally communicating.
(B) The person can answer questions with compassion and empathy.
(C) The person's appearance can be disheveled.
(D) The person can appear anxious during a crisis.
335. What is the primary purpose of clarity in spoken communication?
(A) To vary the pitch effectively
(B) To increase the speed of speech
(C) To ensure the message is easily understood
(D) To decrease the volume of speech
336. How should technical information be presented?
(A) Vaguely and creatively
(B) Clearly and concisely
(C) Through stories and metaphors
(D) With slang and jokes
337. Tactful communication can be described with the formula:
(A) Honesty + Kindness
(B) Honesty + Brutality
(C) Kindness + Dishonesty
(D) Silence + Avoidance
338. Courtesy is an important principle of effective communication.
(A) TRUE
(B) FALSE
339. Select the correct answer: Which one of these things should a person do when making a request?
(A) Be Clear
(B) Be Aggressive
(C) Inform of your Opinion
(D) Repeat your Request
340. Use appropriate tone to avoid being misunderstood or misinterpreted.
(A) Clarity of expression
(B) Efficiency
(C) Protection from liability
(D) Professionalism
341. Interaction in language learning is important because it:
(A) Reduces errors
(B) Facilitates negotiation of meaning
(C) Eliminates grammar
(D) Avoids communication
342. Captions must be crisp, readable, and informative.
(A) True
(B) False

343. In the workplace, it is important to make sure your message
(A) Is clear and direct.
(B) Is unclear and full of details that aren't important.
344. TRUE or FALSE Ethical communicators respect others and their ideas.
(A) TRUE
(B) FALSE
345. What does it mean for a reporter to remain "neutral" when producing a story?
(A) The reporter should give their opinion.
(B) The reporter should report the facts they agree with.
(C) The reporter should have no personal feelings about the story.
(D) The reporter should present both sides of a story or all the information in a story.
346. Effective communication can be achieved when each of the elements functions interdependently thus providing coordination and understanding to the communicator. What principle of communication is apparent?
(A) Communication is dynamic.
(B) Communication is purposive.
(C) Communication is systemic.
(D) Communication is adaptive.
347. The thought or idea that needs to be communicated should be spelled properly. Pronunciation should be clear as possible including the enunciation to avoid misconception.
(A) Principle of Informality
(B) Principle of Adequacy
(C) Principle of Clarity
(D) Principle of Consistency
348. Assuming we decide that it is helpful, making sure our intention is ___ and positive will make it more likely that the person will be receptive to it.
(A) Explicit
(B) Genuine
(C) Implicit
(D) Essential
349. We should start our email with ____
(A) A title
(B) A greeting
(C) The purpose of writing
(D) A content point
350. What makes communication clear and easy to understand?
(A) Confidence
(B) Respect
(C) Clarity
(D) Feedback
351. Which of the following sentences contains a long lead-in that should be eliminated?
(A) I am writing this e-mail message to let you know that ____
(B) Please review the attached document.
(C) The meeting is scheduled for 3 PM.
(D) Thank you for your attention.
352. Which of the following is not a tip to improve your communication?
(A) Get to the point efficiently
(B) Speak clearly using short sentences
(C) Watch the tone of your voice
(D) Speak quickly so the audience does not get bored
353. A good ___ is aware that he or she has an ethical obligation to use the spoken word responsibly.
(A) Runner
(B) Cook
(C) Speaker
(D) None of the Above
354. Concreteness is one of the 7C's of communication
(A) True
(B) False

355. Communication can be considered effective when the sender understands the message
(A) True
(B) False
356. Which of the following is not a principle of effective communication?
(A) Persuasive and convincing dialogue
(B) Participation of the audience
(C) One-way transfer of information
(D) Strategic use of grapevine
357. Why is it important to watch for assumptions in negotiation?
(A) To double-check that everyone at the table understands the agreement in the same way
(B) To limit communication with non-English speakers
(C) To avoid language proficiency development
(D) To employ translingual negotiation strategies
358. Effective communication involves gathering thoughts and information beforehand and using widely understood vocabulary.
(A) True
(B) False
(C) All the above
(D) None of the above
359. It helps your reader understand what you are saying, or at least, understand enough to know what questions they need to ask.
(A) Clarity
(B) Conciseness
(C) Tone
(D) Active Voice
(E) Grammar and Punctuation
360. What is the first C of communication?
(A) Clarity
(B) Conciseness
(C) Correctness
(D) Courtesy
361. In communication it implies the use of simple and specific words to express ideas. It is also achieved when the speaker focuses only on a single objective in his/her speech so as not to confuse the audience.
(A) Correctness
(B) Clearness
(C) Courtesy
(D) Concreteness
(E) Consideration
362. Which "C" of communication ensures the message is straightforward and to the point?
(A) Correctness
(B) Completeness
(C) Courtesy
(D) Conciseness
363. What is one of the steps for effectively communicating?
(A) Answer without thinking
(B) Be negative
(C) Be ugly
(D) Be clear
364. To communicate effectively means to identify your target receiver or audience.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
365. To make his message clear, Marcus should use simple alternatives instead of less familiar words, such as using "salary" instead of "remuneration."
(A) True
(B) False
(C) Only in formal emails
(D) Only when writing to clients
366. A message that states what you want to say in the fewest and most direct words possible is
(A) Clear

- (B) Courteous
 - (C) Concise
 - (D) Correct
367. When a communicator takes into account the receiver's viewpoint and needs, they are practicing which C?
- (A) Consideration
 - (B) Conciseness
 - (C) Clarity
 - (D) Completeness
368. Consistent communication is similar to:
- (A) Unity in a discourse, having a single focus
 - (B) An unrelated opinion
 - (C) A biased emotional reaction
 - (D) A vague and confusing phrase
369. This principle of communication states that the purpose and the message should be understandable by the recipient.
- (A) Conciseness
 - (B) Completeness
 - (C) Clarity
 - (D) Organization
370. When giving instructions, a supervisor should:
- (A) Provide details that are specific and easy to follow
 - (B) Speak very quickly without pauses
 - (C) Use unrelated examples frequently
 - (D) Leave out important information
371. Insignificant or redundant information should be eliminated from the communication process.
- (A) Consideration
 - (B) Completeness
 - (C) Conciseness
 - (D) Concreteness
372. Which C involves using appropriate language and tone in communication?
- (A) Conciseness
 - (B) Correctness
 - (C) Courtesy
 - (D) Clarity
373. What is the quality of being short and clear, and avoiding unnecessary words?
- (A) Proposal
 - (B) Conciseness
 - (C) Coherence
 - (D) Purpose
374. Which principle of communication emphasizes that communication is an ongoing process?
- (A) Communication as a system
 - (B) Communication as interactional
 - (C) Communication as intentional
 - (D) Communication as a process
375. Select understandable, precise words and phrases
- (A) Clarity
 - (B) Economy
 - (C) Grace
 - (D) None of above
376. Which one of the following four options is the most important for communicating a message?
- (A) The message must be clear and in writing
 - (B) The message must be clear and correct
 - (C) The message must be clear and on time
 - (D) The message must be clear, correct and on time
377. The principles of communication is our guide for efficient communication.
- (A) True
 - (B) False
378. In online communication, one should use
- (A) Short forms as they save data
 - (B) Capital and Bold letters so that things are clear to receiver

- (C) Forward (forwarded many times) messages to all contact and groups
(D) Respect other people's time
- 379.** We must maintain consistency about the message
(A) True
(B) False
- 380.** Effective operation within any organization requires an efficient and coordinated flow of ___ throughout the organization.
(A) Money
(B) Information
(C) Resources
(D) Employees
- 381.** The news story should always be written in clear, simple, and easily comprehensible language.
(A) Clarity
(B) Objectivity
- 382.** Which is NOT important in effective communication?
(A) Wearing a red tie
(B) Making eye contact
(C) Using appropriate body language
(D) Using the appropriate tone Edit
- 383.** When preparing your script for a podcast, include some redundancy: tell the listeners what you will tell them, then tell them, and, finally, tell them what you have told them.
(A) TRUE
(B) FALSE
- 384.** What factors should you consider when designing a message?
(A) The people who might view it
(B) If it interests an audience
(C) If the design is influenced by the audience
(D) All of the above
- 385.** What should you do to ensure your e-mail is not misconstrued?
(A) Use humor frequently.
(B) Avoid using a serious tone.
(C) Be clear and avoid humor that can be misinterpreted.
(D) Write in a casual tone.
- 386.** Using testimony to support your claims only works if listeners believe in the source's credibility.
(A) True
(B) False
- 387.** Repeating the name of the person introduced shows respect and can help with remembering the person's name.
(A) True
(B) False
- 388.** Whenever people disagree about the substance of these claims, you need to make the best case for your own view by presenting an argument that is not only ___ (1) ___ but that also ___ (2) ___ with your audience.
(A) Time; 2) medium
(B) Useful; 2) confusing
(C) Well-supported; 2) connects
(D) Watch; 2) measure
- 389.** Which of the 7 Cs of effective communication means that the ideas of the message should be connected and relevant to one another?
(A) Clarity
(B) Conciseness
(C) Completeness
(D) Coherence
- 390.** Which of the following best demonstrates Concreteness?
(A) Using simple and specific words
(B) Supporting your message with facts and real-life examples
(C) Showing respect to the audience's background
(D) None of above

- 391.** How can following E-mail etiquettes lead to positive responses?
- (A) Email etiquettes lead to positive responses by improving clarity and professionalism.
 - (B) Using slang improves email responses.
 - (C) Email etiquettes are irrelevant to communication.
 - (D) Long emails are more effective than concise ones.
- 392.** From a communication perspective, positive messages are primarily oriented toward:
- (A) The sender
 - (B) The receiver
 - (C) Both sender and receiver
 - (D) Neither sender nor receiver
- 393.** Being correct in communication means:
- (A) Being politically correct at all times during the interaction.
 - (B) Only saying things that you're absolutely sure about.
 - (C) Excluding anything that may be considered offensive.
 - (D) Using correct grammar, spelling, punctuation, and syntax.
- 394.** In communication skills, 'Knowledge' refers to ____
- (A) Familiarity or level of authority or credibility a person has on the topic
 - (B) The ability to persuade others effectively
 - (C) The use of non-verbal cues in conversation
 - (D) The speed at which information is delivered
- 395.** Which of the following statements about speech delivery is true?
- (A) Speech delivery is about pronouncing words perfectly.
 - (B) Public speaking is a talent and cannot be learned.
 - (C) Effective speech delivery means connecting with the audience and communicating the message.
 - (D) Good delivery lies in the intellectual words used in the speech.
- 396.** The writing process uses the four Cs of communication, they are: clarity, conciseness, courtesy and correctness.
- (A) True
 - (B) False
- 397.** Why is it important to keep the message body of an email concise?
- (A) To allow the recipient to quickly understand the main points without getting overwhelmed by unnecessary details.
 - (B) To prevent the email from being marked as spam.
 - (C) To make the email look more nice.
 - (D) To save storage space on the email server.
- 398.** Which one of the following is not a part of 7C's of effective communication?
- (A) Concise
 - (B) Correct
 - (C) Clear
 - (D) Comfort
- 399.** What must a reporter NEVER include in a traditional newspaper article?
- (A) The truth
 - (B) Unpopular opinions
 - (C) Photographs
 - (D) Their own beliefs
- 400.** What is the significance of audience analysis in business communication?
- (A) It is irrelevant to the message
 - (B) It helps tailor the message to the audience
 - (C) It complicates the communication process
 - (D) It should be done after the message is sent
- 401.** To communicate a policy change effectively, HR should:
- (A) Explain the reason and expected impact clearly
 - (B) Change the policy without notice

- (C) Send a brief message with no explanation
- (D) Communicate only to managers
- 402.** Before communicating with one another, individuals must not use established rules or agreements to govern the conversation.
- (A) True
- (B) False
- 403.** Is audience analysis necessary before a presentation? What is its purpose?
- (A) It is unnecessary and wastes time
- (B) It is unnecessary because the audience is similar to the presenter
- (C) It is unnecessary because it has no effect
- (D) It is necessary because it helps tailor content and presentation style to the audience
- 404.** The 4 C's of Communication include all of the following EXCEPT
- (A) Clear.
- (B) Courteous.
- (C) Comprehend.
- (D) Concise.
- 405.** What is something to remember when communicating with a teacher?
- (A) Use slang
- (B) Be polite and professional
- (C) Wear a hat
- (D) Send compliments, lots of them
- 406.** Which principle of effective spoken communication involves understanding non-verbal cues?
- (A) Discipline
- (B) Anticipation
- (C) Perception
- (D) Perfection
- 407.** What is the impact of clear voice in communication?
- (A) It confuses the listener
- (B) It enhances credibility
- (C) It has no impact
- (D) It is irrelevant
- 408.** Which is a communication DON'T?
- (A) Speak loudly
- (B) Give appropriate feedback
- (C) Eye contact
- (D) Be open minded
- 409.** Which C of communication is being practiced when a speaker uses specific facts and figures in their message?
- (A) Completeness
- (B) Concreteness
- (C) All the above
- (D) None of the above
- 410.** What does the 7 Cs of effective communication stand for?
- (A) Calm, Clear, Concise, Correct, Coherent, Complete, Courteous
- (B) Clear, Concise, Concrete, Correct, Coherent, Complete, Courteous
- (C) Clear, Concise, Concrete, Correct, Complicated, Complete, Courteous
- (D) Clear, Concise, Concrete, Correct, Coherent, Complicated, Courteous
- 411.** It isn't enough to write so you can be understood; you must write so clearly you cannot be —
- (A) Mistaken
- (B) Misunderstood
- (C) Moralistic
- (D) Manipulated
- 412.** Which principle focuses on showing respect and politeness in communication?
- (A) Clarity
- (B) Credibility
- (C) Courtesy
- (D) Conciseness
- 413.** The responsibility for clear communication usually falls on the:

- (A) Sender
- (B) Receiver
- (C) Channel
- (D) Noise

414. Effective senders create mental pictures for the receiver by using specific words, illustrations, and examples because general and abstract ideas will only confuse the receiver. What principle of communication is applied?

- (A) Principle of Correctness
- (B) Principle of Concreteness

- (C) Principle of Conciseness
- (D) Principle of Completeness

415. Communication choices should match both the context and the audience.

- (A) True
- (B) False

416. A persuasive technique that uses reasoning to appeal to the reader is a ____

- (A) Emotional appeal
- (B) Logical appeal

1.2 Types of Communication

1.2.1 Types of Communication

1. What speech style is non-public speech that uses private vocabulary and includes non-verbal messages?

- (A) Casual
- (B) Consultative
- (C) Frozen
- (D) Intimate

2. What does horizontal communication refer to?

- (A) Communication that flows from employees to their supervisors or managers.
- (B) Communication that flows from managers or supervisors to their employees.
- (C) Communication that occurs between employees at the same level of an organization.
- (D) Communication with customers, clients, vendors, and other stakeholders outside of the organization.

3. If you criticize, blame, or attack others, what style of communication are you using?

- (A) Passive communication
- (B) Aggressive communication
- (C) Assertive communication
- (D) Passive-aggressive communication

4. If the objective is to achieve something at the end of the conversation, it becomes ____

- (A) Transactional
- (B) Beneficial
- (C) Communication Result
- (D) None of above

5. What communication channel does a walkie-talkie use?

- (A) Half-Simplex
- (B) Simplex
- (C) Half-Duplex
- (D) Full-Duplex

6. Which of the following is NOT an example of a Mediated Interpersonal Communication?

- (A) Text Message
- (B) Electronic Mails
- (C) Radio Broadcast
- (D) Telephone Conversation

7. High-context cultures which place high value on personal trust tend to prefer ____ communication, whereas low-context cultures tend to place high value on ____ communication.

- (A) Written, oral
- (B) Oral, written
- (C) Electronic, written
- (D) Oral, electronic

8. Which form of communication enables people at the same level within departments of the organisation to communicate with each other?
- (A) Vertical communication
 - (B) Horizontal communication
 - (C) Internal communication
 - (D) External communication
9. Our purpose in a ___ presentation is to convince your listeners to accept your proposal.
- (A) Informative
 - (B) Persuasive
 - (C) Image building
 - (D) Multipurpose
10. A ___ is a message to convince the reader to take a certain course of action.
- (A) Transmittal message
 - (B) Persuasive message
 - (C) Sales message
 - (D) Confirmation message
11. Professional communication can occur as
- (A) Spoken words
 - (B) Email
 - (C) Presentation or Speech
 - (D) All of the above
12. Interpersonal communication can be classified as:
- (A) Formal and informal communication
 - (B) Verbal and non verbal communication
13. Upward Communication flows from ___
- (A) Upper to lower
 - (B) Lower to upper
 - (C) Horizontal
 - (D) Vertical
14. Which is not the right example of personal communication
- (A) Newspaper
 - (B) Mobile Phone
 - (C) Email
 - (D) All of the above
15. Which is not an organizational communication?
- (A) Grapevine
 - (B) Intrapersonal
 - (C) Downward
 - (D) Horizontal
16. Communication involves conveying a message from one person to another through:
- (A) Writing
 - (B) Speech
 - (C) Tone of voice
 - (D) All the above
17. The communication which uses audio as well as video inputs is known as ___
- (A) Oral communication
 - (B) Written communication
 - (C) Audio-visual communication
 - (D) None of the above
18. All of the following ways can be used to communicate between people except ___
- (A) Reading
 - (B) Writing
 - (C) Speaking
 - (D) Flying
19. These are considered forms of communication. 1. talking clearly 2. chewing gum 3. sending emails 4. looking bored
- (A) 1234
 - (B) 134 only
 - (C) 342 only
 - (D) 1 only
20. Interaction with an audience.
- (A) Intrapersonal communication
 - (B) Interpersonal communication
 - (C) Small-group communication
 - (D) Public communication
 - (E) Electronic communication

21. Which academic paper presents writer's view-point on a particular issue?
(A) Research Paper
(B) Position Paper
(C) Concept Paper
(D) Term Paper
22. Which of the following is an example of a half-duplex communication device?
(A) Smartphone messaging app
(B) Television broadcast
(C) AM/FM radio broadcast
(D) Walkie-talkie
23. Which of the following has the lowest fidelity in terms of accuracy in communication?
(A) Text-based
(B) Video
(C) Audio
(D) Face-to-face
24. If a manager wants to announce a new policy, she should use
(A) Oral communication only
(B) Written communication only
(C) Both oral and written communication
(D) None of above
25. Which direction is used when an employee reports problems to a supervisor?
(A) Upward
(B) Downward
(C) External
(D) Lateral
26. The downward communication flow from
(A) A subordinate to a superior.
(B) A subordinate to a subordinate.
(C) A superior to a superior.
(D) A superior to a subordinate.
27. When a workplace message is urgent and can't wait, which of the following communication channels do business communication experts advise?
(A) E-mail
(B) Video conference
(C) Phone
(D) Text message
28. A call that involves three or more parties is known as a ____
(A) VOIP
(B) Conference Call
(C) Skype call
(D) Screen share
29. Downward communication helps to:
(A) Provide feedback to management
(B) Communicate goals and expectations
(C) Share grievances
(D) Encourage peer interaction
30. Which is a possible drawback of diagonal communication?
(A) Bypassing chain of command may cause authority issues
(B) Faster problem-solving
(C) Greater coordination
(D) Reduced communication barriers
31. Persuasive communication only appeals to the emotions of the audience.
(A) True
(B) False
32. Doing this instead of asking the waiter to come take your order is
(A) Passive communication
(B) Aggressive communication
(C) Assertive communication
(D) Passive-aggressive communication Edit
33. The materials are sent to people who are equal level or status; that is, between members of the same division or department of an organization. (ex. Task coordination: "Let's get together to define the role and responsibilities of each of us and set our work schedule.")
(A) Upward Communication

- (B) Lateral (Horizontal) Communication
(C) Downward Communication
(D) Outward Communication-
34. Which is not modern forms of communication
(A) FAX
(B) Internet
(C) Mobile Phone
(D) Letters
35. Upward communication is crucial for:
(A) Identifying problems early
(B) Assigning tasks to workers
(C) Announcing policies
(D) Training sessions
36. If I fail to express my feelings, needs, or opinions, what style of communication am I using?
(A) Passive communication
(B) Aggressive communication
(C) Assertive communication
(D) Passive-aggressive communication
37. What is asynchronous communication?
(A) Communication that occurs in real time
(B) Communication that does not require all parties to be present simultaneously
(C) Communication limited to emails and blogs
(D) Communication conducted only during team meetings
38. Fostering innovation through the free exchange of ideas is a benefit of what?
(A) Open communication
(B) Financial investment
(C) Market research
(D) Employee training
39. When a presentation has both audio and video it is said to be this
(A) Multimedia.
(B) Dara.
(C) Process.
(D) Internet.
40. Diagonal communication is best used when:
(A) A project requires inputs from multiple departments
(B) Hierarchical approval is mandatory
(C) Departments do not interact
(D) Only peer-level tasks exist
41. What are the 2 types of communication?
(A) Sending and receiving
(B) Verbal and non-verbal
42. What has the development of mobile phones and internet connectivity changed dramatically?
(A) Shopping habits
(B) Communication methods
(C) Exercise routines
(D) Dietary preferences
43. Which of the following is NOT an example of internal communication?
(A) Employee newsletters
(B) Memos
(C) Press releases
(D) Intranet
44. Email is an example of
(A) Direct communication
(B) Teleconferencing
(C) Social media
(D) Indirect communication
45. What is Vertical Communication in an organization?
(A) Communication that occurs between different levels of the organization's hierarchy
(B) Communication that occurs only among peers at the same level
(C) Communication that happens outside the organization
(D) Communication that involves only written messages

46. Which statement best describes the forms of communication in the 21st century?
- (A) Only verbal and non-verbal forms
 - (B) Solely digital and electronic forms
 - (C) Includes visual, written, organizational, academic, and more
 - (D) Limited to traditional print media
47. Information conveyed by subordinates to superiors in the form of accountability reports and input is a type of ____
- (A) Horizontal Communication
 - (B) Diagonal Communication
 - (C) Downward Communication
 - (D) Upward Communication
48. You will be tested on your ability to read an e-mail prompt and write a ____ response to it.
- (A) Formal
 - (B) Informal
49. Which speech style is considered private and occurs between and among close family members?
- (A) Casual
 - (B) Frozen
 - (C) Formal
 - (D) Intimate
50. Cell phones convert sound waves into ____, which are sent from tower to tower.
- (A) Light waves
 - (B) Sound waves
 - (C) Radio waves
 - (D) Morse code
51. Communication that occurs between individuals with the same position or level in a department in an organization is ____
- (A) Vertical communication
 - (B) Horizontal communication
 - (C) Internal communications
 - (D) External communications
52. Which of the following is NOT a type of communication service?
- (A) Printer sharing
 - (B) Food delivery
 - (C) File Sharing
 - (D) Internet connection sharing
53. The CEO of your company would like to have a large group phone call with all 5 offices at once. This is called a ____
- (A) Web Conference
 - (B) Webcast
 - (C) Podcast
 - (D) Conference Call
54. Which type of email can you use contractions such as "isn't" and "I'm"?
- (A) Formal
 - (B) Friendly
55. All of the following are methods for sending a message immediately to recipients except
- (A) Fax message
 - (B) Letter by post
 - (C) Email message
 - (D) Telephone call
56. Which type of communication is more believable?
- (A) Verbal Communication
 - (B) Nonverbal Communication
57. In the past, people communicated using these methods except ____
- (A) Smoke signals
 - (B) Flags
 - (C) Animal messengers
 - (D) Internet
58. What is synchronous communication?
- (A) Communication simultaneously in one time window
 - (B) Message exchange with a delay between responses

- (C) Data transmission without a sender participant
(D) Communication exclusively through postal letters
59. Communication in the workplace includes
(A) Face-to-face communication
(B) Over the telephone
(C) Through emails
(D) All of the above
60. Which communication channel uses free space as the medium?
(A) Optical media
(B) Electrical conductor
(C) Radio waves
(D) Tuned circuits
61. Horizontal communication occurs when:
(A) Employees at the same level share information
(B) Leaders speak to the board of directors
(C) Teams submit reports to HR only
(D) Firms communicate with external partners
62. Google Hangouts is an app to communicate with your friends by:
(A) Text messages
(B) Voice calls
(C) Video calls
(D) All of the above
63. A CEO's annual speech to employees is an example of:
(A) Horizontal communication
(B) Diagonal communication
(C) Downward communication
(D) Upward communication
64. There are 2 types of communication that we have learned. What are they?
(A) Verbal & Non-verbal communication
(B) Mass communication
(C) Written
(D) Visual
65. Downward communication primarily involves which direction of information flow?
(A) From top levels to lower levels
(B) From lower levels to top levels
(C) Between company and customers
(D) Between same-level colleagues
66. People who are unwilling to say what they feel, think, or desire and want to avoid all conflict. People who are unwilling to say what they feel, think, or desire and want to avoid all conflict.
(A) Assertive communicators
(B) Aggressive communicators
(C) Passive communicators
(D) None of the above
67. What is business communication?
(A) Business communication is written, spoken and non-verbal exchange at work
(B) Business communication is written and spoken communication at work.
(C) Business communication is the exchange of words in written and spoken forms at work
(D) Business communication is the exchange of words in written and spoken forms
68. Among the following are the methods of transfer of information, which one does not belong?
(A) Images
(B) Text
(C) Film
(D) Video
69. Types of communication..
(A) Questions and jokes
(B) Verbal and non-verbal
70. Communication is divided into two types namely verbal communication and non-verbal communication.
(A) That's right
(B) Salah

71. Lateral communication is between
(A) Superior and subordinate.
(B) .Same cadre of personal.
(C) .Subordinate and superior.
(D) .Among all.
72. It make use of both audio and visual means such as webcams and allows users in different locations to hold meetings without having to be in a single place.
(A) Teleconferencing
(B) Video Conferencing
(C) Web Conferencing
(D) None of above
73. Each candidate for the position of SSLG President was given a five-minute speech opportunity after the flag ceremony. What kind of speech would the candidate likely to give?
(A) Impromptu speech
(B) Informative
(C) Manuscript
(D) Persuasive
74. In addition to audio-only calls, users can conduct ____
(A) Screen sharing
(B) Calendar
(C) Virtual meetings
(D) None of above
75. Urgent messages were earlier sent by ____
(A) E-mail
(B) Telephone
(C) Telegram
(D) Pigeons
76. What is Internal communication a type of?
(A) Communication between members of the same org.
(B) Communication between people outside the business
(C) A mail with their family
(D) None
77. Communication device similar to a tablet but usually much smaller; use touch screen technology and 4G/5G or wifi to connect to the internet or to make calls/send messages.
(A) Smartphone.
(B) Tablet.
(C) Mainframe Computer.
(D) Desktop Computer.
78. Which of the following is Not an example of a Demonstrative Speech?
(A) How to make an apple juice
(B) Steps to create a PowerPoint presentation
(C) Ways to earn a merit on English class
(D) Why teachers should get paid the same as the doctors?
79. Ancient means of communication ____
(A) Emails
(B) Telephone
(C) Pigeon
(D) Television
80. Kevin developed a letter stating that his company will be offering discounts on certain products for a limited time. Kevin's letter is an example of a(n)
(A) Request for data
(B) Instructional guide
(C) Informative message
(D) Expression of personal opinion
81. First Global Communication Network:
(A) Microwave
(B) TV
(C) Radio
(D) Telephone
82. What are the three primary methods of communication mentioned in the text?
(A) Verbal, non-verbal, and written
(B) Verbal, emotional, and physical
(C) Written, physical, and emotional
(D) Non-verbal, physical, and emotional Edit

83. Can be verbal or non-verbal
(A) Stimulus
(B) Sender
(C) Message
(D) Receiver
(E) Feedback
84. Video chats
(A) Synchronous communication
(B) Asynchronous communication
85. Communication that moves across parallel lines of authority is ____
(A) Vertical communication
(B) Upward communication
(C) Horizontal communication
(D) Downward Communication
86. Name all the types of communication?
(A) Sneezing, coughing, closing your eyes
(B) Written, Verbal, non-verbal and visual.
(C) Verbal and nonverbal
(D) Visual, written, and verbal
87. A type of communication that attempts to convince or change audience thought, is the definition of which term?
(A) Indirect Feedback
(B) Punctual
(C) Persuasive
(D) Attribution
88. Phatic communication is ____
(A) Communication that is used to establish a mood of sociability rather than to communicate important information or ideas.
(B) The study of the way humans use language to evoke meaning in others.
(C) A collection of symbols, letters, or words with arbitrary meanings that are governed by rules and used to communicate.
(D) A lens through which we perceive the world and create shared meaning.
89. COMMUNICATION THAT FLOWS FROM HIGHER LEVEL IS CALLED UPWARD COMMUNICATION
(A) TRUE
(B) FALSE
90. Upward communication allows employees to share concerns with management.
(A) True
(B) False
91. Morse Code was a useful way to communicate before the telephone was invented.
(A) True
(B) False
(C) All the above
(D) None of the above
92. CEO's call for a meeting to Finance officer is an example of
(A) Downward communication
(B) Upward communication
(C) Crosswise communication
(D) Horizontal communication
93. A suggestion box is an example of:
(A) Downward communication
(B) Upward communication
(C) Horizontal communication
(D) Diagonal communication
94. Horizontal communication is important in:
(A) Delegating work orders
(B) Cross-functional projects
(C) Issuing top-down notices
(D) Managing employee grievances
95. Horizontal communication is least likely to be used for:
(A) Coordination
(B) Conflict resolution between departments
(C) Issuing promotions
(D) Sharing resources

96. Which of the following is not a type of communication?
(A) Mass Communication
(B) Personal Communication
(C) All of These
(D) None of These
97. Which of the following registers is used when a public official delivers his oath of office?
(A) Casual register
(B) Intimate register
(C) Consultative register
(D) Frozen or static register
98. Communication can flow within an organization
(A) Horizontally, vertically, or diagonally
(B) Just vertically in most organizations
(C) Inside or outside departments only
(D) Just horizontally in most organizations
99. Which of the following communication channels is considered the richest medium?
(A) Written proposal
(B) E-mail message
(C) Face-to-face conversation
(D) Blog posting
100. What are the two types of communication based on mode?
(A) Spoken and Visual
(B) Written and Typed
(C) Modern and Ancient
(D) Verbal and Nonverbal
101. Which of the following presentation types would be best for presenting specific ____ about a product, procedure or set of rules and regulations?
(A) Motivational
(B) Persuasive
(C) Informative
(D) Emotional
102. How does information flow in Downward Communication?
(A) From a superior to a subordinate
(B) From a subordinate to a superior
(C) Among peers at the same level
(D) Between different organizations
103. All are the examples of the media of two way communication except
(A) Padyatra
(B) Streetplays
(C) Public meeting
(D) Procession and rallies
104. Online meeting that involves two or more participants in different locations which used the www and publicly available internet technologies
(A) Web-conferencing
(B) Audio-conferencing
(C) Video-conferencing
(D) Physical faxing
(E) Electronic faxing
105. TYPES OF SPEECH: Communicating to influence audience's; attitude, values, beliefs, and behavior.
(A) Informative
(B) Persuasive
(C) Special Occasions
(D) None of above
106. I was the oldest means of communication.
(A) Letter
(B) Radio
(C) Pigeon/Messenger
(D) Email
107. An example of horizontal communication is
(A) A junior staff person giving information to a staff supervisor.
(B) A company briefing held on the organization's ground floor.
(C) An email message about sick leave sent from one department secretary to a secretary in a different department.
(D) All of the above

- 108.** A speech meant to entertain:
- (A) Persuasive
 - (B) Entertaining
 - (C) Demonstrative
 - (D) Informative
- 109.** Communication may then be classified according to?
- (A) Verbal, non-verbal and Visual
 - (B) Formal, Informal and Neutral
 - (C) Mode, Context, and Purpose and Style.
 - (D) None of above
- 110.** Downward Communication flows from ____ to ____
- (A) Upper to lower
 - (B) Lower to upper
- 111.** Which is NOT a downward communication tool?
- (A) Circulars
 - (B) Employee handbook
 - (C) Performance report from subordinate
 - (D) Emails from top management
- 112.** Walkie talkies follows ____ mode of data flow
- (A) Simplex
 - (B) Duplex
 - (C) Half duplex
 - (D) None
- 113.** Type of conferencing that used internet and audio together
- (A) Video conference
 - (B) Audio Conference
 - (C) Web Conference
 - (D) VoIP conference
- 114.** The telephone is used for
- (A) Communication
 - (B) Reading news. Edit
- 115.** Which of the following is NOT mentioned as a context in which communication is studied?
- (A) Interpersonal communication
 - (B) Group communication
 - (C) Mathematical communication
 - (D) Media communication
- 116.** We communicate by:
- (A) Speech (Telephone call, conversations, etc)
 - (B) Visuals (Body language, facial expressions)
 - (C) Writing (Letter, emails, newsletters, etc)
 - (D) All of the above Edit
- 117.** A message that involves a refusal or other news that the reader will find disappointing is a
- (A) Positive message
 - (B) Neutral message
 - (C) Negative message
 - (D) Persuasive message
- 118.** Meetings are the best way to communicate long messages
- (A) True
 - (B) False
- 119.** A direct, honest, and appropriate expression of one's feelings and opinions.
- (A) Passive Communication
 - (B) Assertive Communication
 - (C) Aggressive Communication
 - (D) Passive-Aggressive
- 120.** The role of technology in virtual organizations includes:
- (A) Limiting employee access to information
 - (B) Facilitating remote communication and collaboration
 - (C) Increasing the need for physical office space
 - (D) Reducing reliance on internetbased tools
- 121.** Speaking to supervisees/ employees is called ____

- (A) Upward communication.
 - (B) Downward communication.
 - (C) Vertical communication.
 - (D) Horizontal communication.
- 122.** Communication sent by a company to suppliers and customers is usually:
- (A) Outward communication
 - (B) Internal
 - (C) Upward
 - (D) Sideward
- 123.** All of the following statements are correct about advisory Communication except?
- (A) The intervention goal is problem solving or enhancing problem solving ability
 - (B) Advisory communication focuses on collective change
 - (C) It happens when farmers ask communication workers to share their ideas on how to deal with a particular management problem
 - (D) The communication workers role is basically serving as consultant or counselor
- 124.** Communication that uses source, message and audience factors to change the opinions, perceptions, affect and/or actions of others is known as
- (A) Persuasive communication
 - (B) Social skills
 - (C) Communication
 - (D) Communication styles
- 125.** Real time communication allowing two or more people to communicate by seeing its video using cameras, microphones and speakers
- (A) Audio-conferencing
 - (B) Data-conferencing
 - (C) Videoconferencing
 - (D) Numerical-conferencing
- 126.** What is “E-mail” used for?
- (A) Uses cellular airwaves and protocols to send messages from one cell phone to another
 - (B) Provide places for individuals to communicate with one another through social media platforms
 - (C) Transmission of messages over communication networks
 - (D) To prepare language, images, sound or video for production or presentation
- 127.** Diagonal communication helps in:
- (A) Enhancing collaboration across departments and levels
 - (B) Avoiding feedback loops
 - (C) Increasing bureaucracy
 - (D) Maintaining rigid structures
- 128.** Exchanging ideas and messages with customers, supplier, government and public can be conclude as ____ communication
- (A) Verbal
 - (B) Non Verbal
 - (C) Internal
 - (D) External
- 129.** Which of the following represents types of communication methods?
- (A) Written Communication
 - (B) Non-verbal Communication
 - (C) Oral or Verbal Communication
 - (D) All of these
- 130.** What type of communication device relies on a network of towers to transmit signals?
- (A) Telephone
 - (B) Radio
 - (C) Satellite
 - (D) Cell phone
- 131.** When writing a ____ message, your purpose for writing is to convince readers of the value of your product, service, idea, or suggestion.
- (A) Formal
 - (B) Tone
 - (C) Testimonial
 - (D) Persuasive

132. If many experts give lectures on different topics on the same subject it is
(A) Symposium
(B) Panel discussion
(C) Workshop
(D) Seminar
133. In technology and communication, CMC stands for —
(A) Clear Mirroring Communication
(B) Clear Messaging Communication
(C) Computer Mediated Communication
(D) Creative Messaging Communication
134. Ishika, Aanya, and Aarush are having a fun debate! Which of the following is NOT a form of communication that they can use to express their thoughts?
(A) Listening
(B) Speaking
(C) Reading
(D) Jumping
135. A meeting between the marketing and sales managers is an example of:
(A) Upward communication
(B) Horizontal communication
(C) Downward communication
(D) Diagonal communication
136. It means communicating for various purposes. What is it?
(A) Technical Communication
(B) Purposive Communication
(C) Social Communication
(D) None of above
137. An elementary school teacher wants to create a class alphabet book that her students can access from home.
(A) Podcast
(B) Narrated Slideshow
(C) Videocast
(D) Simulation
(E) Synchronous Conferencing
138. WHICH IS THE OLDEST AND THE MOST INEXPENSIVE METHOD OF COMMUNICATION?
(A) TELEPHONE
(B) FAX
(C) E-MAIL
(D) POSTAL SYSTEM
139. Which of the following is not a personal communication?
(A) Letters
(B) Telephone
(C) Newspaper
(D) E-mail
140. Which strategy involves interaction from both parties?
(A) Two-way communication.
(B) One-way communication.
(C) No communication.
(D) Silent treatment.
141. Texting is an example of a communication channel with high channel richness.
(A) True
(B) False
142. Teams composed of individuals who have never actually met one another in person are called —
(A) Problem-solving teams
(B) Cross-functional teams
(C) Self-managed work teams
(D) Virtual teams
143. Which of the following is the slowest means of communication?
(A) Mobile phone
(B) Postcard
(C) E-mail
(D) Fax

- 144.** Which of the following is a difference between old and modern means of communication?
- (A) Old means are faster
 - (B) Modern means are slower
 - (C) Modern means are faster and can reach more people
 - (D) Old means use the internet
- 145.** Angie works for a fast food company as a cashier. A customer comes in to order sandwich and drinks. What model of communication is described in the given situation?
- (A) Conversational
 - (B) Interactive
 - (C) Linear
 - (D) Transactional
- 146.** A television broadcast is an example of ____ transmission
- (A) Simplex
 - (B) Half-duplex
 - (C) Full-duplex
 - (D) Automatic
- 147.** Which invention revolutionized long-distance communication?
- (A) Radio
 - (B) Email
 - (C) Semaphore
 - (D) Telegraph
- 148.** All the following are ways of passing information except
- (A) Gong beating
 - (B) Weeping
 - (C) Town criers
 - (D) Fax
- 149.** What is the fastest means of communication that is almost free?
- (A) Newspaper
 - (B) E-Mail
 - (C) Television
 - (D) Radio
- 150.** These are the concepts of global communication, except
- (A) Intercontinental communication
 - (B) Regional communication
 - (C) International communication
 - (D) Local communication
- 151.** Vocabulary, tone of voice (or voice inflection), and non-verbal behavior are examples of the three levels of communication? True or False?
- (A) True
 - (B) False
- 152.** Sending an Email to ask about one of your close friends who moved to another country recently, what type of email are you going to send?
- (A) Formal Email
 - (B) Informal Email
 - (C) Both
 - (D) None of above
- 153.** Which of the following is NOT a modern means of communication?
- (A) Mobile phone
 - (B) Internet
 - (C) Letter
 - (D) Email
- 154.** What does video conferencing entail?
- (A) Live streaming
 - (B) Remote video call
 - (C) Interview
 - (D) Real-time visual communication
- 155.** Diagonal communication occurs between:
- (A) People at the same organizational level
 - (B) People in different departments and at different levels of the organizational hierarchy
 - (C) Managers of the same department
 - (D) Employees and external stakeholders

- 156.** What is NOT considered a non electronic form of communication?
(A) Websites
(B) Posters
(C) Business Proposals
(D) Face-to-face meetings
- 157.** Two types of communication are:
(A) Verbs and Nouns
(B) Verbal and information
(C) Verbal and non-verbal
(D) Happy and sad Edit
- 158.** What is the primary purpose of radio communication?
(A) To detect nearby objects
(B) To exchange information using radio waves
(C) To stream video
(D) To listen to music
- 159.** If a manager is autocratic, which type of communication is he likely to use?
(A) Two way
(B) One way
(C) Oral
(D) Written
- 160.** In which communication style do individuals often use sarcasm and deny there is a problem, despite feeling otherwise?
(A) Passive
(B) Aggressive
(C) Assertive
(D) Passive-Aggressive
- 161.** Message is sent by a system of dots and dashes in ____
(A) Email
(B) SMS
(C) Message
(D) Morse Code
- 162.** Which communication network has full two-way communication and participative style of decision making?
(A) Chain network
(B) Vertical network
(C) Wheel network
(D) Integrated network
- 163.** How does professional communication differ from casual communication?
(A) Professional communication is formal and structured, while casual communication is informal and relaxed.
(B) Professional communication is always casual and friendly.
(C) Casual communication is always structured and formal.
(D) Professional communication is only used in written formats.
- 164. THE FORM OF COMMUNICATION**
(A) Verbal Communication, Non-Verbal Communication, Written Communication, Listening, Visual Communication.
(B) Understand, Knowledge, Vision aid and Learning material
(C) Identify, Demonstrate, Organizing, Collecting and Communicating
(D) All of them
- 165.** The following are the methods to communicate information except
(A) Understanding and agreement
(B) Verbal
(C) Non-verbal
(D) Action
- 166.** Rana provides feedback on a project she worked on to her line manager, Karim. This is an example of
(A) Upward Communication
(B) Downward Communication
(C) Diagonal Communication
(D) Horizontal Communication

- 167.** What is the main difference between public communication and mass communication?
(A) Public communication is face-to-face with a large group, mass communication uses media to reach many people
(B) Public communication uses only gestures, mass communication uses only words
(C) Public communication is always written, mass communication is always spoken
(D) There is no difference
- 168.** What type of communication is traditional telephone networking based on?
(A) Packet switching
(B) Circuit switching
(C) Datagram switching
(D) Multicast routing
- 169.** Is text messaging an acceptable form of communication?
(A) Yes, by using emoji's
(B) Yes, it should be a preferred choice when making arrangement
(C) Yes, in certain circumstances
(D) None of above
- 170.** Communication can be General communication and Professional communication.
(A) True
(B) False
- 171.** Signals that travel through the air without wires. Cell phones use electromagnetic signals to send information.
(A) Fiber optic signals
(B) Electromagnetic signals
(C) Laser
(D) Fiber optic cable
- 172.** What does "one-to-many" mean in types of communication?
(A) One source transmits to a group of recipients
(B) Each participant communicates only with one
(C) Pairs of people communicate privately
(D) The system has no sender
- 173.** Vertical communication is concerned with —
(A) Communication between coworkers on the same level
(B) Communication up and down the hierarchy, between bosses and workers
(C) Communication outside the company
(D) Digital marketing
- 174.** IN WHICH COMMUNICATION THE INFORMATION FLOWS FROM HIGHER AUTHORITY TO LOWER AUTHORITY
(A) UPWARD
(B) DOWNWARD
- 175.** Which one of the following is not a means of communication
(A) Phone
(B) E-mail
(C) SMS
(D) Bus
- 176.** Communication can be done:
(A) Verbally
(B) Non Verbally
(C) Both verbally and non-verbally
(D) By self-expression
- 177.** Which of the following is the slowest means of communication?
(A) Mobile phone
(B) Postcard
(C) E-mail
(D) Fax
- 178.** A communication method that send or distribute a content of information to specific recipients who need to receive the information is
(A) Interactive communication
(B) Push communication
(C) Pull communication
(D) Open communication

179. A hospital aims to improve disaster communication. Which step aligns with Domain 2 competencies?
- (A) Remove multi-lingual resources to simplify messaging
 - (B) Plan adaptable emergency/disaster communication systems
 - (C) Delay priority information until routine meetings occur
 - (D) Limit terminology use to senior administrators only
180. Mita is communicating with her peers
- (A) Vertical Communication
 - (B) Upward Communication
 - (C) Downward Communication
 - (D) Horizontal Communication
181. One major benefit of horizontal communication is:
- (A) Better understanding between departments
 - (B) More bureaucracy
 - (C) One-way communication
 - (D) Avoidance of teamwork
182. If we need to communicate with a large number of people at the same time we use personal communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
183. Informal communication is also called ____
- (A) Modern
 - (B) Grape-Vine
 - (C) Oral
 - (D) None of above
184. Which method of communication is likely to be perceived as formal but is actually informal in practice in many organizations?
- (A) Official noticeboard memo
 - (B) Department WhatsApp group
 - (C) Email from the HR department
 - (D) Minutes of a board meeting
185. Wireless communication improved with ____ radio.
- (A) Patented
 - (B) Work
 - (C) Proposed
 - (D) Intercept
 - (E) FM
186. Communication can be
- (A) Verbal only
 - (B) Non verbal only
 - (C) Verbal and non verbal
 - (D) Speaking only
187. People can use both light and sound to communicate over long distances.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
188. Asynchronous Communication Systems enables information sharing between people or systems without demanding quick reactions.
- (A) TRUE
 - (B) FALSE
189. You cannot communicate if you are not physically present in a particular place.
- (A) TRUE
 - (B) FALSE
190. There's been no advertising-just word of mouth.
- (A) Finish the argument with your own opinion
 - (B) People's recommendations
 - (C) Can use words very well
 - (D) Be shocked into silence

- 191.** Persuasive communication that evokes emotion; to spread ideas and information
- (A) Bias
 - (B) Transfer
 - (C) Testimonial
 - (D) Propaganda
- 192.** Discuss the different types of business communication.
- (A) Spoken, printed, body language, and auditory communication
 - (B) Verbal, written, non-verbal, and visual communication
 - (C) Verbal, written, non-visual, and auditory communication
 - (D) Oral, digital, physical, and emotional communication
- 193.** Today there are many different ways to communicate ____, including social networking, chat, VoIP and blogging.
- (A) Verbal
 - (B) Telepathy
 - (C) Social
 - (D) Online
- 194.** If you make a call to your friend, your CHANNEL would be ____
- (A) Email
 - (B) Phone
 - (C) Snapchat
 - (D) Facebook
- 195.** Communication satellites use ____ sent by a transmitting station to transmit signals over long distances.
- (A) Microwaves
 - (B) Polar waves
 - (C) Light
 - (D) Radio waves
- 196.** Which is a modern means of communication?
- (A) Pigeon post
 - (B) Drum beats
 - (C) Telephone
 - (D) Smoke signals
- 197.** Which of the following denote the olden days methods of communication.
- (A) Smoke signals, carrier pigeons, drums, semaphore signaling
 - (B) Telegraph, Morse code, Telephone
 - (C) All of the above
 - (D) Non of the above
- 198.** Standing up for oneself in such a manner that the rights of the other person are violated in the process.
- (A) Passive Communication
 - (B) Assertive Communication
 - (C) Aggressive Communication
 - (D) Passive-Aggressive Communication
- 199.** Communication over a distance is called ____
- (A) The World Wide Web
 - (B) Telecommunication
 - (C) Electronic communication
 - (D) None of the above
- 200.** While making a connection to your audience is important in a persuasive speech it is something to avoid doing in an informative speech.
- (A) True
 - (B) False
- 201.** Informative and persuasive communication are defined as:
- (A) Informative communication shares facts; persuasive communication aims to influence opinions.
 - (B) Informative communication is about entertainment; persuasive communication is about sharing news.
 - (C) Informative communication is always formal; persuasive communication is always informal.
 - (D) Informative communication uses only written words; persuasive communication uses only spoken words.

202. A communication link can be wired or wireless
(A) Both
(B) Wired only
(C) Wireless only
(D) None
203. You're waiting in line someone cuts you off and you don't say anything is that:
(A) Passive communication
(B) Aggressive communication
(C) Assertive communication
(D) None of the above
204. What does the term "Persuasive" refer to in communication?
(A) A type of feedback
(B) A type of communication that tries to convince
(C) A level of organization within a business
(D) A visual design principle
205. Communication is only effective when it is verbal.
(A) True
(B) False
206. This act brings about a consequence to the audience. They have an effect on the hearer, in feelings, thoughts, or actions, for example, changing someone's mind.
(A) Locutionary Act
(B) Illocutionary Act
(C) Perlocutionary Act
(D) None of above
207. When multiple speakers address different facets of a single subject, the event is referred to as
(A) Seminar
(B) Simulation
(C) Symposium
(D) Panel discussion
208. This type of informative speech aims to give the meaning of the words or phrases, or issues which may be considered controversial or difficult to understand
(A) Demonstration
(B) Description
(C) Definition
(D) None of above
209. Allowing you to get your message across in a more engaging way is one of the main benefits of using communication tools.
(A) Real-time
(B) Asynchronous
(C) Offline
(D) None of them
210. Levels of Communication is divided into how many categories
(A) 2
(B) 3
(C) 4
(D) 5
(E) 6
211. Which of the following is not a new communication tool?
(A) User profiles
(B) Blogs
(C) Wikis
(D) Words with Friends
212. It refers to the degree of formality attached to a particular interpersonal social situation which is reflected by differences in language.
(A) Style
(B) Register
(C) Genre
(D) None of above
213. E-mail has made telephone use obsolete in the corporate world.
(A) T
(B) F

214. Which of the following messages is appropriate to send via e-mail?
- (A) An announcement of a major benefit reduction for all employees
 - (B) An announcement of a change in a meeting date
 - (C) A quarterly performance appraisal of an employee
 - (D) Notification of company layoff plans for the next quarter
215. Which is an example of diagonal communication?
- (A) A junior accountant speaking directly to the sales manager
 - (B) Marketing manager meeting sales manager
 - (C) CEO addressing all employees
 - (D) Supervisor giving orders to staff
216. Presentations can either be informal or formal.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
217. Although legally most email is considered public communication people generally think of email exchanges between individuals as private communication.
- (A) True
 - (B) False
218. Email is considered ____
- (A) One of the direct communication tools.
 - (B) One of the indirect communication tools.
 - (C) Manual communication system
 - (D) Text file
219. A message that makes the receiver feel upset, disappointed, or disadvantaged is a:
- (A) Goodwill message
 - (B) Neutral message
 - (C) Positive message
 - (D) Negative message
220. There are two forms of one-way communication; these two common forms are SEEING and ____?
- (A) Hearing
 - (B) Encoding
 - (C) Receiving
 - (D) None of the above
221. Signals that are continuous electronic waves
- (A) Analog
 - (B) Digital
 - (C) Backbone
 - (D) Mesh
222. Communication can be verbal, written, or by using body language.
- (A) True
 - (B) False
223. ALL OF THEM ARE TYPES OF COMMUNICATION EXCEPT ONE.
- (A) VERBAL
 - (B) NON-VERBAL
 - (C) WRITTEN
 - (D) NONE
224. The telegraph was
- (A) The first form of long distance electronic communication
 - (B) The first short distance electronic communication
 - (C) Helped people send short messages short distance
 - (D) Was used to save lives
225. Communication within an organization is ____ with superiors and can be ____ with friends colleagues.
- (A) Informal, formal
 - (B) Informal, non-verbal
 - (C) Formal, informal
 - (D) Non-verbal, informal

226. Writing that expresses a viewpoint or takes a side is?
(A) Feature
(B) Entertainment
(C) News
(D) Opinion
227. A department head sends new safety procedures to frontline staff. Which communication type is this?
(A) Lateral communication
(B) External communication
(C) Upward communication
(D) Downward communication
228. For the activity described, indicate the direction of the formal communication. A sales manager prepares a weekly sales report to submit to the division vice president.
(A) Upward Communication
(B) Downward Communication
(C) Lateral Communication
(D) Telepathy Communication
229. Which of the following is an example of Linear Communication?
(A) A teacher lecturing without questions
(B) A group discussion
(C) A casual video call
(D) A face-to-face conversation
230. What are the two primary forms of communication used daily in our lives?
(A) Written and unwritten
(B) Audible and inaudible
(C) Verbal and nonverbal
(D) Direct and indirect
231. Telephony communication system is a type of
(A) Half duplex
(B) Full duplex
(C) Simplex
(D) All of the above
232. Which is the fastest means of communication?
(A) Email
(B) Mobile Phone
(C) Television
(D) Internet
233. Which of the following is not a modern way of passing information?
(A) Telephone
(B) Bush burning
(C) Telex
(D) Internet
234. Correct order in which communication has evolved.
(A) Telegraph, television, telephone, radio
(B) Telephone, telegraph, radio, television
(C) Telegraph, telephone, radio, television
(D) Telephone, radio, telegraph, television
235. What is online communication?
(A) Talking to people using the internet
(B) Talking only in person
(C) Writing letters with a pencil
(D) Whispering to a friend
236. Contacting prospective customers without any information about the person:
(A) Cold calling
(B) Industrial prospecting
237. Which of the following best describes the flow of information in Upward Communication?
(A) From a subordinate to a superior
(B) From a superior to a subordinate
(C) Among peers at the same level
(D) Between different departments in an organization
238. Which network spans a larger geographical area, connecting LANs across cities, countries, or continents?
(A) WAN

- (B) MAN
 - (C) PAN
 - (D) LAN
239. Which is not an example of Speech Context?
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Personal
 - (D) Public
240. Communication among people on the same level
- (A) Vertical downward
 - (B) Horizontal
 - (C) Vertical upward
 - (D) None of above
241. Fax Machines aid in communication when transferring ____ copies.
- (A) Copies
 - (B) Digital files
 - (C) Emails
 - (D) Messages
242. Which communication network provides maximum participation and satisfaction?
- (A) Wheel network
 - (B) All-channel network
 - (C) Chain network
 - (D) Y-network
243. How should communication in the workplace generally be?
- (A) Formal
 - (B) Casual
 - (C) Aggressive
 - (D) Informal
244. Communication is also broken down into levels ____ these are different from types and skills. Of the following, which is considered a Level of Communication?
- (A) Reading
 - (B) Writing
 - (C) Nonverbal
 - (D) Informational
245. Which workplace area mainly uses persuasive messages?
- (A) Accounting
 - (B) Operations
 - (C) Human resources
 - (D) Sales and marketing
246. Which communication channels are commonly used in customer service?
- (A) Billboards, posters, jingles
 - (B) Radio, satellite, telegram
 - (C) Face to face, telephone, written
 - (D) Courier, drone, pneumatic tube
247. Workplace communication can be defined as.
- (A) Process of exchanging information within an organization
 - (B) Process of distributing work to the subordinates
 - (C) Process of thinking new ideas at work place
 - (D) None
248. Your manager sends an email instructing all staff to attend a meeting. This is an example of:
- (A) Upward communication
 - (B) Downward communication
 - (C) Outward communication
 - (D) Sideward communication
249. Speaking is the only way to communicate with people
- (A) Right
 - (B) Wrong
250. What is the main difference between audio conferencing and video conferencing?
- (A) Audio conferencing uses video, while video conferencing uses only sound
 - (B) Audio conferencing only has sound, while video conferencing also includes video

- (C) Video conferencing uses only texts
(D) There is no difference
- 251.** Prior to the election, the politicians delivered ____ speech
(A) Argumentative
(B) Persuasive
(C) Entertaining
(D) Informative
- 252.** Which of the followings has high richness level?
(A) Manual
(B) Telephone call
(C) Email
(D) Video conferencing
- 253.** Which of these is an example of one-way communication?
(A) Radio
(B) Telephone
(C) Video call
(D) Classroom talk
- 254.** It enables chatting with people worldwide from a single room.
(A) Home Page
(B) Website
(C) Chat Room
(D) Forum
- 255.** What does "Informative" communication focus on?
(A) Convincing an audience
(B) Fact-based information
(C) Feedback given negatively
(D) Characteristics of an audience
- 256.** "I am writing to express my dissatisfaction with the service I received." This is a ____
(A) Thanking letter
(B) Request letter
(C) Complaint letter
(D) Memo
- 257.** A group of people of about the same age, social position, etc-He was the first of his ____ to get married.
(A) Colleague group
(B) Social group
(C) Peer group
(D) Age range
- 258.** FLOW OF INFORMATION BETWEEN PEERS
(A) UPWARD
(B) LATERAL
- 259.** The ____ of the correct channel depends on the situation under which the communication takes place.
(A) Chance
(B) Choice
(C) Change
(D) Channel
- 260.** A project manager has a problem with a team member's performance. What is BEST form of communication for addressing this problem?
(A) Formal written communication
(B) Formal verbal communication
(C) Informal written communication
(D) Informal verbal communication
- 261.** What is radio in terms of communication channels?
(A) Wired communication between offices
(B) Wireless communication from point to point
(C) Musical broadcasting only
(D) Data stored on tapes
- 262.** Which of the following is an example of asynchronous communication?
(A) A live video conference with team members
(B) A classroom discussion where everyone responds at the same time
(C) Posting a question on a discussion board and receiving responses later
(D) A phone call between two people

- 263.** Written communication is formal, while oral communication is informal.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 264.** Lateral communication most accurately refers to which interaction?
- (A) Executive memos to frontline staff
 - (B) Manager-to-executive briefings
 - (C) Peer-to-peer or cross-team exchanges
 - (D) Press releases to media outlets
- 265.** Horizontal communication is
- (A) Communication between two people on the same level within an organisation structure
 - (B) When communication occurs between staff and customers
 - (C) Communication between a manager and the staff they are responsible for
 - (D) The use of digital communication devices to send a message
- 266.** The following are forms of communication, EXCEPT.
- (A) Verbal
 - (B) Aural
 - (C) Non-verbal
 - (D) Viral
- 267.** When the information is urgent, it is preferable to use ____ communication.
- (A) Asynchronous
 - (B) Synchronous
 - (C) Paper letters
 - (D) None of above
- 268.** A major limitation of simplex communication is:
- (A) High bandwidth requirement
 - (B) Lack of bidirectional communication
 - (C) Limited distance coverage
 - (D) High error rate
- 269.** Which type of formal communication network allows communication between a subordinate and his senior official?
- (A) Free Flow
 - (B) Single Chain
 - (C) Wheel
 - (D) Circular
- 270.** Webcasting is closest to a
- (A) Video conferencing
 - (B) Podcast
 - (C) Simulcast
 - (D) Vodcast
- 271.** The following are commonly used platforms for teleconference meetings, except:
- (A) Zoom
 - (B) Google Meet
 - (C) Microsoft Teams
 - (D) WhatsApp
- 272.** Which is not a mode of communication?
- (A) Listening
 - (B) Speaking
 - (C) Dancing
 - (D) Reading
- 273.** In Full duplex Communication, ____
- (A) Only one party can transmit data
 - (B) Both parties can transmit data, but not at the same time
 - (C) Both parties can transmit data at same time
 - (D) No party can transmit data
- 274.** We should this week. Kate will be able to join us from Hong Kong, and perhaps Tim from England too.
- (A) Meet face-to-face
 - (B) Using telepathy
 - (C) Have a video conference
 - (D) Using social media

275. Identify the odd one from the following
- (A) Notice
 - (B) Memos
 - (C) Orders
 - (D) Complains
276. Which statement is TRUE about upward communication?
- (A) It flows from managers to employees
 - (B) It is unnecessary for organizational success
 - (C) It often includes grievances, feedback, and suggestions
 - (D) It cannot be oral
277. Satellite communication relies on:
- (A) High-frequency sound waves
 - (B) Optical fiber cables
 - (C) Microwave transmission
 - (D) Electromagnetic pulses
278. Grapevine communication is:
- (A) Always harmful
 - (B) Always beneficial
 - (C) Sometimes useful, sometimes harmful
 - (D) Never accurate
279. Companies are doing less ____ and more ____ as a result of an explosion of more focused media that better match today's targeting strategies.
- (A) Marketing; media
 - (B) Media; sales
 - (C) Narrowcasting; broadcasting
 - (D) Broadcasting; narrowcasting
 - (E) Advertising; word-of-mouth
280. The ____ is the form communication is in.
- (A) Writing process
 - (B) Medium
 - (C) Prewriting stage
 - (D) Journalistic approach
281. What is the form communication where the transmission of information happen between people within the same level of organizational hierarchy?
- (A) Horizontal communication
 - (B) Vertical communication
 - (C) Circular communication
 - (D) Reverse communication
282. The main purpose of horizontal communication is:
- (A) Coordination among departments
 - (B) Giving orders
 - (C) Sending grievances upward
 - (D) Issuing company policies
283. As a customer sales executive in an electrical appliances showroom, your greetings and introduction of your instructor to your supervisor shall be
- (A) Descriptive
 - (B) Formal
 - (C) Informal
 - (D) Elevator tone
284. Identify this mode of communication. (a)
- (A) A Telegram
 - (B) Radio
 - (C) Internet
 - (D) None of above
285. The fastest form of communication is:
- (A) Letters
 - (B) Face-to-face
 - (C) Circular
 - (D) Fax
286. Which of the following is NOT a mode of communication mentioned in the text?
- (A) Emails
 - (B) WhatsApp
 - (C) Telegrams
 - (D) Skype

- 287.** Which form of communication is most useful if you wish to tell advantages of daily exercise to a huge mob.
- (A) Oral
 - (B) Written
 - (C) Symbolic
 - (D) None of the above
- 288.** Communications that do not require an immediate response.
- (A) Synchronous communication
 - (B) Asynchronous communication
- 289.** Downward communication is when a subordinate communicates with his/her Manager
- (A) True
 - (B) False
- 290.** This way of communication is when workers or managers or even customers communicate with each other.
- (A) Downward
 - (B) Upward
 - (C) Horizontal
 - (D) Diagonal
- 291.** Which of the following is not Synchronous Learning?
- (A) Virtual Classrooms
 - (B) Web conferencing
 - (C) Web based courses
 - (D) Educational TV and Radios
 - (E) Learning Management System
- 292.** Which of these is not a wireless connection?
- (A) Bluetooth
 - (B) 4G
 - (C) Wi-fi
 - (D) Ethernet
- 293.** Which communication style puts people in a fight or flight mode?
- (A) Passive communication
 - (B) Aggressive communication
 - (C) Passive-Aggressive communication
 - (D) Assertive communication Edit
- 294.** Persuasive communication is used to:
- (A) Influence others toward a viewpoint or action
 - (B) Assign temporary office maintenance
 - (C) Count the number of staff uniforms
 - (D) Arrange monthly charity events
- 295.** A half-duplex communication channel permits information to travel
- (A) At timed intervals
 - (B) One direction only
 - (C) Both ways, but not simultaneously
 - (D) In multiple directions simultaneously
- 296.** Messages flow laterally between people of the same rank
- (A) Formal communication
 - (B) Horizontal communication
 - (C) Downward communication
 - (D) None of above
- 297.** This style is the opposite of Intimate Style who is used among people who do not share common experiences or meaning. This requires two-way participation and interruptions can occur during the communication.
- (A) Consultative Speech
 - (B) Entertainment Speech
 - (C) Impromptu Speech
 - (D) Extemporaneous Speech Edit
- 298.** Appearing passive on the surface, but subtly acting out anger is what style of communication?
- (A) Passive
 - (B) Passive-Aggressive
 - (C) Aggressive
 - (D) Assertive
- 299.** Tone of voice is both verbal and non-verbal.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above

- 300.** All of the following are examples of electronic communication except?
- (A) Teleconferencing
 - (B) Interviewing
 - (C) Text messaging
 - (D) Videoconferencing
- 301.** Which scenario exemplifies one-to-many communication?
- (A) A presenter addressing an audience
 - (B) Two friends messaging privately
 - (C) A helpdesk ticket replied individually
 - (D) A peer-to-peer file transfer session
- 302.** Which type of communication allows employees to express their opinions and feelings to higher management?
- (A) Downward
 - (B) Diagonal
 - (C) Upward
 - (D) Horizontal
- 303.** Emails are considered to be classified as two methods of communication. Which two are they?
- (A) Oral and written
 - (B) Visual and electronic
 - (C) Written and electronic
 - (D) Visual and written
- 304.** Which description fits synchronous communication?
- (A) Interaction occurring at the same time
 - (B) Exchange happening at different times
 - (C) Messages stored until later retrieval
 - (D) Content posted for delayed responses
- 305.** Regulatory communication refers to giving orders or directions, making requests or attempting influence the actions of others, and accepting or refusing directions.
- (A) True
 - (B) False
- 306.** When the instrument of communication is used to conduct some business activity, it is known as ____
- (A) Trade Communication
 - (B) Business communication
 - (C) Office communication
 - (D) Interdepartmental communication
- 307.** Types of Communicative Strategy¹. The type of communication strategy is where the speaker tries to open a topic with the people he/she is talking to.
- (A) Topic Shifting
 - (B) Restriction
 - (C) Topic Control
 - (D) Nomination
- 308.** Communication in a Chain network is typically described as:
- (A) Fast in speed, High in accuracy
 - (B) Moderate in speed, High in accuracy
 - (C) Fast in speed, Moderate in accuracy
 - (D) Slow in speed, Low in accuracy
- 309.** Which is horizontal communication?
- (A) Communication between employees with similar jobs
 - (B) Communication between manager and employee
- 310.** Upward communication refers to:
- (A) Employees sending information to higher levels
 - (B) Executives speaking only to customers
 - (C) Teams receiving messages from suppliers
 - (D) HR updating external websites
- 311.** Choose the definition of direct communication:
- (A) Face to face with another speaker using verbal language with the objective of making the message richer.
 - (B) Its characterized by a temporal or spatial distance, using the phone or chat.

- (C) Tries to persuade, prohibit, convince, suggest, provoke a reaction.
(D) All answers are correct.
- 312.** Which of these is not a way of communicating?
(A) Internet
(B) Driving your car
(C) Watching the news
(D) Writing a letter Edit
- 313.** A memo from HR to all employees is an example of:
(A) Downward communication
(B) Outward
(C) Inward
(D) Lateral
- 314.** Downward communication means:
(A) From subordinates to managers
(B) Between same-level employees
(C) From managers to subordinates
(D) Communication across departments
- 315.** An urgent meeting has been called between the software engineer, programmer and game developer.
(A) Upward
(B) Downward
(C) Horizontal
(D) Gossip
- 316.** A message is a thought or idea expressed ____
(A) Verbally and nonverbally
(B) Verbally and with meaning
(C) Nonverbally and with meaning
(D) Without sounds
- 317.** Which communication network has the highest level of member satisfaction?
(A) Wheel
(B) All-channel
(C) Chain
(D) Y
- 318.** In which network, Each person communicates with only the person directly above or below
(A) Wheel
(B) Star
(C) Chain
(D) Circle
- 319.** Which of the following wireless communication categories offers voice and video calls?
(A) WPAN
(B) WLAN
(C) WMAN
(D) WWAN
- 320.** The main advantage of diagonal communication is:
(A) It bypasses unnecessary hierarchy for efficiency
(B) It avoids all formal communication
(C) It promotes gossip
(D) It eliminates teamwork
- 321.** Information that is provided by a source with the expectation that it will not be printed is
(A) Useless.
(B) On the record.
(C) Off the record.
(D) Never helpful.
- 322.** The study found that oral and ____ communication skills were important in predicting job success,
(A) Body language
(B) Written
(C) Eyes contact
(D) None of above
- 323.** A type of communication which is considered as an art of gaining fair and favorable consideration of one's or personal view
(A) Argumentative
(B) Informative
(C) Persuasive
(D) Purposive

324. This type of speech's goal is to influence, motivate, or change the audience's mind.
- (A) Informative Speech
 - (B) Persuasive Speech
 - (C) Special Occasion Speech
 - (D) Impromptu Speech
325. Communication flow freely among all members of the work team is called ____
- (A) Chain network
 - (B) Wheel network
 - (C) All-channel network
 - (D) Communication network
326. What best describes a livestream?
- (A) A pre-recorded video
 - (B) An offline event
 - (C) A real-time broadcast
 - (D) A non-interactive session
327. Which statement correctly defines two way communication
- (A) When the reciever responds to a message and there's a discussion
 - (B) When the reciever doesn't respond and there is a conference
 - (C) Both
 - (D) None
328. The communication flow that moves between departments or people at the same level is called:
- (A) Downward.
 - (B) Upward.
 - (C) Horizontal.
 - (D) Vertical.
329. WHAT ARE THE TWO MODES OF COMMUNICATION?
- (A) VERBAL & NON VERBAL
 - (B) GESTURES & BODY LANGUAGE
 - (C) WRITTEN & ORAL
 - (D) EYE CONTACT & LISTENING
330. What are video and audio conferences?
- (A) Meeting two or more persons over a cup of coffee.
 - (B) Meeting of two or more persons using internet in different locations.
 - (C) Meeting of two or more persons inside the classroom.
 - (D) Meeting of two persons without using technology.
331. Formal or informal: I don't wanna go to the dentist!
- (A) Formal
 - (B) Informal
332. Which of the following is an example of upward communication in a business setting?
- (A) Employee feedback to a manager
 - (B) Manager giving instructions to employees
 - (C) Team members discussing project details
 - (D) CEO addressing shareholders
333. Which sentence is an example of informative communication?
- (A) In France people speak French.
 - (B) I think speaking French is difficult.
 - (C) What is the capital city of France?
 - (D) Mom. I want you to take me to Paris.
334. Forms of communication in the 21st century consist of visual, written, organizational, academic, and so on.
- (A) TRUE
 - (B) FALSE
335. How would you classify standup comedy as a speech type?
- (A) Speech about events
 - (B) Speech to entertain
 - (C) Demonstrative speech
 - (D) Speech about concepts

- 336.** What is "Remote Communication"?
- (A) Communication in person
 - (B) Communication between parties not in the same location
 - (C) A type of feedback
 - (D) A chart for data comparison
- 337.** Sending a file by E-mail
- (A) Synchronous communication
 - (B) Asynchronous communication
- 338.** It is a multimedia type wherein the flow of the content is predetermined by the creator.
- (A) Linear
 - (B) Nonlinear
- 339.** A benefit of instant messaging is:
- (A) Fewer distractions
 - (B) No written record
 - (C) Slower decisions
 - (D) Real-time communication
- 340.** What is a benefit of a computer network?
- (A) Exercising
 - (B) Eating
 - (C) Sleeping
 - (D) File Sharing
- 341.** Which of the following is NOT a type of synchronous communication?
- (A) Video conference
 - (B) Live meeting
 - (C) Email
 - (D) Instant messaging
- 342.** Grapevine is a type of formal communication.
- (A) True
 - (B) False
- 343.** The scope of a communication network includes:
- (A) Only downward communication
 - (B) Only formal interactions
 - (C) All patterns of information flow in an organization
 - (D) Written communication only
- 344.** Messages used in internal communication to announce promotions or salary increases are:
- (A) Negative messages
 - (B) Neutral messages
 - (C) Positive messages
 - (D) All of the above
- 345.** An employee submits a suggestion to improvement to the manager. This is an example of:
- (A) Downward communication
 - (B) Outward communication
 - (C) Upward communication
 - (D) Lateral communication
- 346.** The first electrical device used in telecommunication
- (A) Telegraph
 - (B) Radio
 - (C) Telephone
 - (D) Computer
- 347.** Which is NOT an example of diagonal communication?
- (A) HR clerk contacting IT head about payroll software
 - (B) Marketing intern asking finance head for cost estimates
 - (C) Supervisor giving order to subordinate
 - (D) Sales executive emailing production manager directly
- 348.** The invention of the ____ made it possible to send messages to cities in minutes.
- (A) Steamboat
 - (B) Railroad
 - (C) Telegraph
 - (D) Business
- 349.** A presentation is prepared for parents to educate about rules. What kind of presentation is this

- (A) Exaggerated
 - (B) Informative
 - (C) Narrative
 - (D) Persuasive
- 350.** Chatrooms & video chats are example for ____ communication.
- (A) Video chat
 - (B) Google chrome
 - (C) Synchronous
 - (D) Chat room
 - (E) Asynchronous
- 351.** Which mode of communication do we use the most in our daily life ____
- (A) Verbal Communication
 - (B) Non-Verbal Communication
 - (C) Both A) and B)
 - (D) None of the above
- 352.** Which of the following is an example of a positive or neutral message?
- (A) Termination notice
 - (B) Disciplinary warning
 - (C) Legal demand
 - (D) Simple information request
- 353.** What is one-way communication?
- (A) Communication where both sender and receiver participate equally
 - (B) Highly structured with the sender in control, expecting and getting very little response (e.g., a lecture to an audience). Not common in a nurse-patient relationship.
 - (C) Communication that always involves feedback
 - (D) None of the above
- 354.** Zoom has become a popular ____ platform during the lockdown.
- (A) Audio-only
 - (B) Video-gaming
 - (C) Video-conferencing
 - (D) Text-based
- 355.** The communication between functional managers of same company is called as
- (A) Upward
 - (B) Horizontal
 - (C) Downward
 - (D) Diagonal
- 356.** A type of communication that uses short and long signals to represent letters is called ____
- (A) Morse code
 - (B) Echolocation
 - (C) Computer programming
 - (D) Binary code
- 357.** Data flows in one direction only, from the sender to the receiver.
- (A) Data
 - (B) Simplex communication
 - (C) Full-duplex communication
 - (D) Transmission medium
- 358.** Horizontal communication is also called ____ communication
- (A) Lateral communication
 - (B) Vertical communication
 - (C) Downward communication
 - (D) None of above
- 359.** Defined as the strategic use of two or more communication modes to make meaning, for example image, gesture, music, spoken language and written language.
- (A) Creating
 - (B) Multimedia
 - (C) Multimodal
 - (D) Language
- 360.** Surveys and Suggestion box are examples of ____ Communication
- (A) Horizontal
 - (B) Downward
 - (C) Diagonal
 - (D) Upward

- 361.** Suggestions and complaints in organizational communication are included in the direction of ____
- (A) Upward communication
 - (B) Downward communication
 - (C) Horizontal communication
 - (D) Diagonal communication
- 362.** Communication that does not depend on the context of the situation; very direct communication.
- (A) High-Power Distance
 - (B) Low-context Communication
 - (C) High-context Communication
 - (D) Collectivist
- 363.** John managed ____ his family in England by using Zalo.
- (A) Contact
 - (B) To contact
 - (C) Contacting
 - (D) To contacting
- 364.** What type of communication flows from a lower level to a higher level in an organization?
- (A) Horizontal Communication
 - (B) Diagonal Communication
 - (C) Upward Communication
 - (D) Downward Communication
- 365.** A type of communication which has gained popularity because of its speed and convenience; these are often considered less formal but with expectations for appropriate and effective content
- (A) Letter of Inquiry
 - (B) Email
 - (C) Interview
 - (D) Essay
- 366.** Upward communication helps in:
- (A) Decision implementation
 - (B) Decision making
 - (C) Policy enforcement
 - (D) Giving orders
- 367.** Which type of communication network is characterized by a single person controlling the flow of information to all others?
- (A) Circle network
 - (B) Chain network
 - (C) Wheel network
 - (D) All-channel network
- 368.** Which of the following communication styles includes the desire to avoid conflict but still tries to manipulate the situation so the outcome is in their favor?
- (A) Passive-assertive
 - (B) Passive-aggressive
 - (C) Passive
 - (D) Assertive
- 369.** What are the pathways of communication in an organization?
- (A) Downward, upward, and horizontal (or lateral) communication
 - (B) Internal and external communication
 - (C) Formal and informal communication
 - (D) Verbal and nonverbal communication
- 370.** Modes of communication include ____
- (A) People to people
 - (B) People to machines
 - (C) Machines to people
 - (D) Machine to machine
 - (E) All of the above
- 371.** Two types of communication are (2 Mark)
- (A) Verbs and Nouns
 - (B) Verbal and information
 - (C) Verbal and Non-Verbal
 - (D) Non-Verbal and information
- 372.** An example of external communication is
- (A) Meeting of employees in the purchasing department
 - (B) A letter from supplier
 - (C) Conversation between manager and employee
 - (D) A telephone call from area manager to branch manager

373. What are the different modes of communication mentioned in the text?
- (A) Face to face, online, through voice or text messages, and through letters
 - (B) Face to face, through telepathy, through smoke signals, and through letters
 - (C) Face to face, online, through telepathy, and through letters
 - (D) Face to face, through telepathy, through voice or text messages, and through letters
374. Which is NOT an example of asynchronous communication?
- (A) Phone conversation
 - (B) Email message
 - (C) Forum post
 - (D) Recorded lecture
375. Which of the following is NOT mentioned as a modern form of communication in the text?
- (A) Internet
 - (B) E-mail
 - (C) Video conferencing
 - (D) Radio broadcasting
376. Communication activities have following dimensions EXCEPT
- (A) Internal/External
 - (B) Formal/Informal
 - (C) Direct/Indirect
 - (D) Official/Unofficial
377. Which of the following terms best matches the following definition? Talk which is characterized as relying on the context in which it takes place, with words used sparingly and the relationship shared by interactants being extremely important.
- (A) High Context Talk
 - (B) Indexical Function of Talk
 - (C) Individualist Talk
 - (D) Instrumental Function of Talk
378. Type of communication
- (A) Small medium communication
 - (B) Intrapersonal, interpersonal, public, small and mass communication
 - (C) Mass communication only
 - (D) None above
379. This device allows transmission of a scanned document via the telephone
- (A) Scanners
 - (B) Tablet
 - (C) Touchpoint
 - (D) Facsimile
380. Gestural communication is
- (A) Formal communication
 - (B) Informal communication
381. Which type of speech tends to describe and evaluate others in terms of extremes?
- (A) Unbiased
 - (B) Demanding
 - (C) Sexist
 - (D) Polarizing
382. Which type of speech is intended to convince the audience to agree with the speaker's opinion or point of view on a particular issue?
- (A) Informative or Expository
 - (B) Entertainment
 - (C) Persuasive
 - (D) Impromptu
383. Flow of communication from superior to subordinate is called as
- (A) Upward communication
 - (B) Downward communication
 - (C) Diagonal communication
 - (D) Horizontal communication
384. Which of the following is not a medium?
- (A) Oral
 - (B) Written
 - (C) Visual
 - (D) Message planning

385. Communication between the same hierarchies is called
(A) Upwards
(B) Horizontal
(C) Downwards
(D) None of above
386. Online meeting offering audio and visual communications over a private connection using privately owned hardware
(A) Web-conferencing
(B) Audio-conferencing
(C) Video-conferencing
(D) Physical faxing
(E) Electronic faxing
387. Communication between HR manager and Finance manager is an example of:
(A) Downward communication
(B) Upward communication
(C) Diagonal communication
(D) Horizontal communication
388. Communication between individuals or groups at the same level in an organization is called ____
(A) Horizontal Communication
(B) Diagonal Communication
(C) Downward Communication
(D) Upward Communication
389. The word choice is too general and the conversation is dependent upon nonverbal assists, significant knowledge and shared information.
(A) Intimate
(B) Casual
(C) Formal
(D) Consultative
(E) Frozen
390. Written communication can not be called a type of verbal communication
(A) True
(B) False
(C) All the above
(D) None of the above
391. Week 3-Informative vs. Persuasive Which of the following lists contains two real-world examples of each type?
(A) Informative: News report, Instruction manual; Persuasive: Advertisement, Political speech
(B) Informative: Advertisement, Political speech; Persuasive: News report, Instruction manual
(C) Informative: Movie review, Commercial; Persuasive: Weather forecast, User guide
(D) Informative: Editorial, Sales pitch; Persuasive: Documentary, Recipe
392. In early days ____ were used a means of communication.
(A) Pigeons
(B) Vultures
(C) Butterflies
(D) Peacocks Edit
393. Impersonal communication allows the person receiving the information to clarify vague or confusing information.
(A) True
(B) False
394. What invention made it possible to communicate across long distances with electricity and Morse code?
(A) Telephone
(B) Telegraph
(C) Television
(D) Email
395. Communication that relies on intuition and implied meanings rather than direct communication.
(A) High-context Communication
(B) Low-context Communication
(C) Individualism
(D) Ethnocentrism

- 396.** Every organization uses the same channels of communication.
(A) True
(B) False
- 397.** Which is not a classification of communication?
(A) Mode
(B) Context
(C) Purpose
(D) Paralanguage
- 398.** What are the 3 methods of communicating?
(A) Paraphrasing, repeating, and reflecting
(B) Verbal, written and nonverbal
(C) Response, translation and reception
(D) Dominant, analytical and sociable
- 399.** Which type of communication involves one person delivering a message to a group?
(A) Intrapersonal communication
(B) Mass communication
(C) One-to-group communication
(D) Interpersonal communication
- 400.** When messages are delivered from an end device to many other end devices, it is called
(A) One-to-one delivery
(B) One-to-many delivery
(C) Many-to-many delivery
(D) One-to-all delivery
- 401.** Communication from manager to employees is:
(A) Upward
(B) Downward
(C) Lateral
(D) Informal
- 402.** What are some examples of communication styles?
(A) Assertive
(B) Passive
(C) Aggressive
(D) All of them
- 403.** Select one advantage of video conferencing over a face to face meeting
(A) More personal
(B) Can exchange paper documentation
(C) Travel time and costs are minimal
(D) No issue with time differences
- 404.** What is a network with continuous loop communication?
(A) Star connected.
(B) Ring network.
(C) Cascaded network.
(D) Local network.
- 405.** Downward communication is
(A) UPPER TO LOWER
(B) LOWER TO UPPER
(C) HORIZONTAL
(D) DIAGONAL
- 406.** Imagine Aisha, Dhruv, and Tara are in a classroom. Initially, a presentation is a form of
(A) Interpersonal communication
(B) Group communication
(C) Two way communication
(D) One-way communication
- 407.** Remote workers should be offered multiple communication channels to accommodate individual preferences and maximize communication effectiveness.
(A) True
(B) False
- 408.** The major advantage of cellular phone is
(A) Mobility
(B) Receive calls
(C) Receive email
(D) None of above

- 409.** A service designed to organize collective video communication for a specific purpose is:
- (A) Video teleconference
 - (B) E-mail
 - (C) ICQ
 - (D) Uniform Resource Locator
 - (E) ID
- 410.** A Skype conference call that uses VOIP and webcams is an example of a remote, synchronous collaboration tool.
- (A) False
 - (B) True
 - (C) Partially true
 - (D) None of the above
- 411.** What type of communication is a speech by a line manager to subordinates?
- (A) Upward Communication
 - (B) Diagonal Communication
 - (C) Downward Communication
 - (D) External Communication
- 412.** Communication between a business and its employees is called which of the following?
- (A) External communication
 - (B) Public relations
 - (C) Internal communication
 - (D) Employer relations
- 413.** Which of the following is least likely to be a primary source?
- (A) An article in a professional journal
 - (B) A dissertation
 - (C) A textbook
 - (D) A paper presented at a professional conference
- 414.** Communication between HR manager and salesman is an example of:
- (A) Horizontal communication
 - (B) Lateral communication
 - (C) Diagonal communication
 - (D) Vertical communication
- 415.** Pick the correct type of communication in healthcare.
- (A) Inter-hospital communication
 - (B) Intra-hospital communication
 - (C) Both A and B
 - (D) None
- 416.** What is a benefit of the temporal delays in asynchronous communication?
- (A) Increases the speed of decision making.
 - (B) Enhances the clarity of immediate emotional reactions.
 - (C) Allows time to temper potentially destructive emotional outbursts.
 - (D) Promotes real-time collaboration.
- 417.** How are electronic communications categorized?
- (A) By power and frequency
 - (B) By one-way or two-way transmissions
 - (C) By analog and optical media
 - (D) By speed of processing
- 418.** A group call using telephone or computers that allows participants to speak with each other
- (A) Videoconference
 - (B) Instant messaging
 - (C) Teleconference
 - (D) Online meeting
- 419.** A type of communication which aims to get a receiver to pay attention and understand a piece/ pieces of information
- (A) Argumentative
 - (B) Informative
 - (C) Persuasive
 - (D) Purposive
- 420.** Which communication mode best describes a telephone conversation?
- (A) Simplex
 - (B) Half Duplex
 - (C) Full Duplex
 - (D) Asynchronous

421. A communication method that is used for large complex information sets or for large audiences and requires the recipients to access content at their own discretion subject to security procedures is
- (A) Interactive communication
 - (B) Push communication
 - (C) Pull communication
 - (D) Open communication
422. A type of speech which requires the speaker to commit everything to memory
- (A) Reading from a manuscript
 - (B) Memorized speech
 - (C) Extemporaneous speech
 - (D) Impromptu
423. The goal of establishing a favorable relationship between sender and receiver is appropriate for internal communication but not for external communication.
- (A) TRUE
 - (B) FALSE
424. Nonverbal and Verbal are both types of communication. Which is the majority of how we communicate?
- (A) Verbal
 - (B) Both are equal.
 - (C) Nonverbal
 - (D) None of above
425. A project team member discussing budget directly with the finance head is an example of:
- (A) Horizontal communication
 - (B) Diagonal communication
 - (C) Downward communication
 - (D) Upward communication
426. Half Duplex transmission is where:
- (A) Data can only be transmitted in one direction
 - (B) Data can be transmitted in one direction at a time
 - (C) Data can be sent both ways at the same time
 - (D) A made up term to confuse us
427. Which of the following is not a type of point-to-point communication?
- (A) Email
 - (B) Direct messaging
 - (C) WhatsApp status
 - (D) Zoom video call
428. What is the primary benefit of networking?
- (A) Improved computer performance
 - (B) Enhanced data security
 - (C) Increased communication and resource sharing
 - (D) Reduced internet speed
429. Radio is a personal communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
430. Which type of digital communication is commonly used for delivering educational content and tutorials?
- (A) Audio
 - (B) Collaboration Tools
 - (C) Reports
 - (D) Video
431. Telephone, is an example of a type of communication ____
- (A) Duplex
 - (B) Simplex
 - (C) Half duplex
 - (D) Full duplex
432. Identify that does not need internet.
- (A) Online classes
 - (B) Online shopping
 - (C) Virtual trip
 - (D) Making a phone call

433. It is a category of workplace communication which is a communication between you and someone who is below you in the job hierarchy.
- (A) Outward communication
 - (B) Lateral Communication
 - (C) Upward communication
 - (D) Downward communication
434. "Oh wow, this is soooooo much fun" said with sarcasm.
- (A) Assertive
 - (B) Passive-aggressive
 - (C) Passive
 - (D) Aggressive
435. A presentation with the purpose of convincing the audience to think or feel a certain way is known as which of the following?
- (A) Informative
 - (B) Motivational
 - (C) Persuasive
 - (D) None of above
436. What is not a type of communications?
- (A) A-Verbal
 - (B) B-Merbal
 - (C) C-Written
 - (D) A and C
437. Which of the following is not a paid form of communication?
- (A) Advertising
 - (B) Personal selling
 - (C) Publicity
 - (D) Sales promotion
438. Which of the following utterances is not an example of messages conveyed in upward communication?
- (A) "We'll have that job done by closing time today."
 - (B) "Ma'am, we're still having trouble with the air conditioner in the accounting office."
 - (C) "Sir, I'm having a hard time working with Louie. He seems to think I'm mad at him."
 - (D) "When you restock the shelves, put the new merchandise behind the old stock."
439. What type of communication network allows a person to communicate with his immediate senior and his senior's senior?
- (A) Circular
 - (B) Single Chain
 - (C) Wheel
 - (D) Inverted V
440. Blue tooth technology allows:
- (A) Landline phone to mobile phone communication.
 - (B) Wireless communication between equipments.
 - (C) Signal transmission on mobile phones only.
 - (D) Satellite television communication.
441. — is highly centralized type of communication network where each subordinate receives commands or instructions from a single authority.
- (A) Vertical network
 - (B) Circuit network
 - (C) Wheel network
 - (D) Chain network
442. A form of workplace communication can be
- (A) The use of emails.
 - (B) The use of text messages
 - (C) Verbal.
 - (D) All of them.
443. Diagonal communication differs from horizontal communication because:
- (A) It involves people at different hierarchical levels
 - (B) It is always informal
 - (C) It is slower
 - (D) It uses only formal reports

444. The smoke signal is one of the oldest forms of ___ communication.
(A) Long-distance
(B) Short-distance Edit
445. Instant chat rooms
(A) Synchronous communication
(B) Asynchronous communication
446. The written materials are sent by subordinate to their superiors. (ex. Reply to an inquiry from a supervisor)
(A) Upward Communication
(B) Lateral (Horizontal) Communication
(C) Downward Communication
(D) Outward Communication
447. Which is NOT a feature of horizontal communication?
(A) It occurs between equals
(B) It promotes teamwork
(C) It helps in coordination
(D) It always follows the chain of command
448. Business communication is analyzed at two levels:
(A) Interpersonal communication and organizational communication
(B) Interpersonal communication and group communication
(C) Both 1 and 2 are incorrect
(D) Both 1 and 2 are correct
449. Is synchronous communication characterized by real-time interaction between participants?
(A) Real-time file transfer
(B) Delayed message delivery
(C) Real-time interaction
(D) Scheduled email exchange
450. Communication in an organisation can be
(A) Formal
(B) Informal
(C) Both
(D) None
451. Which of the following are older examples of communication technology?
(A) Mouse, billboard, the internet and podcast
(B) Xbox 360, Gameboy, PlayStation, and radio
(C) Cellphone, television, tablet, and laptop
(D) The abeng, smoke signals, drumming, and flags
452. Posters are an example of which type of communication?
(A) Oral
(B) Written
(C) Visual
(D) Auditory
453. The free flow of communication among all members happens in:
(A) Chain network
(B) Wheel network
(C) All-channel network
(D) Y-network
454. If I am looking for acceptance from someone or a group, which level of communication is this?
(A) Speaking
(B) Emotional
(C) Superficial
(D) Relational
455. Reports prepared by subordinates for superiors represent:
(A) Upward communication
(B) Downward communication
(C) Horizontal communication
(D) Diagonal communication
456. Telephonic Communication is the best used when trying to reach people in a different location than yours.
(A) True
(B) False

- 457.** What does a network enable computers to do?
- (A) Communicate with other computers
 - (B) Solve complicated mathematical problems
 - (C) Take commands from users
 - (D) Run games and word processing programs
- 458.** What is the key characteristic of half-duplex communication?
- (A) Both parties can transmit and receive simultaneously.
 - (B) Communication occurs in one direction only.
 - (C) Communicating parties take turns transmitting and receiving.
 - (D) Communication is limited to digital signals only.
- 459.** An example of simplex communication is
- (A) Walkie-talkie
 - (B) Telephone
 - (C) Television broadcast
 - (D) Mobile phone
- 460.** Technology, Internal Comm through Apps, High Level Comm, Formal Comm, Meetings and Conferences, Informal Comm, External Comm, Comm with the community, and Marketing and Advertising are all:
- (A) Forms of Communication
 - (B) Part of the message sending process
 - (C) Sources of Distortion
 - (D) Forms of Non-Verbal Communication
 - (E) None of the above
- 461.** Meanings can be expressed in two different codes:
- (A) Verbal & Nonverbal
 - (B) Future & Present
 - (C) Verbal & Written
 - (D) Present & Past
- 462.** When both the sender and receiver are able to communicate with one another equally, this is referred to as ____
- (A) 2-way communication
 - (B) 1-way communication
 - (C) Reply All
 - (D) 3-way calling
- 463.** Telephone service is an example for communication networks?
- (A) True
 - (B) False
- 464.** People are using around 45% verbal communication and 55% non-verbal communication in daily life.
- (A) True
 - (B) False
- 465.** Horizontal communication is concerned with ____
- (A) Communication between coworkers on the same level
 - (B) Communication up and down the hierarchy, between bosses and workers
 - (C) Communication outside the company
 - (D) Digital marketing
- 466.** Which type of communication is used for live television broadcasts?
- (A) Analog and digital communication
 - (B) Smoke signals
 - (C) Morse code
 - (D) Carrier pigeon
- 467.** What can devices do in full duplex communication?
- (A) Send and receive signals simultaneously
 - (B) Only receive signals
 - (C) Only transmit signals
 - (D) Store data for later
- 468.** Posting a question on a forum and getting replies hours later is which type?
- (A) Asynchronous communication

- (B) Synchronous communication
(C) Real-time conferencing
(D) Time-bound streaming
469. Not many people use ____ to communicate today.
(A) Phones
(B) Telegraph
(C) The internet
(D) Emails
470. Convincing an audience to accept a proposal is which type of presentation
(A) Persuasive
(B) Motivational
(C) Informative
(D) None of above
471. A long time ago people didn't use ____ to send messages.
(A) Flares
(B) Emails
(C) Letters
(D) Pigeons
472. When Americans say 'Let's get to the point,' they are showing:
(A) Indirectness
(B) High-context communication
(C) Task orientation
(D) Interpersonal concern
473. Data communications involving telegraph lines uses
(A) Simplex lines.
(B) Wideband channels.
(C) Narrowband channels.
(D) Dialed service.
474. Stand-up comedians usually perform ____ speech
(A) Informative
(B) Persuasive
(C) Aregumentaive
(D) Entertaining
475. Communication under a contract should tend toward:
(A) Formal written communication
(B) Formal verbal communication
(C) Informal written communication
(D) Informal verbal communication
476. Kentongan, bedhug, and lonceng are traditional musical instruments used primarily as a means of ____
(A) Entertainment
(B) Self-actualization
(C) Communication
(D) Ceremonial rituals
477. Motivational presentations are a form of persuasive presentations with more of an emotional appeal.
(A) True
(B) False
478. There are three (3) types of communication channel
(A) Mass, public and medium
(B) Massive, props and idea
(C) Oral, written and electronic
(D) None of above
479. Which is NOT a benefit of diagonal communication?
(A) Faster decision-making
(B) Reduced misunderstanding
(C) Breaking departmental silos
(D) Ignoring organizational goals
480. IMC stands for ____
(A) IntegratedMass Communication
(B) IntegratedMonitored Communication
(C) IntegratedManagement Communication
(D) IntegratedMarketing Communication

- 481.** Compared to interpersonal and group communication, public communication is:
- (A) The most consistently intentional, formal, and goal-oriented form.
 - (B) The least formal and least intentional form.
 - (C) Only used in casual conversations.
 - (D) Focused only on small groups.
- 482.** This type of organizational interaction is also called lateral communication which consists of messages between members of an organization with equal power.
- (A) Horizontal
 - (B) Vertical
 - (C) Downward
 - (D) Upward
- 483.** Vertical communication is ____
- (A) Communication between two people on the same level within an organisation structure
 - (B) When communication occurs between staff and customers
 - (C) Communication between two people on different levels within an organisation structure
 - (D) The use of digital communication devices to send a message
- 484.** Persuasive messages are used to communicate:
- (A) Within an organization.
 - (B) Outside the organization.
 - (C) Both a and b are correct.
 - (D) Both a and b are incorrect.
- 485.** It is used in a variety of ways. It may include such broad categories as speech and writing or print or broadcasting, or relate to specific technical forms within the mass media (radio, television, newspapers, magazines, books, photographs, films and records) or the media of interpersonal communication (telephone, letter, fax, video conferencing, computer-based chat systems).
- (A) Structure
 - (B) Language
 - (C) Medium
 - (D) Text
- 486.** Communication during which participants engage in the process at different times, such as bulletin boards or e-mail.
- (A) Asynchronous communication
 - (B) Technological determinism
 - (C) Formal groups
 - (D) Opinion
 - (E) Trustworthiness
- 487.** What is an example of remote communication?
- (A) Face-to-face interaction
 - (B) Writing a note
 - (C) Speaking in person
 - (D) Video call over the Internet
- 488.** What are the main contexts of communication?
- (A) Face to face, grapevine, telephone, email, diary
 - (B) Formal and Informal
 - (C) Intrapersonal, interpersonal, small group, public, mass media, organizational, institutional and intercultural
 - (D) Newsletter, job description, vertical, horizontal
- 489.** We've spoken on the phone but never ____
- (A) Talk
 - (B) Communicate
 - (C) Face-to-face
 - (D) Phone
- 490.** What is the simplest form of electronic communication where information is transmitted one-way and the receiver cannot send information back?
- (A) Duplex Communication
 - (B) Simplex Communication
 - (C) Analog Communication
 - (D) Digital Communication

- 491.** Which of the following presentation types would be best for presenting information about a new computer program which is going to be used in your office?
- (A) Persuasive
 - (B) Informative
 - (C) Generic
 - (D) Motivational
- 492.** Electronic communication can be used for one-on-one, group or mass communication
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 493.** What is not a form of communication?
- (A) Eating an apple
 - (B) Someone's clothing
 - (C) Reading a book
 - (D) Hearing a siren
- 494.** External communication is best described as information exchanged with whom?
- (A) Customers or outside organizations
 - (B) Supervisors within the company
 - (C) Direct reports in a department
 - (D) Peers across internal teams
- 495.** Sunaina working as production manager communicates to foreman in her organization. What type of business communication it is?
- (A) Upward Communication
 - (B) Downward Communication
 - (C) Horizontal Communication
 - (D) Cross diagonal Communication
- 496.** The types of communications are
- (A) A-Direct communication
 - (B) B-Low level communication
 - (C) C-Indirect communication
 - (D) A and C
- 497.** A meeting of participants in different locations that uses computer networks to transmit both audio, text and video data.
- (A) Video Conferencing
 - (B) Blog
 - (C) Wiki
 - (D) Audio conferencing
- 498.** These are examples of Asynchronous Communication, except
- (A) Text messaging
 - (B) Face-to-face conversation
 - (C) Video conferencing
 - (D) Emailing
- 499.** What types of communication transactions influence us?
- (A) Verbal and nonverbal
 - (B) Only verbal
 - (C) Only nonverbal
 - (D) Written only
- 500.** Communication that takes place between the members of an organization within itself is ____
- (A) External
 - (B) Formal
 - (C) Informal
 - (D) Internal
- 501.** ____ Communication flows between a superior and subordinate who work in different departments.
- (A) Downward
 - (B) Upward
 - (C) Diagonal
 - (D) Horizontal
- 502.** This type of network is used to transmit data between Europe and North America.
- (A) WAN
 - (B) LAN
 - (C) WLAN
 - (D) None of above

503. The internet is used to communicate in a / an ____ way
(A) Synchronous
(B) Asynchronous
(C) A & B
(D) None of above
504. Classify the given situations as impromptu or prepared speech. You were asked to speak in an ambush interview.
(A) Impromptu
(B) Prepared
505. There are different types of communication port
(A) TRUE
(B) FALSE
506. This type of business communication moves across departments and employees or managers of equal status within the organization.
(A) Lateral Business Communication
(B) External Business Communication
(C) Internal Upward Business Communication
(D) Internal Downward Business Communication
507. What do strong verbal and written communication abilities enable engineers to do?
(A) Ignore team members
(B) Present findings and document designs
(C) Work without any documentation
(D) Avoid collaboration
508. Face-to-face conversation is a richer medium than a written report or proposal.
(A) True
(B) False
(C) Only in informal settings
(D) Only for business meetings
509. A direction in communication which sends suggestions from the employees to those who are in the higher position.
(A) Downward
(B) Upward
(C) Diagonal
(D) Lateral
510. If you are talking to a group, you are communicating:
(A) One-to-one
(B) One-to-many
(C) Many-to-one
(D) Many-to-many
511. Identify types of Business communication
(A) Formal and Informal, communication direction, written and oral communication
(B) Business Communication
(C) FBLA
(D) Financial literacy
512. Its primary goal is to influence the thoughts, feeling, actions, and behaviors or attitudes of your listeners.
(A) Persuasive Speech
(B) Informative Speech
(C) Entertainment Speech
(D) Manuscript Speech
513. Video conferencing is different to video calls because:
(A) It allows more than 2 individuals to be involved
(B) They are actually the same thing
514. How has communication evolved over time?
(A) Communication has evolved only through landline telephones
(B) Communication has only evolved through written letters
(C) Communication has not evolved at all
(D) Communication has evolved through various means such as smoke signals, carrier pigeons, telephones, emails, and social media.
515. A request that is expected by the receiver is a(n) ____

- (A) Special request
 - (B) Persuasive request
 - (C) Courtesy request
 - (D) Routine request
- 516.** Describe synchronous communication.
- (A) Communicating at the same time
 - (B) Communicating at different times
- 517.** It is a type of informative speech that provides the meaning of an idea to the audience.
- (A) Definitional
 - (B) Descriptive
 - (C) Explanatory
 - (D) Demonstrative
- 518.** Suggestions, complaints and grievances
- (A) Upward communication
 - (B) Downward communication
 - (C) Horizontal communication
 - (D) Diagonal communication
- 519.** It is sending and receiving messages, information and files between two or more people at the same time.
- (A) Synchronous communication
 - (B) Asynchronous communication
- 520.** What is an example of asynchronous communication tool?
- (A) Video and audio conference
 - (B) Whiteboard and polling
 - (C) E-mail and discussion forums
 - (D) Application sharing and virtual classrooms
- 521.** Thus, ___ communications are more likely to be well thought out, logical, and clear.
- (A) Oral
 - (B) Non-verbal
 - (C) Written
 - (D) None of above
- 522.** Which type of communication is best for urgent information?
- (A) Formal letter
 - (B) Face-to-face conversation
 - (C) Printed newsletter
 - (D) Email with no subject line
- 523.** If I wished to communicate a message urgently to several people. Which method of communication may be most effective?
- (A) Telephone
 - (B) Power Point
 - (C) Bulletin Board
 - (D) Email
- 524.** Which example fits upward communication?
- (A) Design and sales teams coordinating work
 - (B) CEO issuing policy to department heads
 - (C) Company posting updates on social media
 - (D) Direct report giving feedback to a manager
- 525.** A group of students submitted a detail report of their project to the Program Incharge.
- (A) Upward
 - (B) Downward
 - (C) Horizontal
 - (D) Gossip
- 526.** A speech entitled "What is Monkeypox virus?" is most likely a/n
- (A) Entertainment speech
 - (B) Informative Speech
 - (C) Persuasive Speech
 - (D) Manuscript Speech
- 527.** ___ reporting places the facts of a story in a broader context by relying on the reporter's knowledge and experience.
- (A) Crowdsourcing
 - (B) Citizen
 - (C) Constructive
 - (D) Interpretive

528. Which of the following is an old means of communication?
(A) Email
(B) Letter
(C) Mobile phone
(D) Internet
529. Zoom is an example of
(A) Real time communication
(B) Delayed Communication
530. Your neighbor accidentally knocked over your garbage can. You write an angry note calling him a 'selfish jerk' and leave it on his car. This is an example of which communication style?
(A) Aggressive
(B) Assertive
(C) Passive
(D) None of above
531. This happens in cases where messages are not intended to be sent or have reached the wrong receiver.
(A) Oral Communication
(B) Written Communication
(C) Intentional Communication
(D) Unintentional Communication
532. Mass communication and other forms of communication happen through as the following, except ____
(A) Interpersonal
(B) Group
(C) Intrapersonal
(D) Organization
(E) Public
533. Below is the list of the communication methods managers might use, EXCEPT ____
(A) Telepathy
(B) Memos
(C) Face-to-face meetings
(D) E-mail
534. Orders and commands are the example of:
(A) Downward communication
(B) Upward communication
(C) Diagonal communication
(D) Horizontal communication
535. The questions below sets of the types of communication used by Aradous tread company. choose the right answer whether the method of communication is Internal or External:-1: An E-mail is sent by the manager to Aradous tread Company's employees about the new data protection rules.
(A) External communication
(B) Internal communication
536. Emails can be formal or informal
(A) TRUE
(B) FALSE
537. It is another nonthreatening approach when you want to gather data or the consensus of others to be able to provide information.
(A) Small Talk
(B) Search Talk
(C) Light control Talk
(D) Heavy-Control Talk
538. Communication activities have many potential dimensions that generally include all of the following EXCEPT:
(A) Written, oral, and nonverbal.
(B) Internal and external.
(C) Conceptual and definitive.
(D) Formal and informal.
539. This type of speech gives the audience a clear understanding of a concept or idea. The lectures of your teachers are the best examples of this type.
(A) Informative speech
(B) Entertainment speech
(C) Persuasive speech Edit
(D) None of above

1.2.2 Verbal Communication

1. You will be presenting for 20 minutes to an audience at a professional conference. Which is a good combination when considering how your voice can be most effective in conveying professionalism?
 - (A) Frequent long pauses, unvaried tone, average volume
 - (B) Very loud volume, very low pitch, clear enunciation
 - (C) High pitch, very rapid pace, unvaried tone
 - (D) Varied pitch, varied tone, varied volume
2. Which of these is a verbal method of communication?
 - (A) Emails
 - (B) Phone call
 - (C) Smoke signals
 - (D) Text message
3. It is a form of communication that occurs when we speak with other people whether face to face, over the phone or video calls. This form of communication can be done formally or informally.
 - (A) Listening
 - (B) Verbal
 - (C) Non-Verbal
 - (D) Written
4. Communication carried out by speaking, reading, listening and writing is ____
 - (A) Verbal communication
 - (B) Non-verbal communication
 - (C) Gesture communication
 - (D) Formal communication
5. Verbal communication refer to the use of which of the following tool?
 - (A) Speech
 - (B) Text message
6. Talking comes under which type of communication
 - (A) Dramatic
 - (B) Written
 - (C) Non verbal
 - (D) Verbal
7. Match the assertive technique to the example: "Now thanks, my taste buds are gone from that plate of hot nachos."
 - (A) Humor
 - (B) Express unpleasant outcomes
 - (C) Use reverse psychology
 - (D) None of above
8. Spoken communication is not only ____ but also ____
 - (A) Verbal, non-verbal
 - (B) Speaking, writing
 - (C) Speaking, formal
 - (D) Writing, informal
9. A form of communication by saying words orally and directly to the interlocutor, is called?
 - (A) Formal communication
 - (B) Written communication
 - (C) Verbal communication
 - (D) Visual Communication
10. Asking someone a question and writing a letter are examples of
 - (A) Verbal communication
 - (B) Non-verbal communication
 - (C) Talikng
 - (D) Message
11. People speak at about ____ words per minute, but can listen at about ____ words per minute.
 - (A) 200 / 100
 - (B) 100-175 / 300
 - (C) 300 / 100-175
 - (D) 100 / 200

12. To avoid confusion, let me ____:we need to finish this project by Friday.
(A) Speak my mind
(B) Talk shop
(C) Put it in a nutshell
(D) Give a talking to
13. How much of our communication is verbal?
(A) 7%
(B) 38%
(C) 43%
(D) 55%
14. Which of these factors distinguish one speaker from the other speakers?
(A) Audience
(B) Message
(C) Speech style
(D) Feedback
15. In SPEAKING, 'P' stands for:
(A) Participants (who)
(B) Purpose
(C) Place
(D) Protocol
16. Verbal in Effective Communication is:
(A) The volume
(B) The tone
(C) The pronunciation
(D) The words
17. A brand uses a catchy phrase in every advertisement to remind customers of its mission. This is an example of:
(A) Logo
(B) Brand promise
(C) Tagline
(D) Voice
18. You completely forgot about a paper you had to write for class. You've never been in that situation before, but you want to explain the situation to your teacher, so you think about what you want to say before going to their classroom. This type of message is called ____
(A) Constructed message
(B) Spontaneous expression
(C) Scripted message
(D) Halo effect
19. Which is not an aspect of verbal communication?
(A) Vocabulary
(B) Pacing
(C) Intonation
(D) Space
20. According to the text, what does language in verbal communication consist of?
(A) Symbols, letters, or words with arbitrary meanings governed by rules
(B) Only spoken words with fixed meanings
(C) Only gestures and body language
(D) Only written symbols with universal meanings
21. Communication through sound
(A) Auditory
(B) Pheromone
(C) Tactile
(D) Visual
22. Telephonic communication uses:
(A) Only visual cues
(B) Only verbal cues
(C) No tone
(D) Written interaction
23. What is an example of a structural aspect of communication?
(A) Using polite expressions
(B) Understanding idioms
(C) Cultural references
(D) Pronunciation and grammar
24. Components of Verbal Communication:Conversation is more successful at an appropriate speed or pace

- (A) Vocabulary
(B) Denotative and connotative meaning
(C) Pacing
(D) Intonation
25. The communication which is spoken, read, heard, and written in a business environment is
(A) Verbal communication
(B) Non verbal communication
(C) Gestural communication
(D) Formal communication
26. What is the connotative meaning of the word SUNRISE?
(A) Calmness
(B) Innocence
(C) Knowledge
(D) New beginning
(E) Protective
27. Sending ___ messages is convenient because you don't have to type.
(A) Voice
(B) Text
(C) Social
(D) Call
28. Face-to-face conversation is a type of:
(A) Verbal communication
(B) Written communication
(C) Visual communication
(D) Electronic communication
29. Words that creatively describes things or feelings usually add color and spice to communication. Hence, you are encouraged to find ways to charm your audience through the use of vivid words.
(A) Brevity
(B) Clarity
(C) Vividness
(D) Ethics
30. A(n) ___ is making a person known to someone else by sharing the person's name and other relevant information
(A) Presentation
(B) Scope
(C) Approach
(D) Introduction
31. A remote "face-to-face chat," when two or more people using a webcam and an Internet telephone connection chat online. The webcam enables both live voice and video.
(A) Video teleconferencing.
(B) Virtual reality (VR).
(C) Byte.
(D) None of the above.
32. Which answer correctly finishes the following analogy-yell: talk::
(A) Bird: cardinal
(B) Penguin: tundra
(C) Plumber: pipe
(D) Giggle: laugh
33. Mr. Robert, ___ Mr. Zax Iron. He is my new manager.
(A) This is
(B) I want you to meet
(C) I'd like to introduce
(D) None of above
34. TRUE OR FALSE: Verbal communication only includes talking
(A) True
(B) False
35. I like chatting online using ___
(A) IM
(B) Ebook
(C) Broadband
(D) Blog
36. During a group project, Evelyn, Noah, and Benjamin are discussing their ideas. In this

- scenario, what is an example of verbal communication?
- (A) Noah remaining quiet
 - (B) Benjamin's body language
 - (C) Evelyn communicating her ideas through words
 - (D) Benjamin communicating with sign language
37. A message is grammatically accurate and free of errors. Which C is demonstrated?
- (A) Correct message construction
 - (B) Clear purpose articulation
 - (C) Coherent logical ordering
 - (D) Courteous professional tone Edit
38. A persuasive quality based on a speaker's natural honesty, sincerity, and commitment to what is right and good.
- (A) Crying
 - (B) Laughing
 - (C) Emotional appeal
 - (D) Ethical appeal
39. Propaganda technique using negative words to associate with a product or person
- (A) Name calling
 - (B) Bandwagon
 - (C) Card stacking
 - (D) Plain folks
40. Verbal or nonverbal communication:support team meeting
- (A) Verbal
 - (B) Nonverbal
41. Attitude of the author toward the audience
- (A) Word choice
 - (B) Tone
 - (C) Connotation
 - (D) Denotation
42. Verbal communication is useful for giving quick instructions during food preparation.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
43. The language that you use should be appropriate to the environment or occasion (i.e., whether formal or informal).
- (A) Ethics
 - (B) Appropriateness
 - (C) Clarity
 - (D) Brevity
44. Read the dialogue to answer the question!Dirk:Can you give me an opinion about my sculpture?Jake:Sure thing! I think you should have had fixed the hand.Dirk:Thanks, Jake.Jake:No problem!What is the dialogue talking about?
- (A) Asking for help
 - (B) Giving help
 - (C) Giving opinion
 - (D) Asking for an opinion
45. Greeting someone when you meet at the first time.
- (A) Welcome to Thailand, Anny.
 - (B) How do you do? I am Paula Smiths.
 - (C) Hi, Ann. How are things?
 - (D) Hello. Angela speaking.
46. What verbal communication with a client assists in determining the clients needs and how to achieve the desired results?
- (A) Client consultation
 - (B) Intake interview
 - (C) Scheduling call
 - (D) Personal assessment
47. Talking is a form of ____
- (A) Verbal communication
 - (B) Non verbal communication
 - (C) Facial expressions
 - (D) None of above

48. Which factors influence the effectiveness of verbal communication?
- (A) Location and timing
 - (B) Choice of words, tone, and clarity of speech
 - (C) Physical appearance
 - (D) Cultural background
49. Is a system of arbitrary vocal symbols used by people for communicating
- (A) Language
 - (B) Speech
 - (C) Mother Tongue
 - (D) Language Acquisition
50. Which Interface uses spoken instructions?
- (A) Command Line.
 - (B) Graphical.
 - (C) Voice Command.
 - (D) None of the above.
51. Podcasts help develop:
- (A) Reading only
 - (B) Speaking and listening
 - (C) Writing only
 - (D) Grammar only
52. Hey Akhil, Tisha, and Aditi! Let's play a fun game! Which of these is the most important tool of communication?
- (A) Body language
 - (B) Gestures
 - (C) Language
 - (D) Posture
53. You are at a shop and you say, "Can I get a plastic bag, please?" This is an example of ____
- (A) Expressing
 - (B) Requesting
 - (C) Conveying information
 - (D) Greeting
54. Which of these is NOT an example of verbal communication?
- (A) Talking
 - (B) Word choice
 - (C) Conversations
 - (D) Eye contact
55. Talking on a phone is an example of written communication.
- (A) True
 - (B) False
56. Smita is speaking to her customer to understand how to improve her business. What type of communication is this?
- (A) Verbal communication
 - (B) Non verbal communication
 - (C) No communication
 - (D) Written communication
57. Informal language is
- (A) Vague
 - (B) Casual
 - (C) Inappropriate
 - (D) Connotation
58. VERBAL COMMUNICATION is a communication process that uses both ____ to communicate like chatting with a friend on internet, send SMS to anyone by mobile phone all of them are nothing but verbal communication
- (A) Positive and negative communication
 - (B) Like and dislike communication
 - (C) Oral and written communication
 - (D) Link and match communication
59. When giving directions in a warehouse, the most effective method is:
- (A) Hand signals
 - (B) Texting
 - (C) Clear verbal communication
 - (D) Posting on social media
60. I still have serious reservations.
- (A) Inviting / Nominating someone to say something
 - (B) Checking if you have understood something correctly
 - (C) Stating that you are not persuaded or have doubts about something

- (D) Managing the discussion and the behaviour of the participants
(E) Summarizing / Ending the discussion
61. Vocabulary specific to an area of work
(A) Jargon
(B) Slang
(C) Pronunciation
(D) Communication
62. Among the different categorical varieties of conversation, a conversation describing a sequence of events recounted either in chronological or otherwise order is termed as:
(A) Exposition
(B) Narrative
(C) Argument
(D) Description
63. Chances of distortion of meaning is a disadvantages of verbal communication.
(A) True
(B) False
64. I stood in awe of the billowing grasses dancing and frolicking before me. Is language used to —
(A) Create an image in the mind of the reader
(B) Show plot development
(C) Develop character
(D) Trick the reader
65. The opposite of what is expected
(A) Mood
(B) Irony
(C) Antagonist
(D) Hyperbole
66. Talking to a friend in the lunchroom
(A) Verbal Communication
(B) Non-verbal communication
(C) Neither
(D) None of above
67. A friend used numerous words to deliver his or her message. What tool did the sender use to achieve his purpose?
(A) Verbal Cues
(B) Non-Verbal Cues
(C) Paralanguage
(D) Vocalics
68. Communication is used for both face to face and mediated communication such as teleconferencing or videoconferencing.
(A) Hand gesture
(B) Verbal communication
(C) Non-verbal communication
(D) Talks
69. Pace refers to whether your speech is comfortable, too slow, or too —
(A) Fast
(B) Quiet
(C) Loud
(D) Short
70. To speak quietly and in a way that is not clear so that the words are difficult to understand.
(A) Shriek
(B) Beg
(C) Mumble
(D) Groan
71. The message can be clearly understood and an immediate feedback is possible.
(A) Verbal Communication
(B) Non-verbal Communication
72. Because today's technologies provide many alternate communication channels, face-to-face communication is no longer important in business and professional transactions.
(A) T
(B) F
73. The exchange of information (thoughts, emotions, ideas) between individuals through spoken and written language is an example of:

- (A) Nonverbal communication
(B) Verbal communication
(C) Symbolic communication
(D) Expressive language
74. What techniques can be used for persuasive speaking?
(A) Ignoring the audience's needs
(B) Emotional appeals, credibility, logical arguments, storytelling, audience engagement.
(C) Using humor exclusively
(D) Focusing solely on personal anecdotes
75. Communication through ___ and ___ is called verbal communication.
(A) Written and gestures
(B) Gestures and Spoken
(C) Spoken and Written
(D) Body movement and Gesture
76. Greeting someone at a particular time.
(A) Good morning, Kelly.
(B) How do you do? I am Paula Smiths.
(C) Hi, Ann. How are things?
(D) Hello. Angela speaking.
77. Verbal Analogies: ocean: water:: woods:
(A) Trees
(B) Furniture
(C) Chair
(D) Brown
78. ___ is a spoken expression of ideas and opinions, and ___ is the manner of delivering speech.
(A) Speech and Elocution
(B) Elocution and Speech
(C) Pronunciation and Modulation
(D) Modulation and Pronunciation
79. Verbal communication refers to the usage of words arranged in some meaningful patterns.
(A) True
(B) False
80. Which expression is used for Admitting You Don't Know?
(A) "I'm afraid I'm not in a position to answer that question at the moment."
(B) "Perhaps we could go over this after the presentation."
(C) "I'm afraid I didn't quite catch that."
(D) "Does that answer your question?"Edit
81. Communicating by speaking and listening, either in person or over the telephone, is called _____.
(A) Verbal communication
(B) Nonverbal communication
(C) Written communication
(D) Visual communication
82. What does 'Restating' mean in Verbal Therapeutic Communication?
(A) Nurse asks a new question
(B) Nurse repeats to the patient what the nurse understands to be the main point
(C) Nurse ignores the patient
(D) Nurse gives advice
83. Which of the following terms best matches the following definition? The use of language to connect with another's mind.
(A) Language
(B) Accommodation
(C) Accounts
(D) Verbal Communication
84. You should _____ more attention to what your teacher explains.
(A) Make
(B) Get
(C) Set
(D) Pay
85. Most of what a person communicates comes from words.
(A) True
(B) False

86. Verbal Delivery is one of components of a good presentation.
(A) True
(B) False
87. In a speech, the part containing the content and analysis that prove the thesis statement.
(A) Thesis
(B) Conclusion
(C) Opening
(D) Body
88. It is okay for a speaker to fill silence or pauses in the message with words such as "uh" or "um."
(A) True
(B) False
89. It is concerned with the ways in which words can be used not only to present information but also to carry out actions.
(A) Pragmatics
(B) Verbal Communication
(C) Nonverbal Communication
(D) Speech Act
90. When we communicate verbally, we should use ____ (1 Mark)
(A) Difficult Words
(B) Simple Words
(C) Confusing Words
(D) Abbreviations
91. The father went to the Principal's Office to talk to the School Principal about the academic status of his daughter, what speech style is used by the speaker?
(A) Casual
(B) Consultative
(C) Formal
(D) Entertainment
92. A machine used to transmit electric voice
(A) Telegraph
(B) Telegram
(C) Telephone
(D) Newspaper
93. The method of human communication, either spoken or written, consisting of the use of words in a structured and conventional way and is used by a particular country or community is ____
(A) Language
(B) Communication
(C) Language Acquisition
(D) Speech Community
94. A text message is what form of communication?
(A) Non-Verbal, written
(B) Verbal, Oral
(C) Verbal, Written
(D) None of above
95. What should health care workers strive for when on the phone?
(A) Clear voice with normal volume
(B) Monotone voice without variance in tone and pitch
(C) Eat and drink while talking and listening
(D) Hold the mouthpiece directly against the mouth
96. What is inflection in public speaking?
(A) The ability to speak multiple languages
(B) The use of emphasis and pitch together to define emotion and meaning
(C) The process of memorizing a speech
(D) The technique of speaking without notes
97. The degree of quickness with which one delivers a speech
(A) Tone
(B) Pitch
(C) Volume
(D) Pacing

98. transmitir means ____
(A) To broadcast
(B) To receive
(C) To translate
(D) To record
99. Which of the following terms best matches the following definition? A person moves away from another's style of speech to make a relational point, such as establishing a dislike or superiority.
(A) Divergence
(B) Elaborated Code
(C) Devil Terms
(D) Essential Functions of Talk
100. What is the channel described as 'Hearing capacity using the faculty of the ears'?
(A) Hearing
(B) Sight
(C) Touch
(D) Taste
101. What type of communication occurs when speaking face to face?
(A) Non-verbal
(B) Written
(C) Verbal
(D) Virtual
102. Which of the following is NOT a step to reduce verbal communication challenges?
(A) Speak clearly and enunciate your words
(B) Communicate with respect for the receiver's point of view
(C) Consider your message and plan for the communication
(D) Ignore word choice and tone
103. Translate: "Sorry, AFK"
(A) At front king
(B) Away from kangaroo
(C) At the kettle
(D) Away from keyboard
104. Which of the following is the most important factor that affects verbal communication?
(A) Relationships
(B) Culture
(C) Location
(D) Religion
105. These are the correct ways to end a call professionally except
(A) Thank-you for calling. Your request to change the room will be processed within three working days.
(B) Thanks. It's a pleasure.
(C) If you find you need additional assistance, please call us back at the same number 04-928 4000.
(D) Goodbye Mr. Rogers. Thank you for calling and have a good day.
106. Speaking with preparation and the speaker has already planned and rehearsed in reading the written message.
(A) Memorized
(B) Manuscript
(C) Impromptu
(D) Extemporaneous
107. What would be the informal synonym for inform?
(A) Busy
(B) Tell
(C) Check
(D) Get
108. Which device is used to convert sound into an electronic audio signal for voice messages?
(A) Camera
(B) Microphone
(C) Oscillator
(D) Amplifier
109. What are the two types of verbal communication mentioned in the text?
(A) Private and Public
(B) Visual and Non-Verbal
(C) Oral and Written
(D) Formal and Informal

110. 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
111. One way that gender identity is demonstrated in communication style is:
(A) Through the use of language and tone
(B) By physical appearance alone
(C) Only by written communication
(D) Exclusively through nonverbal cues
112. The language use in the speech is most effectively demonstrated by:
(A) The vivid depiction of the archipelago's natural beauty.
(B) The persuasive appeal to the audience's sense of unity.
(C) The statistical data on education and health disparities.
(D) The historical references to the nation's past challenges.
113. The line was busy when I called you. Who were you ____ to?
(A) Repeating
(B) Saying
(C) Talking
(D) Telling
114. Good (a) means saying just enough, not too much and not too little.
(A) A verbal communication
(B) Nonverbal communication
(C) Eye contact
(D) Possessive qualities
115. Can help to emphasize a point and make a speech easier to follow. It also adds to the powers of persuasion-studies show that saying a phrase more than once can convince people of its truth.
(A) Fluency
(B) Repetition
116. Cause someone to do something through reason or argument
(A) Persuasion
(B) Savvy
(C) Persistence
(D) Conflict Resolution
117. Which type of communication is using words or sounds to express yourself?
(A) Non-verbal
(B) Verbal
(C) Written
(D) Visual
118. The speaker was ____ and moved the audience.
(A) Clarify
(B) Eye Contact
(C) Extrovert
(D) Eloquent
119. Riska: Hello, I'm Riska. What's your name? Rachel: Hello, my name is Rachel. Riska: ____? Rachel: R-A-C-H-E-L
(A) How about you?
(B) How do you write it?
(C) How do you spell your name?
(D) What is your surname?
120. Verbal communication helps a person develop and ____ relationships with others.
(A) Define
(B) Destroy
(C) Identify
(D) Maintain
121. Which of the following transition words is appropriate for presenting a counter-argument?
(A) Therefore
(B) However
(C) For example
(D) As a result

122. What is a bad style of verbal communication?
(A) Listening carefully and responding calmly
(B) Using sarcasm or a rude tone
(C) Asking questions when unsure
(D) Speaking slowly to be understood
123. It is a medium to express our views and feelings.
(A) Program
(B) Instruction
(C) Programming
(D) Language
124. Spoken, unproven information that can damage reputation
(A) Libel
(B) Slander
(C) Reporter
(D) Hammer
125. Let's ___ and discuss the main issue.
(A) To get straight to the point
(B) To get it straight from the horse's mouth
(C) Digress
(D) To put it in a nutshell
126. Define "Constructive Criticism".
(A) Negative feedback given positively
(B) Positive feedback given negatively
(C) A visual design principle
(D) A type of communication that prompts action
127. The type of question that provide more freedom for the respondent to answer is called ___
(A) Closed question
(B) Open question
(C) Questionnaire
(D) None of above
128. Speaking so quickly that no one understands you means you are speaking at a fast ___
(A) Rate
(B) Volume
(C) Tone
(D) Pitch
129. Speaking softly to show kindness or loudly to show anger is an example of:
(A) Body language
(B) Voice tone
(C) Signal
(D) Gesture
130. The two types of verbal communication are oral communication and written communication.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
131. Communication that relies on language; verbal communication can be written or spoken.
(A) Clarifying questions
(B) Emotional intelligence
(C) Verbal communication
(D) Nonverbal communication
132. Low-context cultures prefer:
(A) Implicit messages
(B) Indirect communication
(C) Explicit, clear communication
(D) Heavily rely on silence
133. A person who speaks ___ and respectfully to everyone is liked by all.
(A) Hurriedly
(B) Politely
(C) Fast
(D) Rudely
134. Verbal communication
(A) Sending and receiving wordless messages
(B) Exchange of information using words

135. What does 'Take time to talk things over' mean? Fill in the blank: To ___ matters thoroughly.
- (A) Discuss
 - (B) Ignore
 - (C) Forget
 - (D) Rush
136. An example of verbal communications is ____
- (A) Facial Expression
 - (B) Posture
 - (C) Touch
 - (D) Face-to-face talking
137. We plan to ___ you informed during the development process.
- (A) Keep
 - (B) Become
 - (C) Make
 - (D) None of above
138. Word choice is one consideration in writing a speech.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
139. What kind of opening statement is "Wear face mask."
- (A) Order
 - (B) Crusading
 - (C) Reaction
 - (D) Descriptive
140. The below communication techniques can be used in managing communication in the projects EXCEPT
- (A) Feedback
 - (B) Analytical
 - (C) Presentation
 - (D) Nonverbal
141. How can you improve the sound quality during a video conference?
- (A) Speak louder into your microphone
 - (B) Use headphones or a good microphone
 - (C) Keep your microphone away from your mouth
 - (D) Turn off the speakers completely
142. To start the meeting, the meeting leader (who is called the chairperson or chair) may use which of the following?
- (A) If you want my honest opinion, I think that ____
 - (B) Since everyone is here, let's get started.
 - (C) That's just how I see it.
 - (D) Not necessarily.
143. What does the root intra mean?
- (A) Within
 - (B) Between, among
 - (C) To hear
 - (D) After
144. When making an apology you should look at the person, use a sincere voice and
- (A) Say "I'm sorry for ____" and explain how you plan to do better in the future
 - (B) Say "I am not sorry ____" and explain how you do not plan to do better in the future
 - (C) Not say anything
 - (D) Tell the person "you are wrong"
145. Use of words to communicate.
- (A) Verbal communication
 - (B) Nonverbal communication
 - (C) Active listening
 - (D) Peer mediation
146. I was (open and honest) ____ in my criticism of the plan and this offended my hosts.
- (A) Unexpected
 - (B) Self-assured
 - (C) Up-and-coming
 - (D) Outspoken

147. Which type of digital communication is most effective for delivering a message with a personal touch or human connection?
- (A) Social Media
 - (B) Audio
 - (C) Newsletters
 - (D) Collaboration Tools
148. What are the two receptive skills?
- (A) Reading-Listening
 - (B) Listening-Writing
 - (C) Speaking-Reading
 - (D) Reading and Writing
149. True or False: Business Communication includes both Written and Oral Communication?
- (A) True
 - (B) False
150. What allows us to express our thoughts?
- (A) Literature
 - (B) Mathematics
 - (C) Language
 - (D) Art
151. What percentage of communication is attributed to words?
- (A) 38%
 - (B) 55%
 - (C) 7%
 - (D) 25%
152. An aspect of verbal communication that talks about the appropriate speed or pace in a conversation.
- (A) Vocabulary
 - (B) Denotative meaning
 - (C) Pacing
 - (D) Intonation
153. The degree of loudness of sound.
- (A) Fluency
 - (B) Volume
 - (C) Pacing
 - (D) Enunciation
154. Which is NOT an element of TONE?
- (A) Pitch
 - (B) Volume
 - (C) Empathy
 - (D) Pauses
155. In the sentence, "Her smile is as bright as the sun," what is the denotation of "bright"?
- (A) Enthusiastic and energetic.
 - (B) Shiny or radiant.
 - (C) Yellow or gold in color.
 - (D) Happy and joyful.
156. Verbal communication can be oral or written.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
157. What would be the formal synonym for ask?
- (A) Receive
 - (B) Ensure
 - (C) Request
 - (D) Commence
158. Speaking clearly, using proper language, using good grammar, speaking in a nice tone of voice are all examples of ____
- (A) Proper Language
 - (B) Good Verbal Communication
 - (C) Tone of Voice
 - (D) None of the above
159. An illocutionary act where the speaker expresses belief about the truth of a proposition
- (A) Assertive
 - (B) Declaration
 - (C) Expressive
 - (D) Commissive
 - (E) Directive

160. Talking to your friend in person is an example of which type of communication?
- (A) Nonverbal
 - (B) Visual
 - (C) Verbal
 - (D) Written
161. In which settings does verbal communication play a critical role?
- (A) Personal, educational, business, and social settings
 - (B) Only in formal business settings
 - (C) Only in casual social settings
 - (D) Only in educational institutions
162. Verbal communication is more important than nonverbal communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
163. How can verbal communication be categorized?
- (A) Formal or informal, structured or spontaneous
 - (B) Written or visual
 - (C) Silent or expressive
 - (D) Planned or unplanned
164. "Come home!" is used to mark movement towards the speaker.
- (A) True
 - (B) False
165. Which statement is different from other choices?
- (A) I'm not sure if I agree with you totally there.
 - (B) I'm afraid I disagree with you.
 - (C) I disagree completely.
 - (D) I couldn't agree with you more.
166. Verbal communication cannot lead to misunderstandings.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
167. An expression used to give advice to other people.
- (A) Put out
 - (B) Come from
 - (C) One another
 - (D) Had better
168. A broad term for something that contains words to express something:
- (A) Text
 - (B) Graphic
 - (C) Audio
 - (D) Animation
 - (E) Video
169. The sender uses words to transmit messages as form of communication.
- (A) Verbal Communication
 - (B) Non-verbal Communication
170. A speech style that is characterized by a very formal style, not really intended to give a particular message, but to allow the reader find meanings for oneself.
- (A) Casual
 - (B) Formal
 - (C) Frozen
 - (D) None of above
171. An ___ amuses the audience.
- (A) Entertainment speech
 - (B) Persuasive speech
 - (C) Informative speech
 - (D) Expository speech
172. Communication in the form of words we say is ___ communication.
- (A) Nonverbal
 - (B) Verbal
 - (C) Gesture
 - (D) Expression

173. Verbal indicators of depression are:
(A) Acting lethargic
(B) Tearful, confused, mute
(C) May have rapid speech
(D) Speech is often slowed down with long paused or silences
174. To speak with words that are not normally used in a professional setting
(A) Text
(B) Slang
(C) Words
(D) None of above
175. Verbal communication can be easily forgotten.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
176. Oral communication is also known as
(A) Non-verbal communication
(B) Verbal communication
(C) Face to face communication
(D) None of the above
177. A ___ presentation should be used to sell a product.
(A) Persuasive
(B) Individual
(C) Informative
(D) Motivational
178. What a person says in school is categorized under which type of communication?
(A) Verbal
(B) Non-Verbal
179. Which of these is not an element of the speaking technique?
(A) Voice quality
(B) Word stress
(C) Appearance
(D) Correct tones
180. His hair was cut by a professional.
(A) Active Voice
(B) Passive Voice
181. It makes meaning through syntax and semantics
(A) Verbal
(B) Non-verbal
(C) All the above
(D) None of the above
182. How a word is said and stressed. Speaking words as they are meant to be. How you say it.
(A) Inflection
(B) Pronunciation
183. Which of the following can the chairperson used to ask participants for their opinions?
(A) I'd like to get your feedback on ___
(B) What are your thoughts about ___?
(C) What are your views on ___?
(D) All of them
184. Which of these is not good verbal communication skill?
(A) Use of acronyms when sharing in the staff meeting
(B) Maintaining eye contact
(C) Speaking clearly
(D) None of the above
185. John asked me ___ in English.
(A) What does this word mean
(B) What that word means
(C) What did this word mean
(D) What that word meant
186. At work people need to be polite, which structures (could be more than 1) reflect a polite language?
(A) Can and will
(B) Could and would
(C) Do and does
(D) Need to and have to

187. My grandmother doesn't ____, she's so direct that sometimes she offends people.
(A) Keep her words
(B) Lose her words
(C) Mince her words
(D) Spill her words
188. What information should you provide first?
(A) Your purpose in calling
(B) Who you are calling for
(C) Your name
(D) Both your name and who you are calling for
189. Communicative Competence: The ability to identify and use the rules of language components.
(A) Grammatical/Linguistic Competence
(B) Sociolinguistic Competence
(C) Discourse Competence
(D) Strategic Competence
190. One of the communicative strategies where you use filling words to gain time to think.
(A) Use of fillers/hesitation devices
(B) Appeal for help
(C) Literal translation
(D) Use of non-verbal means
191. In what ways can a microphone be used as an input device?
(A) By capturing sound waves and converting them into electrical signals for processing.
(B) By analyzing fingerprints
(C) By measuring temperature changes
(D) By projecting images onto a screen
192. A register that is used when reciting something that never changes. Ex: Pledge of Allegiance
(A) Frozen register
(B) Formal register
(C) Informal register
(D) None of above
193. Choose the medium which is not written
(A) In-person presentation
(B) Memo
(C) Letter
(D) Report
194. What is enunciation?
(A) Mumbling words
(B) Freedom
(C) Speaking quickly
(D) Speaking clearly and emphasizing each syllable
195. When should a company use verbal communication to contact their customers?
(A) When there is time to prepare.
(B) When immediate feedback is needed.
(C) When a permanent record is needed.
(D) When important details are required.
196. To speak with a lot of pauses and repeated sounds, either because you have a speech problem, or because you are nervous, excited etc.
(A) Urge
(B) Stammer
(C) Mumble
(D) Grumble
197. Reading your textbook is an example of what kind of communication?
(A) Verbal
(B) Non-verbal
(C) Reading
(D) None of above
198. Process of transmitting message with usage of oral or written words is known as ____
(A) Verbal Communication
(B) Non-Verbal Communication
199. This answers the question: How do people produce language?
(A) Comprehension
(B) Speech Production

- (C) Representation
(D) Acquisition
- 200.** Which of the following best defines the term “Verbal Communication”?
- (A) The use of facial expressions and body language to send a message.
(B) The exchange of messages through written or printed words.
(C) The use of spoken words to show meaning and send messages.
(D) The exchange of gestures and cues to communicate a message.
- 201.** Using the different speaking tools helps to make your speech more interesting.
- (A) True
(B) False
- 202.** Polite expression of opinion would include each of the following except:
- (A) Personally I feel
(B) No way
(C) I believe
(D) I think
- 203.** The art of speaking effectively to persuade others of one's views is known as:
- (A) Philosophy
(B) Dialectics
(C) Rhetoric
(D) Grammar
- 204.** Explicit messages are:
- (A) Clearly stated without relying on figurative language
(B) A vague and confusing phrase
(C) A biased emotional reaction
(D) An unrelated opinion
- 205.** Alexa: Hello, ____ Arturo: I am fine, thanks.
- (A) How are you?
(B) How old are you?
(C) How do you do?
(D) What's your name?
- 206.** The speed that a speech is given
- (A) Rate
(B) Tone
(C) Pitch
(D) Pause
- 207.** When a doctor explains a diagnosis to a patient using polite, semi-formal language, what register is being used?
- (A) Frozen
(B) Formal
(C) Consultative
(D) Intimate
- 208.** Refers to the form of communication in which message is transmitted verbally.
- (A) Verbal communication
(B) Formal communication
(C) Non-verbal communication
(D) Informal communication
- 209.** Human voice heard through wires
- (A) Telegraph
(B) Telephone
(C) Radio
(D) None of the above
- 210.** What do you say if you agree with someone's idea?
- (A) I disagree with you.
(B) I'm sorry.
(C) Could you explain more about that?
(D) I agree with you.
- 211.** “This is what we're doing if you don't like it, tough”
- (A) Passive
(B) Aggressive
(C) Assertive
(D) None of above

- 212.** The teleconference is where two or more persons are interconnected to each other using their personal computers over the internet. It is also called ____
- (A) Conferencing
 - (B) Audio-video conferencing
 - (C) Communication
 - (D) None of above
- 213.** Just like an introduction in written communication, verbal communication should have a thesis statement. What purpose does the thesis statement serve?
- (A) The thesis statement gets the attention of the audience
 - (B) The thesis statement lets the audience know what the main message will be
 - (C) The thesis statement summarizes the most important ideas
 - (D) The thesis statement connects ideas
- 214.** How can language enhance our credibility?
- (A) By using cliches in every conversation.
 - (B) By expressing ourselves only through gestures.
 - (C) By using language that others perceive as competent and trustworthy.
 - (D) By avoiding the use of technical terms.
- 215.** Non visual communication using a network where only voices or sound is exchanged-eg VOIP
- (A) Web-conferencing
 - (B) Audio-conferencing
 - (C) Video-conferencing
 - (D) Physical faxing
 - (E) Electronic faxing
- 216.** He's got a real way with words. Somehow he makes you see things really clearly.
- (A) Can break your promise
 - (B) Can finish the argument with your own opinion
 - (C) Can use words very well
 - (D) Can express briefly
- 217.** Using concise, straightforward language to share thoughts and feelings is called ____
- (A) Clear Verbal Expression
 - (B) Passive Communication
 - (C) Ambiguous Messaging
 - (D) Nonverbal Cues
- 218.** What a person texts is categorized under which type of communication?
- (A) Verbal
 - (B) Non-Verbal
- 219.** What is one way humans use language?
- (A) To hide emotions
 - (B) To connect and transmit messages
 - (C) To create silence
 - (D) To memorize facts
- 220.** Yelling to someone across the street
- (A) Verbal Communication
 - (B) Non-verbal communication
 - (C) Neither
 - (D) None of above
- 221.** Verbal communication can be categorized in ____ and ____ form.
- (A) Spoken; eye contact
 - (B) Written; touch
 - (C) Proximity; spoken
 - (D) Spoken; written
- 222.** Communication is difficult if the patient cannot ____ the medical assistant (MA).
- (A) Hear
 - (B) Feel
 - (C) Touch
 - (D) Smell
- 223.** Aanya and Siya were having a lively debate in class. Can you guess which type of communication they were using when they were talking?
- (A) Verbal
 - (B) Non-Verbal
 - (C) Written
 - (D) Dramatic

224. What type of communication utilizes words without heavy use of body language?
(A) Verbal Communication
(B) Non-Verbal Communication
(C) Passive-Aggressive
(D) Passive
225. Linguistic skills are the most obvious tool for communication.
(A) True
(B) False
226. Includes face-to-face discussion, phone conversations, meetings, and formal presentations and speeches
(A) Senders
(B) Verbal communication
(C) Written communication
(D) Digital Communication and Social Media
(E) The virtual office
227. Components of Verbal Communication: Tone of voice dramatically affects the meaning of a message. Be aware of voice tone to avoid sending unintended messages.
(A) Vocabulary
(B) Denotative and connotative meaning
(C) Pacing
(D) Intonation
228. What is a key skill involved in professional verbal communication?
(A) Plagiarism
(B) Presentation Skills
(C) A/B Testing
(D) Copyright
229. We, as speakers and writers, have the power to hurt other people's feelings all because of the ____
(A) Denotations of words.
(B) Connotations of words.
230. Verbal communication means-
(A) Not talking
(B) Waving hello
(C) Poking your nose
(D) Having a conversation
231. A type of presentation is ____
(A) Persuasive
(B) Hostile audience
(C) Sincerity
(D) Oral only
232. Which of the following is a verbal cue?
(A) Posture
(B) Eye contact
(C) "Tell me more ____"
(D) Facial Expression
233. What is spoken communication?
(A) Writing emails to others
(B) Talking or speaking to others
(C) Drawing pictures
(D) Reading silently
234. What kind of communication uses words to relay a message?
(A) Verbal Communication
(B) Non-verbal Communication
(C) Intercultural Communication
(D) None of above
235. A: How ____ people ____ the news before the internet? B: by print media, magazines or radio
(A) Does/ get
(B) Did/ get
(C) Did/ got
(D) Are/ got
236. How does the speaker's use of words such as "promise," "sacrifices," and "opportunity" achieve her purpose in this paragraph?
(A) To make the excerpt more interesting and engaging for the reader
(B) To portray young people as helpless and in need of constant adult support

- (C) To boast about her own achievements and encourage young people to follow in her footsteps
- (D) To create a sense of responsibility to motivate adults to invest in young people's education
- 237.** When making small talk, complimenting someone's clothes or hairstyle is usually acceptable.
- (A) True
- (B) False
- 238.** Any type of interaction that makes use of spoken words is non-verbal communication.
- (A) TRUE
- (B) FALSE
- 239.** What we use for communication?
- (A) Play
- (B) Run
- (C) Voice
- (D) Sight
- 240.** Which of the following is a type of verbal communication?
- (A) Hand signals
- (B) Emojis
- (C) Written reports
- (D) Posture
- 241.** Verbal communication skills are important for any career, whether you use it in informal conversations or business presentations.
- (A) True
- (B) False
- 242.** Emotions created through word choice (audience experiences the emotions)
- (A) Mood
- (B) Volume
- (C) Tempo
- (D) Repetition
- 243.** Which method of eliminating noise encourages you to use words that draw pictures in your receiver's mind?
- (A) Use concrete words
- (B) Use simple words
- (C) Break through the noise
- (D) Know the purpose of your message
- 244.** "To begin with, let me explain the new software." This is an example of ____
- (A) Making an appointment.
- (B) Starting a detailed explanation.
- (C) Complaining about a product.
- (D) Writing a CV.
- 245.** During a presentation, vocal variety includes:
- (A) Tone, pace, and volume
- (B) Only volume changes
- (C) Speaking fast only
- (D) Monotone delivery
- 246.** The denotation of both 'request' and 'demand' is 'to ask for something.' Why might you choose 'request' over 'demand'?
- (A) 'Request' is a more forceful and aggressive word.
- (B) 'Request' has a more polite and less aggressive connotation.
- (C) 'Demand' is a more friendly and casual word.
- (D) There is no difference in the feeling they create.
- 247.** The written communication such as notices, circulars, reports, SMS, manuals etc. considered which of the following type of communication?
- (A) None of these
- (B) Non verbal
- (C) Verbal
- (D) Visual
- 248.** SHORT FORM OF i.e. (id est) REFERS TO
- (A) THAT IS

- (B) THEN NEXT
(C) THAT WHAT
(D) THEN HOW
- 249.** When you speak make sure
(A) It is not too loud and not too soft
(B) You speak loud all of the time
(C) You whisper quietly
(D) You talk very fast
- 250.** What can I do to have a loud enough voice?
(A) Speak like you normally do.
(B) Speak in a voice loud enough to be heard in the back.
(C) Talk to yourself, who cares about the audience
(D) None of above
- 251.** When we made the cup phones, how was the information transferred from one cup to the other?
(A) The person shouts across the room
(B) Our voice vibrated across the string to the other cup
(C) Only the cup vibrates
(D) A carrier pigeon carries the sound
- 252.** At the ____ I was very ____ about the potential job offer.
(A) Training, candidate
(B) Manage, creative
(C) Interview, enthusiastic
(D) Training, perfect Edit
- 253.** Communicating with the help of words
(A) Emotions
(B) Thoughts
(C) Verbal
(D) None of above
- 254.** What should be said to get the name of the call on the phone?
(A) Who am I speaking with?
(B) Sorry, I didn't catch your number.
(C) Could you repeat your number?
(D) B& C are correct.
- 255.** THIS ALLOWS EMPLOYEES IN AN ORGANIZATION TO HAVE MEETINGS WITH PEOPLE AT DIFFERENT LOCATIONS
(A) NETWORKING
(B) VIDEOCONFERENCING
- 256.** It is the primary method of human communication
(A) Language
(B) Learning
(C) Linguistics
(D) Literature
- 257.** ____ are statements that use I to express your thoughts, feelings, and ideas.
(A) I statements
(B) You statements
(C) Resolution
(D) None of above
- 258.** Cicero believed that a good speaker must have both wisdom and ____
(A) Wealth
(B) Style
(C) Courage
(D) Power
- 259.** I'm here today to ____ you about our new printer.
(A) Tell
(B) Move
(C) Point
(D) First
- 260.** A: Good morning. How are you? B: Good morning. I'm fine thank you. And you? A: ____
(A) I'm a student.
(B) How about you?
(C) I'm very well, thank you.
(D) How do you do?

- 261.** Let me introduce myself. I'm Paul Walker.
(A) Introducing yourself
(B) Asking about jobs
(C) Introducing someone
(D) Ending conversations
- 262.** When someone communicates with their mouth, what is it called?
(A) Media communication
(B) Verbal Communication
(C) Pep Talk
(D) Gisting
- 263.** What kind of speech do learners hear from native speakers who simplify their language to aid understanding?
(A) Academic speech
(B) Teacher talk
(C) Foreigner talk
(D) Direct method speech
- 264.** Effective pronunciation includes:
(A) Speaking fast
(B) Clarity and correct sounds
(C) Avoiding vowels
(D) Slang only
- 265.** Rearrange the letters to get words related to the internet. NNLOIE
(A) Online
(B) Website
(C) Internet
(D) Surfing
- 266.** Asking for clarifications: Which sentence is correct sentence?
(A) I no understand
(B) I not understand
(C) I don't understand
(D) None of above
- 267.** The most important factor in telephonic communication is
(A) Body language
(B) Voice modulation
(C) Appearance
(D) Writing skills
- 268.** Knowing your audience and understanding how they need to receive information is effective verbal communication.
(A) True
(B) False
- 269.** What are the key elements involved in verbal communication?
(A) Clarity, tone, vocabulary, and context
(B) Gestures, posture, and facial expressions
(C) Silence, pauses, and body language
(D) Written symbols and diagrams
- 270.** In word use, you must consider the nature and situation for appropriacy.
(A) True
(B) False
(C) All the above
(D) None of the above
- 271.** If the speaker is very conscious on the way she pronounces the words, what principle in speech delivery is observed by the speaker?
(A) Articulation
(B) Facial expression
(C) Gestures
(D) Modulation
- 272.** Using the surrounding information to define a word
(A) Characterization
(B) Summarize
(C) Contrast
(D) Context clues
- 273.** Verbal sounds that eventually become speech, including babbling, cooing and consonant vowel sounds, eg baba, dada, mama
(A) Pre-verbal
(B) Holophrase
(C) Telegraphic
(D) None of above

274. How can you instruct someone to convey a specific message?
- (A) The line is busy.
 - (B) I'd like to speak to Mr. James, please.
 - (C) Could you tell him (that) the meeting is cancelled?
 - (D) Just a second. I'll write that down.
275. Which is an advantage of verbal communication in workplaces?
- (A) Immediate feedback and quick clarification
 - (B) Permanent record with detailed logs
 - (C) Unlimited reach across time zones
 - (D) Minimal risk of message distortion
276. FORMER FRIENDS CROSSED THEIR PATH WHEN THEY ARE IN THE MALL AND EXCITED TO SEE EACH OTHER AND TELLING HAPPY MEMORIES. What speech style is observed?
- (A) Casual
 - (B) Formal
 - (C) Frozen
 - (D) Intimate
277. Win is to lose as success is to ____
- (A) Failure
 - (B) Win
 - (C) Victory
 - (D) Achievement
278. You use this type of speech delivery when presenting the legal proceedings and verdict in court or reading the rules and criteria of a contest.
- (A) Memorized
 - (B) Manuscript
 - (C) Impromptu
 - (D) Extemporaneous
279. Words have no direct relationship to the objects or ideas they represent. (3 Distinct Qualities of Symbols)
- (A) Arbitrary
 - (B) Ambiguous
 - (C) Abstract
 - (D) Assertive
 - (E) Appraisal
280. What is the primary mode of communication in face-to-face conversations?
- (A) Nonverbal communication
 - (B) Written communication
 - (C) Visual communication
 - (D) Verbal communication
281. The quality of voice that describes how softly or loudly you speak is
- (A) Tone
 - (B) Volume
 - (C) Pitch
 - (D) Enunciation
282. A public statement containing information about an event that has happened or is going to happen
- (A) Announcement
 - (B) Translation
 - (C) Motorway
 - (D) None of above
283. Verbal communication refers to all forms of communication that
- (A) Use written information to send a message
 - (B) Require the use of electronic media
 - (C) Can be heard by the listener
 - (D) Use words to convey a message
284. Talking to someone on the phone
- (A) Verbal Communication
 - (B) Non-verbal communication
 - (C) Neither
 - (D) None of above
285. Verbal communication involves using speech to exchange information with others.
- (A) True
 - (B) False

286. A: Good morning. How are you, Mrs. John? B: ____
(A) I'm fine, thank you.
(B) See you tomorrow.
(C) Pleased to meet you.
(D) Nice to meet you.
287. Choose the correct word: "The speech was ____ to persuade the audience."
(A) Designed
(B) Designing
(C) Designate
(D) Designated
288. What term describes the spread of information through verbal communication?
(A) Information spread via written documents
(B) Dissemination of news through social media
(C) Information spread verbally
(D) Distribution of data through broadcast media
289. What are the types of words we should use for verbal communication?
(A) Acronyms
(B) Simple
(C) Technical
(D) Jargons
290. The crispness or distinctiveness of a speaker's voice.
(A) Articulation
(B) Delivery
(C) Pronunciation
(D) Monotone
291. A: This is Marry Jackson from Toyota company. Is Jenifer there? B: ____
(A) Is she here?
(B) I don't know.
(C) She's out at the moment.
(D) Jenifer, please?
292. What type of communication that involves word usage?
(A) Informal
(B) Formal
(C) Verbal
(D) Nonverbal
293. The speech that seeks to provide the audience with favorable or acceptable ideas that can influence their ideas and decisions. The campaign speeches of the running candidates for government posts are the best examples of this type.
(A) Persuasive Speech
(B) Entertainment Speech
(C) Informative Speech
(D) Memorized Speech
294. Which type of communication involves speaking or using words?
(A) Nonverbal
(B) Written
(C) Verbal
(D) Visual
295. To speak in favor for someone
(A) Advocate
(B) Vociferous
(C) Evoke
(D) Irrevocable Edit
296. There are strategies that can help in verbalizing thoughts.
(A) TRUE
(B) FALSE
297. It is an act by which a speaker (or writer) uses language to enable a listener (or reader) to identify something.
(A) Inference
(B) Speech act
(C) Presupposition
(D) Reference

298. A: ____ B: It's twelve midnight
(A) What is it?
(B) What it is?
(C) What is it time?
(D) What time is it?
299. Announcements are done by an ____
(A) Engineer
(B) Announcer
(C) Admin staff
(D) None of above
300. What type of vocabulary would be appropriate for nonliterate individuals?
(A) Occupational vocabulary
(B) Core vocabulary
(C) Developmental vocabulary
(D) Words with without pictures
301. Talking is ____ communication
(A) Verbal
(B) Non-verbal Edit
302. Come tomorrow and fix the door.This sentence is ____
(A) Interrogative
(B) Imperative
(C) Exclamatory
(D) None
303. What information should you include when answering the phone in a business like manner?
(A) Your name
(B) The company's name
(C) A thank you for calling
(D) All of the information
304. Word choice; selecting vocabulary that is appropriate and understandable for the audience
(A) Diction
(B) Pronunciation
(C) Enunciation
(D) Fluency
305. It is defined as any communication that uses spoken or written words to convey a message.
(A) Oral communication
(B) Non-verbal communication
(C) Verbal communication
(D) Written communication
306. Which of the following can be used to introduce yourself in the phone.?
(A) Good morning. This is ____ from ____
(B) Good morning. How may I help you?
(C) Good morning. Is there ____, pls?
(D) None of them.
307. In verbal communication, when spoken words are heard, receiving is taking place.
(A) True
(B) False
308. Evi:Hi, Mirin. How are you?Mirin:Hi, Evi ____ and how about you?the correct responses for the dialogue above is ____
(A) I am good
(B) See you
(C) Good bye
(D) Thanks
309. Interpreting for a student with a cochlear implant can mean that the student is receiving some of the teacher's spoken message as well as the interpreted message.
(A) True
(B) False
310. What is the primary purpose of video conferencing tools?
(A) Audio and video meetings
(B) Email communication
(C) File storage
(D) Task assignment
311. Where is verbal communication used?
(A) Only in schools
(B) Only at home

- (C) In places like school, home, work, and public spaces
(D) Nowhere; non-verbal communication is enough
- 312.** A person who delivers a speech/presentation and uses words effectively
(A) Speaker
(B) Motivator
(C) Leader
(D) Orator
- 313.** A type of communication where we use spoken and written words to get our message and information across to the other person.
(A) Social Skills
(B) Social Cues
(C) Verbal Communication
(D) Non-Verbal Communication
- 314.** Which word best completes the sentence to show a cause? 'I was late for school ____ the bus broke down.'
(A) So
(B) Since
(C) Therefore
(D) But
- 315.** What is an utterance that a speaker makes to achieve an intended action?
(A) Speech Context
(B) Speech Styles
(C) Speech Acts
(D) Speeches
- 316.** ____ Communication involves using words and language to communicate.
(A) Verbal
(B) Non-verbal
(C) Visual
(D) Sign
- 317.** Carl announced to the class about the events for the upcoming Buwan ng Wika celebration. What specific channel did he use to relay his message?
(A) Spoken Language
(B) Written Communication
(C) All the above
(D) None of the above
- 318.** Which word is a synonym for ARGUABLY in this sentence? The current pedagogical paradigm is ARGUABLY that of constructivism.
(A) Injury
(B) Ruin
(C) Assemble
(D) Possibly
- 319.** In direct communication, which factor usually does NOT directly affect effectiveness?
(A) Word choice
(B) Syntax
(C) Intonation
(D) Voice
- 320.** The sharing of information between individuals by using words and speech is called
(A) Telephone
(B) Nonverbal communication
(C) Reframing
(D) Verbal communication
- 321.** A system of symbols that allows people to communicate with one another
(A) Communication
(B) Body language
(C) Language
(D) Work ethic
- 322.** Which type of communication uses spoken words to send a message?
(A) Nonverbal
(B) Verbal
(C) Written
(D) Visual

- 323.** This cue must be used if you want to give an instruction, ask a question, or deliver a speech.
- (A) Cue card
 - (B) Verbal cue
 - (C) Nonverbal cue
 - (D) Contextual cue
- 324.** What is an important action to take when communicating with someone who has impaired vision?
- (A) Describe events that are occurring
 - (B) Use hand gestures frequently
 - (C) Avoid announcing your presence
 - (D) Speak only when spoken to
- 325.** How can people use verbal communication?
- (A) Face-to-Face contact
 - (B) Face-to-Face, Telephone, Skype
 - (C) The use of word but not sounds
 - (D) None of above
- 326.** An advantage of using audio to communicate
- (A) Links can provide other resources
 - (B) Increases awareness of people, organisations and businesses
 - (C) Fast communication method
 - (D) Up to date information can be added and kept fresh
- 327.** It is the use of words to share information with other people. It can therefore include both spoken and written communication.
- (A) Non-Verbal Communication
 - (B) Verbal Communication
 - (C) Visual Communication
 - (D) None of above
- 328.** Can I ____ to the manager, please?
- (A) Speak
 - (B) Tell
 - (C) Say
 - (D) Explain
- 329.** A good speaker uses tone of voice to:
- (A) Emphasize key points and engage the audience
 - (B) Avoid being questioned
 - (C) Speak louder than others
 - (D) Show frustration
- 330.** How can varying your pitch during a conversation impact communication?
- (A) It can make the message less clear.
 - (B) It helps maintain the listener's interest and emphasize points.
 - (C) It causes misunderstandings.
 - (D) It reduces the volume of your speech.
- 331.** The skill "how to break the ice" is involved in ____
- (A) The ability to listen
 - (B) The ability to ask questions
 - (C) The ability to read
 - (D) The ability to emphasizeTagsGapfilling
- 332.** Speakers who often use simple yet precise and powerful words are found to be more credible. This refers to the characteristic of verbal communication called ____
- (A) Ambiguity
 - (B) Clarity
 - (C) Brevity
 - (D) Vividness
- 333.** Verbal communication acts as the secondary tool for expression between two or more people.
- (A) True
 - (B) False
- 334.** Directions: Read each statement carefully. In the answer sheet blacken the letter with the BEST answer. The symbol that usually comes in a form of spoken words or anything else out of the mouth of the speaker is known as ____
- (A) Verbal
 - (B) Nonverbal
 - (C) Sign language
 - (D) Printed symbols

335. True/False: Written communication is always better than verbal communication.
(A) True
(B) False
336. How do you conduct a good negotiation?
(A) Use words wisely while negotiating
(B) Do not make an offer while negotiating
(C) Provide a high of price range when negotiating
(D) Use bad words while negotiating
337. Who enabled voice communication in 1876?
(A) Alexander Graham Bell
(B) Thomas Edison
(C) Nikola Tesla
(D) None of above
338. Which of the following is a primary form of communication?
(A) Financial
(B) Economic
(C) Verbal
(D) Analytical
339. What is verbal communication primarily based on?
(A) The use of gestures and body language
(B) The use of spoken or written words
(C) The use of facial expressions
(D) The use of silence and pauses
340. Rian: Who is she? Andi: She is my cousin, Mita. Rian: ____? Andi: She comes from Yogyakarta.
(A) A: Where are you from?
(B) B: What do you come from?
(C) C: Where do you come from?
(D) D: Where does she come from?
341. Which word best completes the sentence to show a cause? 'She missed the bus ____ she woke up late.'
(A) Because
(B) So
(C) After
(D) Until
342. TYPES OF DELIVERY: Requires the most preparations, the writer fully write the speech and memorize ahead of time.
(A) Impromptu
(B) Manuscript
(C) Memorized
(D) None of above
343. Which one is NOT the right greeting for positive message?
(A) My condolence
(B) That's great
(C) I'm glad to hear that
(D) None of above
344. I'm sorry, I didn't hear what you said. Can you ____ it, please?
(A) Repeat
(B) Say
(C) Talk
(D) Tell
345. A variation of speech which is used when people communicate with the others
(A) Communicative strategies
(B) Speech Act
(C) Speech Context
(D) Speech Style
346. When a writer uses words according to their dictionary definition ____
(A) Figurative language
(B) Literal language
347. The way your voice sounds (which usually matches the way you are feeling)
(A) Tone of voice
(B) Breathing
(C) Posture
(D) None of above

348. Communicating a message using spoken words is called ____
- (A) Nonverbal communication
 - (B) Verbal communication
 - (C) Body language
 - (D) None of above
349. The speaker tries to reinforce or change the audience's perspective, beliefs, values, or feelings about a particular subject.
- (A) Persuasive Speech
 - (B) Impromptu Speech
 - (C) Memorized Speech
 - (D) Manuscript Speech
350. She dislikes ____ through message boards or online meetings.
- (A) Communicating
 - (B) Communicate
 - (C) To communicate
 - (D) Communicated
351. The degree of quickness with which one delivers a speech; not speaking too fast or too slow
- (A) Pronunciation
 - (B) Fluency
 - (C) Movement
 - (D) Pacing
352. Which of the following is NOT an example of verbal communication?
- (A) Textbook
 - (B) Frowning
 - (C) Lecture
 - (D) Patient chart
353. When giving directions to a person who is blind or visually impaired, what should you do?
- (A) Verbally give the person information that is visually obvious to individuals who can see.
 - (B) Speak loudly and slowly, assuming they have hearing difficulties.
 - (C) Point in the direction they should go without saying anything.
 - (D) Give them a written map or visual instructions.
354. What is a key feature of low-context cultures?
- (A) Strong reliance on shared traditions
 - (B) Explicit verbal communication
 - (C) High emphasis on group harmony
 - (D) Limited need for written agreements
355. During verbal communication, you should ask ____ questions
- (A) Clear and concise
 - (B) Interesting
 - (C) Close-ended
 - (D) Open-ended
356. A: How do you do? B: ____
- (A) It was great.
 - (B) Thank you.
 - (C) How do you do?
 - (D) So so.
357. The symbol that usually comes in a form of spoken words or anything else out of the mouth of the speaker is known as ____
- (A) Verbal
 - (B) Nonverbal
 - (C) Sign language
 - (D) Printed symbols
358. "Can you be a little more specific?" is a typical question for
- (A) Checking agreement
 - (B) Asking for opinions
 - (C) Asking for clarification/explanation
 - (D) None of above
359. They may be exchanging ____ with several friends and playing their favorite games at the same time.
- (A) Instant messages
 - (B) Convenient

- (C) Hours
(D) None of above
- 360.** Lance said that Glen's outfit for the English Month looks trashy, that made Glen angry and threw Lance insulting words criticizing his looks. What kind of verbal challenge is present in the situation?
(A) Differences in Views/Perspectives
(B) Poor Word Choices
(C) Subjective/Irrational Opinions
(D) Faulty Communication Techniques
- 361.** What speech style is static, ritualistic and archaic?
(A) Casual
(B) Consultative
(C) Frozen
(D) Intimate
- 362.** A speech of this nature is meant to help the listeners understand a topic in a more in-depth manner.
(A) Informative
(B) Persuasive
(C) Entertainment
(D) None of the above
- 363.** Talking to communicate ideas
(A) Verbal Communication
(B) Speaking Clearly
(C) Good Grammar
(D) None of the above
- 364.** "I'm afraid I can't talk right now" and "Can I call you back later?" are examples of expressions that we use when we want to
(A) Avoid speaking to the caller
(B) Encourage the caller to keep it brief
(C) Encourage the receiver to listen
(D) None of above
- 365.** An element of verbal communication in which the speaker will do well to repeat his or her utterances especially if the content of the utterance is difficult to understand.
(A) Word rhythm
(B) Word pauses
(C) Proof reading
(D) Repetition rephrasing
- 366.** Verbal communication is communication using
(A) Body language
(B) Words
(C) Sound
(D) None of above
- 367.** Sounds the same but have different meanings?
(A) Phonology
(B) Phonemes
(C) Orthography
(D) Homophone
- 368.** Which the following NOT include in key components of the verbal communication?
(A) Words
(B) Sound
(C) Language
(D) Silence
- 369.** Which promotion method primarily uses voice without images?
(A) Demonstrations at in-store kiosks
(B) Television advertisements with graphics
(C) Promotional videos on streaming sites
(D) Local or national radio advertisements
- 370.** It is the act of convincing, inducing, advising, urging or stirring the feelings of other persons to create in them, through sound reasoning and argument, the desire to change their beliefs, attitudes, intentions, motivations, or behavior into desirable ones.
(A) Motivation
(B) Persuasion
(C) Emotion
(D) Social Interaction

371. One of two major communication code systems; associated with our spoken and written language; typically labeled as "language".
(A) Verbal communication
(B) Red herring
(C) Encoding
(D) Nonverbal communication
(E) Technological determinism
372. "Slow down! The ___ of your speech was too fast, and I can't understand you!"
(A) Pitch
(B) Rate
(C) Inflection
(D) Volume
373. "I now pronounce you husband and wife" is an example of what Speech Style?
(A) FROZEN
(B) FORMAL
(C) CONSULTATIVE
(D) CASUAL
(E) INTIMATE
374. Verbal communication is the use of ___ and ___ to relay a message.
(A) Sounds, language
(B) Gestures, sounds
(C) Signs, language
(D) Language, gestures
375. In which of the following situation is a verbal communication necessary?
(A) Running to a track meet
(B) Hurrying to your classroom
(C) Listening to a radio program
(D) Calling someone on the phone
376. Which medium has the highest communication effectiveness?
(A) Telephone
(B) Video-conferencing
(C) Letter and memo
(D) Conversation meeting
377. The most important reason to speak clearly and calmly on a professional phone call is because:
(A) It makes you sound more intelligent.
(B) It saves time.
(C) Your voice is the only tool you have to communicate your message.
(D) It is a company rule.
378. Which one of these is a form of verbal communication?
(A) Shaking hands
(B) Talking professionally
(C) Nodding your head
(D) None of the above
379. A piece of narration in a movie or broadcast, not accompanied by an image of the speaker.
(A) Edit
(B) Voiceover
(C) Ducking
(D) Fade
380. What are examples of emphasis verbal cues?
(A) You need to know
(B) You need to remember
(C) Let me explain
(D) Listen carefully
(E) Next
381. Positive and neutral messages:
(A) Contain favorable or neutral information for the sender.
(B) Contain favorable or neutral information for the receiver.
(C) Are intended to persuade the receiver.
(D) Deliver bad news to the receiver.
382. The principal spoke in a low, deep voice to students who violated the rules at lunchtime. The principal used ___ to display an authoritative voice to the students.
(A) Pitch
(B) Rate
(C) Emphasis
(D) Tone

- 383.** Verbal communication includes the words we speak. It is our language.
(A) False
(B) True
(C) Maybe/not sure
(D) None of the above
- 384.** The way you sound; your individual sound
(A) Gesture
(B) Pronunciation
(C) Voice
(D) Diction
- 385.** Verbal communication is the use of ____
(A) Sign
(B) Maths
(C) Images
(D) Words
- 386.** Identify the analogy. talk: yell
(A) Tool: action
(B) Actor: action
(C) Part: whole
(D) Lower intensity: higher intensity
- 387.** Sounds in which the passage of air is stopped or partially stopped by the lips or tongue
(A) Vowels
(B) Consonants
(C) Tone
(D) Breathing
- 388.** Which set lists primary methods of communication?
(A) Text, voice, video
(B) Touch, gesture, posture
(C) Image, animation, infographic
(D) Cipher, code, hash
- 389.** Which term describes the loudness or softness of a speaker's voice?
(A) Speed
(B) Clarity
(C) Volume
(D) Pitch
- 390.** When the message is transmitted through spoken words.
(A) Active listening
(B) Verbal communication
(C) Nonverbal communication
(D) Eye contact
- 391.** What is the primary tool for expression between two or more people?
(A) Nonverbal communication
(B) Telepathy
(C) Written communication
(D) Verbal communication
- 392.** Which pair both relates to communication skills for customer service?
(A) Decision-making and personal development
(B) Oral communication and written communication
(C) Information-gathering and telephone
(D) Problem-solving and team working
- 393.** The use of sounds and words to express yourself
(A) Non-Verbal Communication
(B) Customer Service
(C) Interpretive Dance
(D) Verbal Communication Edit
- 394.** Which one of this is the meaning of Expressive function?
(A) Utterances express the speaker feelings
(B) Utterances provide information
(C) Utterances comment language itself
(D) Utterances express solidarity and empathy with others
- 395.** We can't deny the great benefits of ____ in a global business environment.
(A) Having a video conference
(B) Video chatting
(C) Meeting face to face
(D) Verbal communication

396. Which scenario best represents debates as verbal communication?
- (A) Private reflection on personal goals
 - (B) A solo keynote with visual slides
 - (C) Casual small talk at a cafeteria
 - (D) Opposing viewpoints argued before judges
397. To finish a telephone conversation
- (A) Hang in
 - (B) Hang on
 - (C) Hang up
 - (D) Hang to
398. The use of technical language
- (A) Jargon
 - (B) Manual
 - (C) Handbook
 - (D) Writing
399. Which one of these benefits applies to verbal communication? Select one option.
- (A) Able to give a quick response.
 - (B) Allows time to think before responding.
 - (C) Provides plausible evidence.
 - (D) Avoids misunderstanding of voice tone.
400. Mark: "I'm sorry. It's late. I must go now."
Mary: " ____ "
- (A) You are welcome
 - (B) Good bye. See you soon
 - (C) Not at all
 - (D) Hello
401. A discussion in which reasons are put forward in support of and against a claim is called ____
- (A) Love
 - (B) Support
 - (C) Argument
 - (D) Encouragement
402. According to the text, what can change meaning in a presentation?
- (A) Only the words chosen
 - (B) The emphasis placed on certain words
 - (C) Only visual aids
 - (D) Only the speaker's credentials
403. Why is using clear words important in verbal communication?
- (A) It ensures that your message is understood by everyone
 - (B) It makes conversations shorter
 - (C) It allows you to talk without thinking
 - (D) It confuses the listener on purpose
404. When a politician says that he is a man of the people but refuses to shake hands with them, confusion may occur. In what dimensions did the communication fail?
- (A) Verbal & Nonverbal Dimensions
 - (B) Oral & Written Dimensions
 - (C) Formal & Informal Dimensions
 - (D) Intentional & Unintentional Dimensions
405. What type of question encourages the customer to give a response that the seller wants to hear?
- (A) Open
 - (B) Supplementary
 - (C) Leading
 - (D) Multiple
406. Below are the expressions of Greeting, EXCEPT ____
- (A) See you, farewell
 - (B) Good morning, good night
 - (C) How are you, good evening
 - (D) Good day, what's up
407. Please ____ your brother to me. Is he tall or short?
- (A) Become
 - (B) Follow
 - (C) Walking
 - (D) Describe

408. A: Excuse me. — can I find the internet café? B: Certainly. It's opposite the library
(A) Where
(B) What
(C) Who
(D) When
409. Every language has a set of rules that govern the ways their words combined to form phrases, clauses and sentences. Similarly, computer programming languages. It defines the combination of symbols that are considered to be a correctly structured document or fragment of that language.
(A) Syntax.
(B) URL (Uniform Resource Locator).
(C) Browser.
(D) Scripting Language.
410. When conversing in a group with a blind or visually impaired person, what should you remember to do?
(A) Identify yourself and the person to whom you are speaking.
(B) Speak loudly and slowly to ensure understanding.
(C) Avoid addressing the person directly.
(D) Use hand gestures to communicate your message.
411. Which of the following is not a way to speak more fluently?
(A) Speak with your friends in English often.
(B) Do not worry about making mistakes.
(C) Use gap fillers like "Er" and "Erm" often.
(D) Practice at home with speaking games.
412. This learning refers to the use of verbal connections to create associations.
(A) Concept Learning
(B) Discrimination Learning
(C) Verbal Association
(D) None of above
413. What is the significance of tone in written business communication?
(A) It has no impact on the message
(B) It can influence the reader's perception
(C) It is only relevant in face-to-face interactions
(D) It should always be aggressive
414. In a language with multiple dialects, one dialect may be recognized as the —
(A) Official language
(B) Standard language
(C) Standard dialect
(D) Language family
415. What does "word of mouth" refer to?
(A) Gossip
(B) Spoken advertising or recommendations
(C) Arguing
(D) Online reviews
416. The principal method of human communication, consisting of words used in a structured and conventional way and conveyed by speech, writing, or gesture.
(A) Language
(B) Language Acquisition
(C) First Language Acquisition
(D) Learning
417. What is the expression of someone's voice or writing that shows their attitude or feelings?
(A) Conciseness
(B) Clarity
(C) Tone
(D) Style
418. Which one of the two developed first: written language or spoken language?
(A) Written
(B) Spoken
419. One of the communication strategies where you describe or paraphrase the target object or action
(A) Circumlocution
(B) Approximation

- (C) Topic avoidance
(D) Word Coinage
- 420.** Which is an example of good verbal communication?
(A) Speaking clearly and politely
(B) Shouting to be heard
(C) Interrupting someone
(D) Using confusing words
- 421.** What does it mean if someone “has a way with words”?
(A) They are confusing
(B) They are persuasive or eloquent
(C) They never stop talking
(D) They speak multiple languages
- 422.** What should you say on the phone when you call someone?
(A) Who's it?
(B) Yes?
(C) Hello, this is Marco.
(D) None of above
- 423.** Verbal communication fosters a better relationship.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
- 424.** Saying words correctly and clearly with the accepted sounds and accented syllables reflects ____
(A) Rate
(B) Pitch
(C) Vocal quality
(D) Proper pronunciation
- 425.** Her speech was ____ enough to change opinions.
(A) Eye Contact
(B) To put someone in the picture
(C) Persuasive
(D) Eloquent
- 426.** Presenting a class report.
(A) Verbal
(B) Non-verbal
- 427.** The meaning of 'Interrupt' is ____
(A) To hear a rumor or unofficial news
(B) To stop someone from speaking
(C) Outgoing and socially confident
(D) Not open in speech, keeping thoughts private
- 428.** Teaching in the classroom is an example of ____
(A) Non-Verbal Communication
(B) Written Communication
(C) Verbal Communication
(D) None of the above
- 429.** Aniyah asks her boss a question.
(A) Electronic communication
(B) Nonverbal communication
(C) Verbal communication
(D) Written communication
- 430.** What is the correct way to express a dislike?
(A) I love swimming
(B) I enjoy swimming
(C) I dislike swimming
(D) I like swimming
- 431.** Sanskrit was passed down generation to generation
(A) Written on paper
(B) Verbally
(C) By Hiroglyphs
(D) None of above
- 432.** Raj and Tej talk to each other only on the phone. What type of communication is this?
(A) Sign communication
(B) Verbal communication
(C) Non verbal communication
(D) Written communication

433. ____ is a collection of symbols that are given meaning when used.
- (A) Non-Verbal Communication
 - (B) Facial Expressions
 - (C) Proxemics
 - (D) Language
434. Under which category of the type of communication does sending a text message come?
- (A) Verbal
 - (B) Non-Verbal
435. Select two of the following sentences which involve verbal communication.
- (A) Sam texted Max to meet him in the school library
 - (B) Mike and Jake were talking to each other in the school cafeteria
 - (C) Sandy emailed Mandy about the school carnival
 - (D) None of above
436. When no one was talking at the party, Sam told a joke to ____
- (A) Hit the nail on the head
 - (B) Break the ice
 - (C) Let the cat out of the bag
 - (D) Put it in a nutshell
437. What does "I'm all ears" really mean?
- (A) I am listening very closely to what you have to say.
 - (B) My ears are too big.
 - (C) I can hear really well.
 - (D) None of above
438. Used in 'private' communication and is reserved for close family members or intimate people.
- (A) Consultative Register
 - (B) Formal Register
 - (C) Casual Register
 - (D) Static Register/Frozen Register
 - (E) Intimate Register
439. How do we communicate verbally
- (A) Texting
 - (B) Having a conversation
 - (C) Listening to people
 - (D) Writing things down
440. Internet telephony is also called
- (A) Voip.
 - (B) Cipo.
 - (C) Vip.
 - (D) Telecasting.
441. Communication that uses words, either oral or written, is ____
- (A) Feedback
 - (B) Channel
 - (C) Sender
 - (D) Verbal
442. Speaking words as they are meant to be spoken
- (A) Vocal variety
 - (B) Monotone
 - (C) Pronunciation
 - (D) Vocal distractors
443. Any communication that conveys a message consisting of words is called:
- (A) Verbal communication
 - (B) Non-verbal communication
 - (C) Gestures
 - (D) Paralanguage
444. Most people remember what they hear much longer than what they see.
- (A) True
 - (B) False
445. The expression "I'd love to but ____" is used to:
- (A) Say what's going on and what's available
 - (B) Invite someone to do something
 - (C) Respond to an invitation
 - (D) State preferences

446. Which communication style is this: delivering messages simply and clearly, checking for signs of active listening, and thinking about what to say before speaking.
- (A) Non-verbal
 - (B) Verbal
 - (C) Electronic
 - (D) Active listening Edit
447. A friend says, "My life would be empty without you." What function of language does this statement best represent?
- (A) Providing comfort
 - (B) Expressing affection and the value of a relationship
 - (C) Conveying social information
 - (D) Using weasel words
448. The ___ in a word or sentence is where you place the most important emphasis.
- (A) Intonation
 - (B) Stress
 - (C) AccentTagsMatching
 - (D) None of above
449. Talking to a friend on the phone is an example of:
- (A) Written
 - (B) Verbal
 - (C) Visual
 - (D) Technological
450. It use words to express ideas which can be easily understood by the person you are talking to. Consider appropriateness, brevity, clarity, ethics, and vividness when engaging in this type of communication.
- (A) Verbal Communication
 - (B) Barriers of Communication
 - (C) Non-Verbal Communication
 - (D) Elements of Communication
451. The style or manner in which the writer or speaker shows.
- (A) Slang
 - (B) Teeth
 - (C) Tone
 - (D) Graciously
452. Which of these is NOT an example of a verbal communication skill
- (A) The speed of our speech
 - (B) Eye contact
 - (C) Language used
 - (D) Volume of speech
453. Words that creatively describe things or feelings usually add color and spice to communication. This refers to good characteristics of verbal communication called ___
- (A) Ambiguity
 - (B) Clarity
 - (C) Brevity
 - (D) Vividness
454. Which of the following is NOT a part of verbal communication?
- (A) Sound
 - (B) Words
 - (C) Speaking
 - (D) Body language
455. Using words, spoken, written or signed
- (A) Verbal Communication
 - (B) Non-Verbal Communication
 - (C) Visual Communication
 - (D) Iconic Communication
456. Forms of Debate: Changing of opinions using internet as their platform.
- (A) Online Debate
 - (B) Decision Making
 - (C) Competitive
 - (D) None of above
457. On the Web, Web sites can make use of ___, which includes music, speech, or any other sound.
- (A) Vodcasting.
 - (B) Audio.

- (C) Video.
(D) Digeo.
458. What is an example of a verbal cue used in communication repair?
(A) Nodding
(B) Saying 'let me clarify'
(C) Smiling
(D) Looking away
459. What does it mean to add your own style when speaking publicly?
(A) Stand as straight as a board and speak in a monotone voice.
(B) Act like a clown to get everyone's attention.
(C) Speak how everyone expects you to speak.
(D) Let your personality shine when speaking. Edit
460. She is very ____ and expresses her ideas clearly.
(A) To get it straight from the horse's mouth
(B) Responsive
(C) Articulate
(D) Clarify
461. True or False: Communication can be written or spoken.
(A) True
(B) False
(C) Only spoken
(D) Only written
462. Oral communication is the interchange of ____ between the sender and the receiver.
(A) Written messages
(B) Signs and gestures
(C) Verbal messages
(D) Cues and clues
463. Using words to communicate
(A) Nonverbal Communication
(B) Verbal Communication
(C) Volume
(D) Voice Quality
464. The expression "I'm inclined to agree" shows:
(A) Total disagreement.
(B) Uncertainty.
(C) A tendency toward agreement.
(D) No opinion at all.
465. Which root means "word" or "reason"?
(A) Vid
(B) Cred
(C) Val
(D) Form
(E) Log
466. It refers to the idea that single words appear to substitute for the meaning or thought conveyed in a full complete sentence.
(A) Telegraphic stage
(B) Babbling
(C) Holophrastic stage
(D) Pre-linguistic stage
467. Complete the collocation with the correct verb ____ a conversation
(A) Speak
(B) Do
(C) Hold
(D) None of above
468. In TV programs and movies, characters may use idiomatic expressions and slang to:
(A) Confuse the audience
(B) Portray authentic and natural language
(C) Avoid humor
(D) Maintain a formal tone
469. The quotations and personal interpretations that bring news stories and features alive in readers' or viewers' minds.
(A) Humanity
(B) Human Element
(C) Interviews
(D) Primary Source

470. A: Hi, Kate. B: How are you doing? A: — I feel sick today.
(A) Wonderful.
(B) Fine.
(C) Not so well.
(D) Not bad.
471. Which tool helps us talk face-to-face online?
(A) Video call
(B) Chat box
(C) Letter
(D) Telegram
472. Informal language used by peers and friends (slang, vulgarities, colloquialisms)
(A) Consultative Register
(B) Formal Register
(C) Casual Register
(D) Static Register/Frozen Register
(E) Intimate Register
473. How can competent communicators improve their language according to the material?
(A) By using more opinions than facts
(B) By keeping opinions and factual claims separate in verbal communication
(C) By always agreeing with others
(D) By avoiding all forms of communication
474. Expressing feelings, thoughts, or experiences with words, either by speaking or writing.
(A) Nonverbal Communication
(B) Verbal Communication
(C) Communication
(D) Body Language
475. It is the skill of grouping the words of a long sentence to express a clear thought and to catch a breath while speaking.
(A) Phrasing
(B) Combining
(C) Blending
(D) Linking
476. Words as symbols: Symbols are not concrete and tangible
(A) Symbols are arbitrary.
(B) Symbols are ambiguous.
(C) Symbols are abstract.
(D) None of the above
477. Video Conferencing is popularly known as —
(A) Video Chat
(B) Text Message
(C) Chat group
(D) E group
478. They sometimes — a video conference.
(A) Have
(B) Meet
(C) Send
(D) Use Edit
479. Information can be given out quickly in Verbal Communication
(A) True
(B) False
480. Which is the most common type of communication.
(A) Visual communication
(B) Nonverbal communication
(C) Verbal communication
(D) Written communication
481. Which of the following is a common way for customers to express their complaints:
(A) Directly to the CEO
(B) Patiently
(C) Verbally
(D) Silently
482. When you have a conversation on the phone, what type of communication are you using?
(A) Nonverbal
(B) Visual
(C) Verbal
(D) Written

- 483.** Which form of communication involves how and what words are used to communicate with individuals?
(A) Non Verbal
(B) Negotiation
(C) Problem Solving
(D) Verbal Communication
- 484.** Which sentence is NOT correct? (Unit 2)
(A) Please send him a text message.
(B) Please send a text message to him.
(C) I'm text messaging him.
(D) I texted message him.
- 485.** Which of the following is an example of Frozen Speech Style?
(A) Miranda Rights
(B) Pet Names
(C) School lessons
(D) News Casting?
- 486.** Please leave a ____ on my phone if you are unable to reach me.
(A) Message
(B) Call
(C) Letter
(D) Note
- 487.** Clearly saying the sounds and syllables of words; speaking clearly, not mumbling
(A) Enunciation
(B) Diction
(C) Pronunciation
(D) Fluency
- 488.** As a speaker, you should know how to when to make your voice loud or soft. And you should know how to control your voice. What speech delivery principle should you observe?
(A) Articulation
(B) Facial Expression
(C) Modulation
(D) Stage Presence
- 489.** Words used in spoken or written language.
(A) Message
(B) Letters and symbols
(C) Verbal symbols
(D) Nonverbal symbols
- 490.** What is a form of verbal communication?
(A) Eye contact
(B) Gestures
(C) Face to face conversations
(D) None of the above
- 491.** Sounds, language and tone of voice
(A) Verbal communication
(B) Non-verbal communication
(C) Written Communication
(D) None of above
- 492.** Moving with ease; polished. speaker rarely stumbles through a presentation
(A) Posture
(B) Vocal distractions
(C) Rate
(D) Fluency
- 493.** The smoothness or flow with which sounds, syllables, words and phrases are joined together when speaking
(A) Fluency
(B) Articulation
(C) Gestures
(D) None of above
- 494.** Speaking with a steady rate or flow demonstrates good
(A) Emphasis
(B) Projection
(C) Fluency
(D) Voice Quality
- 495.** Whispering to someone so no one else can hear
(A) Verbal Communication
(B) Non-verbal communication
(C) Neither
(D) None of above

496. Effective verbal communication begins with
- (A) Clarity
 - (B) Wordiness
 - (C) Rudeness
 - (D) Talking quickly
497. The following are verbal communications except ____
- (A) Discussion
 - (B) Meeting
 - (C) Speech
 - (D) Body language
498. When introducing a new feature in a product demo, you might start with:
- (A) I don't know if this is good, but ____
 - (B) Allow me to introduce our latest feature ____
 - (C) Look at this thing.
 - (D) Let's skip this part.
499. When we communicate verbally, we should use ____ words.
- (A) Difficult
 - (B) Simple
 - (C) Confusing
 - (D) Abbreviations
500. Short, simple sentences are used alongside expressive non-verbal gestures
- (A) Restricted code
 - (B) Elaborated code
 - (C) Rapport talk
 - (D) Report talk
501. The equation of our subject is
- (A) Verbal Communication = Speaking + Listening
 - (B) Speaking = Verbal Communication + Listening
 - (C) Listening = Speaking + Verbal Communication
 - (D) None of the above
502. It can refer to speaking confidently without uncertainty and repetition of words or sounds in an utterance.
- (A) Speech
 - (B) Globalization
 - (C) Communication
 - (D) Ethics
503. The communication which is spoken, read, heard, and written is ____
- (A) Non verbal communication
 - (B) Verbal communication
 - (C) Gestural communication
 - (D) Formal communication
504. This step of speaking means you know what the words mean.
- (A) Expression
 - (B) Familiarity
 - (C) Clarity
 - (D) Punctuation
505. What is a verbal exchange between two or more people who have different opinions on a given subject called?
- (A) Conflict
 - (B) Disagreement
 - (C) Interpersonal conflict
 - (D) Argument
506. Saying "Hi" to someone is an example of:
- (A) Verbal symbols
 - (B) Non-verbal symbols
507. How can you inquire about leaving a message?
- (A) Could you take a message?
 - (B) The sales manager is not in.
 - (C) Would you hold?
 - (D) I'll put you through (to Mr. Jack.).
508. A device used primarily for communication
- (A) Automobile
 - (B) Toaster
 - (C) Telephone
 - (D) Refrigerator

- 509.** In verbal communication, how is emotion expressed?
- (A) By frowning or crossing one's arms
 - (B) Tone of voice
 - (C) Language choice
 - (D) Through confidence
- 510.** Which type of communication involves listening to someone talk?
- (A) Written
 - (B) Nonverbal
 - (C) Verbal
 - (D) Visual
- 511.** During a school event, Luna was asked to share a story about her summer vacation. She gave a spoken account of her events. What is this called?
- (A) Paraphrasing
 - (B) Close-Ended Questions
 - (C) Literal
 - (D) Narrative
- 512.** Writers can use words and phrases such as on the other hand, as opposed to, and conversely to show contrast in business messages
- (A) True
 - (B) False
- 513.** These are utterances which have a certain conventional force such as informing, ordering, and warning.
- (A) Locution
 - (B) Illocution
 - (C) Perlocution
 - (D) None of above
- 514.** The speaker's message should be delivered at the appropriate speed. This pertains to
- (A) Pace
 - (B) Volume
 - (C) Articulation
 - (D) Tone
- 515.** Which of the following is an example of verbal and nonverbal therapeutic communication?
- (A) Active listening
 - (B) Bias
 - (C) Root words
 - (D) Suffixes
- 516.** An.mp3 file would be for?
- (A) Text
 - (B) Music
 - (C) Video
 - (D) Image
- 517.** What is verbal communication in health and social care
- (A) Verbal communication is the use of words and sounds to share information with others
 - (B) Verbal communication is how we listen to other people.
 - (C) Verbal communication is using sign language.
 - (D) Verbal communication is the best way to communicate.
- 518.** What is a key feature of telecommunication services?
- (A) They facilitate both oral and written communication
 - (B) They are limited to government use
 - (C) They are only available in urban areas
 - (D) They provide one-way communication
- 519.** A formal speech
- (A) Dictate
 - (B) Exhort
 - (C) Oration
 - (D) Lecturer
 - (E) Proclamation
- 520.** When ending a call, who would probably say "I'll give his/her your message."
- (A) Receiver
 - (B) Caller

521. It is the term given to the speed at which you speak
(A) Volume
(B) Fluency
(C) Rate
(D) None of above
522. Which speech style remains unchanged in time?
(A) Casual
(B) Frozen
(C) Formal
(D) Intimate
523. The most important part of Verbal Interaction is to be ____
(A) Frenzied
(B) Loud
(C) Calm
(D) Silent
524. A speaker has good ____ when he or she speaks words clearly and expresses the consonants like "s", "t", "k", "d", etc.
(A) Pronunciation
(B) Articulation
(C) Inflection
(D) Pitch
525. The widest spoken lingua franca in the world is
(A) Russian
(B) Chinese
(C) English
(D) Swahili
526. "Our yearbook is the best!" exclaimed Ms. Perkins.
(A) Direct Quote
(B) Headline
(C) Indirect quote
(D) Exaggeration
527. The sharing of information through the words is known as ____
(A) Non-Verbal communication
(B) Visual Communication
(C) Verbal communication
(D) Sign language
528. When planning to make a telephone call, you should ask yourself all of the following questions except:
(A) Has there been any misunderstanding that I need to clear up?
(B) What do I want to communicate?
(C) What is the purpose of the message?
(D) What if the person doesn't answer?
529. What is the sharing of meaning using words?
(A) Non-Verbal Communication
(B) Verbal Communication
(C) Interpersonal
(D) Visual
530. Written words fall under the verbal symbols
(A) True
(B) False
531. Which of the following helps us to talk to someone who is far away?
(A) Fan
(B) Telephone
(C) Table
(D) Chair
532. Which of the following is a key aspect of verbal communication skills?
(A) Facial expressions
(B) Clear pronunciation
(C) Body language
(D) Gestures
533. Which phrase should be used to start a conversation?
(A) How are you?
(B) Go away!

- (C) Don't talk.
(D) Wait!
- 534.** What does "I'm all tied up" really mean?
(A) I can tie a really good knot!
(B) I'm very busy right now.
(C) Help! Someone tied me up.
(D) None of above
- 535.** What is the overall sound or feeling in your speech?
(A) Clarity
(B) Confidence
(C) Tone
(D) Respect
- 536.** 'Speech that is researched and planned ahead of time but the exact wording is not scripted'. This is referring to
(A) Impromptu Speeches
(B) Extemporaneous Speeches
- 537.** Which of the following is NOT recommended in therapeutic communication with patients?
(A) Making eye contact
(B) Using open-ended questions
(C) Using terms like "sweetie" or "honey"
(D) Asking for permission before touching the patient
- 538.** Talking on a cell phone is an example of which type of communication?
(A) Verbal
(B) Non-verbal
(C) All the above
(D) None of the above
- 539.** The reporter asks two questions at once.
(A) Two-part question
(B) Read back
(C) Follow up
(D) Rephrase
- 540.** Which term means "to say or do the opposite of something"?
(A) Empathy
(B) Dissolve
(C) Contradict
(D) Isolation
- 541.** Verbal communication is the skill of ____
(A) Filling out reports
(B) Being on time
(C) Speaking and listening
(D) Thinking and comprehending
- 542.** I ALLOW COMPUTER USERS TO RECORD AUDIO INTO THEIR COMPUTERS
(A) MICROPHONE
(B) SPEAKERS
(C) WIFI
(D) PRINTER
- 543.** Someone who speaks each syllable clearly and separately has good ____
(A) Enunciation
(B) Pronunciation
(C) Communication
(D) Speaking skills
- 544.** One person speaking
(A) Monologue
(B) Dialogue
(C) Dialect
(D) Language
- 545.** This type of communication is comprised of sounds, words and language which has a direct relationship with culture.
(A) Proxemics
(B) Kinesics
(C) Non-verbal communication
(D) Verbal Communication
- 546.** Other than the first languages, there are other languages that are needed for various

- reasons. These other languages are referred to as ____
- (A) Language acquisition
 - (B) Language change
 - (C) Mother tongue
 - (D) Second language
547. ____ is a type of speech (according to purpose) that provides the audience with a clear understanding of a concept or idea.
- (A) PERSUASIVE
 - (B) INFORMATIVE
 - (C) ENTERTAINMENT
 - (D) None of above
548. Which of the following would not have a negative impact on language development
- (A) Playing regular iphone games
 - (B) Singing nursery rhymes when changing nappies
 - (C) Keeping the radio on all day
 - (D) Ignoring children
549. Which sentence uses a preposition?
- (A) She is running
 - (B) The cat jumped over the fence
 - (C) They went home
 - (D) We can swim
550. Shiv said to her, "May you succeed!"
- (A) Shiv wished her success.
 - (B) Shiv told her that she might succeed.
 - (C) She prayed to God that she may succeed.
 - (D) None of the above
551. Why would communication be difficult without a language system?
- (A) Words and sounds would lack shared meaning
 - (B) Emails would send automatically
 - (C) Phones would lose signal strength
 - (D) People would forget technology entirely
552. Informing clients about a product, without stressing that they purchase it, is known as a(n) ____
- (A) Tailored target
 - (B) Soft sell
 - (C) Hard sell
 - (D) Recommendation
553. People always judge how well you speak in general. How well and precisely you form vowels and consonants using your lips, tongue, jaw, and palate to form the sounds to speak is crucial in making your message get crossed.
- (A) Articulation
 - (B) Modulation
 - (C) Stage Presence
 - (D) Facial Expression
554. What does "speaking intelligibly" mean?
- (A) Using advanced vocabulary
 - (B) Speaking in a foreign language
 - (C) Speaking quickly to avoid delays
 - (D) Speaking clearly with correct pronunciation and tone
555. Apps for Audio or Video Conferencing EXCEPT ____
- (A) Skype
 - (B) Google Meet
 - (C) Zoom
 - (D) Wikis
556. A girl tells you her cat's name is Grumpy Gus. You might infer that the cat ____
- (A) Is a kitten
 - (B) Is often in a bad mood
 - (C) Is large
 - (D) Is in your backyard
557. Communication being expressed in language, spoken or written
- (A) Verbal communication
 - (B) Nonverbal communication
 - (C) Text
 - (D) Headline

558. Verbal communication does not use words in expressing the message.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
559. As a young child, I was always fascinated by how sound travels. Because my mother was partially deaf, I worked with the deaf, teaching them to communicate. Later, my studies led to my most famous invention, the telephone. Who am I?
(A) Thomas Edison
(B) Mother Teresa
(C) Alexander Graham Bell
(D) Nikola Tesla
560. Using words.
(A) Verbal
(B) Nonverbal
561. Which of the following is the "What" of a speech?
(A) Delivery
(B) Content
562. This written out speech is read in its entirety when delivered. (Ex. Ceremonial Speeches (such as eulogies, tributes and awards), Political Speeches, Radio and TV speeches, Presentation of a policy)
(A) Manuscript (or read) Speech
(B) Memorized Speech
(C) Extemporaneous Speech
(D) None of the above
563. Talking calmly or whispering to catch students' attention is the use of ____
(A) Tone of voice
(B) Realia
(C) Flashcards
(D) Magazines
564. Which sentence best communicates a feeling of sadness?
(A) The sun shone brightly over the meadow.
(B) The rain poured down as she sat alone.
(C) The children laughed and played in the park.
(D) The music was loud and cheerful.
565. All are polite ways to interrupt except
(A) Excuse me, can I ____
(B) I think you are wrong ____
(C) I am sorry to interrupt
(D) None of the above
566. Choose the correct type of communication here: Participating in a job interview and effectively answering the interviewer's questions to showcase your qualifications.
(A) Verbal Communication
(B) Non-Verbal Communication
567. When it is hard for others to listen if you aren't expressing yourself well
(A) Interview
(B) Verbal Communication
(C) Speaking Clearly
(D) None of the above
568. Which demonstrates proper enunciation?
(A) Speaking very quickly
(B) Clearly pronouncing each word
569. A: ____ do you go to this party with? B: My girlfriend.
(A) What
(B) Where
(C) When
(D) Who
570. Written Communication is type of:
(A) Body Language
(B) Non-Verbal Communication
(C) Verbal Communication
(D) NON-OF THESE OPTIONS

571. Jane seems friendly, but I overheard her ____ about Sarah's work ethic.
(A) Starting the ball rolling
(B) Making small talk
(C) Talking rubbish
(D) Talking behind Sarah's back
572. If a message requires immediate attention, the most appropriate channel is:
(A) A direct face-to-face conversation
(B) A long written report
(C) A memo sent at the end of the week
(D) A poster placed in the break room
573. Effective verbal communication is based on two key factors, listening and?
(A) Speaking
(B) Hearing
(C) Sighing
(D) Doing
574. Define articulation
(A) How you talk
(B) The formation of clear and distinct sounds in speech
(C) How you speak for spoken word
(D) How you pronounce words
575. Which of the following is not the pre-speech form?
(A) Crying
(B) Babbling
(C) Echolalia
(D) Babbing
576. Tries to persuade the listener by using words that appeal to the reader's emotions instead of to logic or reason
(A) Ethical appeal
(B) Emotional appeal
577. How can people communicate using sound?
(A) Eat and sleep
(B) Talk and sing
(C) Run and jump
(D) None of the above
578. A baby is hungry. He wants food. How can he use sound to tell his mom
(A) Wave
(B) Sleep
(C) Cry
(D) None of the above
579. Choose the correct version
(A) Learn speaking
(B) Learn a language
(C) Learn reading
(D) Learn writing
580. The phrase "It's been a pleasure meeting you" is best used:
(A) At the beginning of a meeting.
(B) When asking for someone's name.
(C) At the end of an introductory conversation.
(D) When greeting a stranger.
581. A form of communication that may be used to effect social interaction
(A) Small talk
(B) Light control talk
(C) Straight talk
(D) Heavy talk
582. Which invention is primarily used for long-distance communication?
(A) Television
(B) Bicycle
(C) Telephone
(D) Camera
583. These elements below are for verbal communication EXCEPT
(A) Words
(B) Language
(C) Speech
(D) Body language

584. Which sentence uses language in its most literal, exact sense?
- (A) He was so hungry he could eat a horse.
 - (B) The wind whispered through the trees.
 - (C) It's raining cats and dogs outside.
 - (D) The water in the glass is cold.
585. They can be taught by encouraging them to say and see words and read books together.
- (A) Verbal Linguistic
 - (B) Logical Mathematical
 - (C) Intrapersonal
 - (D) Interpersonal
586. An acceptable rate of speech is speaking in a natural, well-paced manner
- (A) True
 - (B) False
587. What to say when rejecting?
- (A) From our point of view there are some points missing.
 - (B) So the next step is ____
 - (C) I'm afraid we can't ____
 - (D) I can't agree with you more.
588. Which statement best distinguishes oral from written communication in service roles?
- (A) Spoken interaction versus messages in text
 - (B) Short messages versus long reports
 - (C) Internal updates versus public announcements
 - (D) Formal documents versus informal chats
589. Technical terms are ____
- (A) The attitude a writer expresses about a subject
 - (B) The ideas and feelings associated with a word
 - (C) Language that is not meant to be taken literally
 - (D) Words that have a special meaning in a particular field of study
590. Communication that uses words
- (A) Nonverbal communication
 - (B) Verbal communication
591. Choose the correct type of communication here: Having a conversation with a friend over the phone to catch up on recent news and share personal experiences.
- (A) Verbal Communication
 - (B) Non-Verbal Communication
592. Speaking skills are essential in clearly communicating your presentation
- (A) True
 - (B) False
593. Harry applied for a leave in his office. He first called up and then wrote an email as well. What is the channel of communication?
- (A) Written
 - (B) Verbal
 - (C) Both of these
 - (D) Telephone
594. He was ____ to speak in front of the class.
- (A) Interrupt
 - (B) To get the wrong end of the stick
 - (C) Eye Contact
 - (D) Hesitant
595. What is the purpose of verbal communication?
- (A) To understand a thought
 - (B) To clarify a thought
 - (C) To relay messages to one or more receivers
 - (D) To relay messages to one or more senders
596. When you are saying "bye" to your lover, you are closing the conversation.
- (A) TRUE
 - (B) FALSE

597. The following must be considered when engaging in verbal communication, EXCEPT —
- (A) Appropriateness
 - (B) Wordiness
 - (C) Ethics
 - (D) Vividness Edit
598. What does "el doblaje" mean?
- (A) Dubbing
 - (B) Translation
 - (C) Subtitles
 - (D) Voice-over
599. Verbal speech, braille, and reading a text all use —
- (A) Signals to send information
 - (B) The same code to send information
 - (C) The same senses to send a signal
 - (D) Electromagnetic waves to send a signal
600. What are some common speech fillers to avoid in professional settings?
- (A) Uh-huh
 - (B) Avoid speech fillers like 'um', 'uh', 'like', 'you know', 'so', and 'actually'.
 - (C) Actually, you know
 - (D) Like, totally
601. It is the mere utterance of a string of words with certain meaning.
- (A) Speech Act
 - (B) Locution
 - (C) Perlocution
 - (D) Illocution
602. Verbal Analogies: pilot: plane:: captain:
- (A) Sports
 - (B) Sea
 - (C) Ship
 - (D) Bus
603. When communicating with individuals who are blind or visually impaired, what should you do before leaving?
- (A) Tell the individual when you are leaving.
 - (B) Leave quietly without saying anything.
 - (C) Wait for someone else to arrive before leaving.
 - (D) Assume they will notice you have left.
604. Speakers who often use simple yet precise and powerful words are found to be more credible. It uses more direct with your words. Avoid fillers and insubstantial expressions which do not add to the message, such as "uh," "you know," "I guess," and others.
- (A) Appropriateness
 - (B) Brevity
 - (C) Clarity
 - (D) Vividness
605. A telephone conversation is —
- (A) Verbal
 - (B) Non-verbal
606. Words and messages that are commonly used by a variety of individuals and occur very frequently are also known as
- (A) Core vocabulary
 - (B) Coverage vocabulary
 - (C) Fringe vocabulary
 - (D) Developmental vocabulary
607. Which feature is a good conferencing tool to use with others who are located elsewhere in your city, or even in another country?
- (A) BYOD
 - (B) Video communications
 - (C) Cloud computing
 - (D) None of above
608. The distinction between the basic elements of verbal communication and the elements of verbal communication skills lies in their focus and scope within the communication process.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above

- 609.** Prof. Albert Mehrabian stated that ____ plays a 38% role in conveying the message
(A) Words
(B) Intonation and voice
(C) Body language
(D) Writing
- 610.** How does tone affect verbal communication?
(A) Tone has no effect on the message
(B) A friendly tone makes the message clear and respectful
(C) A loud tone always improves communication
(D) Only words matter, not how they are said
- 611.** What category of speech act is this? "Could you lend me a pencil, please?"
(A) Commissives
(B) Assertives
(C) Expressives
(D) Directives
- 612.** Speaking is the most neglected of all the communication skills, yet it is the most vital skill for understanding a message.
(A) True
(B) False
- 613.** Which of the following expressions is negative and should be avoided?
(A) Thank you for giving us ____
(B) You misunderstood ____
(C) We are happy to ____
(D) An explanation to you is in order ____
- 614.** The ____ of a professional message may be formal or informal.
(A) Formal
(B) Tone
(C) Testimonial
(D) Persuasive
- 615.** You are watching a classmate present a report. You notice she keeps saying "uhmm" and "anyway" while thinking. This is an example of:
(A) Being disrespectful
(B) Speaking unintelligibly
(C) Giving unclear feedback
(D) Using helpful expressions to gain time
- 616.** Name one verbal therapeutic communication technique.
(A) Use of Humor
(B) Ignoring the patient
(C) Changing the subject abruptly
(D) Giving false reassurance
(E) Being silent
- 617.** It is an application that enables you to communicate with others using the audio in your device.
(A) AUDIO CONFERENCING
(B) VIDEO CONFERENCING
- 618.** Auditory(A) Visual(V) Tactile(T) Chemical(C) Each dolphin also has its own unique whistling sound that it uses to identify itself
(A) A
(B) V
(C) T
(D) C
- 619.** In communication, the language is
(A) The verbal code
(B) The iconic code
(C) The symbolic code
(D) The non-verbal code
- 620.** Group discussion, interview, presentations, lectures, telephone calls, public speech, teleconferences or video conferences are the examples of ____
(A) Aims of communication
(B) Verbal or oral communication
(C) Non verbal communication
(D) Sender and receiver of communication
- 621.** ____ means spoken or done without preparation.
(A) Rendezvous

- (B) Extempore
- (C) Volte Face
- (D) Bete noir

622. Language: a system of sounds that convey meaning because of shared grammatical & semantic rules

- (A) True
- (B) False
- (C) All the above
- (D) None of the above

623. Words as symbols: Symbols do not have in-

herent meaning until we give meaning to them.

- (A) Symbols are arbitrary.
- (B) Symbols are ambiguous.
- (C) Symbols are abstract.
- (D) None of the above

624. Which invention allows individuals to communicate over long distances?

- (A) Bicycle
- (B) Television
- (C) Telephone
- (D) Refrigerator

1.2.3 Oral Communication

1. Unscripted talking, usually by a broadcaster.
 - (A) Script
 - (B) Ad-lib
 - (C) Opinion
 - (D) Editorial
2. Which of these is an example of spoken communication?
 - (A) Reading a book
 - (B) Watching a movie
 - (C) Talking on a video call
 - (D) Writing a letter
3. It is the most common and instant means of two way communication.
 - (A) Books
 - (B) Internet
 - (C) Telephone
 - (D) None of the above
4. How did early Aryans transmit their stories before the development of a written language?
 - (A) Hieroglyphics
 - (B) Coded messages
 - (C) By oral tradition
 - (D) Written scripts
5. The content of an oral presentation is secondary to the delivery style.
 - (A) True
 - (B) False
6. What is an important aspect of preparing for an oral presentation?
 - (A) Ignoring the audience
 - (B) Practicing aloud
 - (C) Reading silently
 - (D) Writing extensively
7. Which of the following is considered a speaking skill?
 - (A) Make clear, simple statements
 - (B) Paying attention
 - (C) Rereading your words before you send a message
 - (D) None of above
8. Complete the phrase: ___ phone calls
 - (A) Play
 - (B) Chat
 - (C) Make
 - (D) None of above
9. It is also called as spur-of-the-moment speech.
 - (A) Extemporaneous Speech

- (B) Memorized Speech
 - (C) Impromptu Speech
 - (D) Manuscript Speech
10. Marcia accidentally forgot her reading glasses in her rush to catch a flight. She is eager to learn more about last week's election; which news source should she MOST LIKELY turn to during her flight?
- (A) A newspaper
 - (B) A magazine
 - (C) A podcast
 - (D) Social media
11. It is a type of speech according to delivery which is without prior preparation and requires immediate response.
- (A) EXTEMPORANEOUS
 - (B) IMPROMPTU
 - (C) MEMORIZED
 - (D) MANUSCRIPT
12. What does "Enunciation" refer to?
- (A) The act of being on time
 - (B) The clarity of spoken words
 - (C) Feedback given negatively
 - (D) A document detailing work experience
13. System in which words are spoken to express ideas or emotions.
- (A) Etiquette
 - (B) Grammar
 - (C) Internal audience
 - (D) Oral language
 - (E) Scope
14. Identify which strategy to effective oral communication is described in this statement: Oral communication involves a speaker who considers his/her rate of speaking.
- (A) Speak precisely
 - (B) Speak flexibly
 - (C) Speak with appropriate pauses
 - (D) Do not argue Edit
15. You use this type of speech delivery when you are in an event where you are asked to say a few words.
- (A) Memorized
 - (B) Manuscript
 - (C) Impromptu
 - (D) Extemporaneous
16. A well organised talk is a ____ talk.
- (A) Clear
 - (B) Structured
 - (C) Short
 - (D) Long
17. Brainstorming (figuring out what you want to say) is one of the things you do before you speak.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
18. Which of the following is NOT a benefit of giving a strong oral presentation?
- (A) Enhances the speaker's confidence
 - (B) Builds audience engagement
 - (C) Reduces the need for clear communication
 - (D) Communicates key points effectively
19. Using oral communication, the message can be stored for an indefinite period.
- (A) True
 - (B) False
20. Which of the following is not a disadvantage of oral communication?
- (A) Long speeches during meetings waste time and are unproductive.
 - (B) It requires attentive and receptive listeners else the message will be unheard and misunderstood.
 - (C) It is very much appreciated as a legal record.
 - (D) Both A & B

21. When preparing to make a professional telephone call, what are several effective oral communication skills you could apply?
- (A) Be Courteous/ Polite
 - (B) Speak Clearly & use Proper grammar
 - (C) Be aggressive
 - (D) All of the above
 - (E) A & B only
22. What is the fastest way to talk to someone who is far away?
- (A) Sending a letter
 - (B) Talking on the phone
 - (C) Using a pigeon
 - (D) Writing on a board
23. Oral communication primarily involves the use of:
- (A) Written words
 - (B) Spoken words
 - (C) Visual symbols
 - (D) Printed material
24. Direct face to face communication in between two or more persons is known as ____
- (A) Oral communication
 - (B) Written communication
25. What is the primary purpose of oral communication?
- (A) To convey written information
 - (B) To share ideas and information verbally
 - (C) To read aloud from a text
 - (D) To write essays
26. Choose the correct example of oral communication. (1 Mark)
- (A) Reports
 - (B) Newspapers
 - (C) Face-to Face conversation
 - (D) Notes
27. In oral communication there is a possibility of immediate ____
- (A) Reset
 - (B) Refection
 - (C) Reaction
 - (D) Response
28. What is a key characteristic of oral communication?
- (A) It requires careful preparation.
 - (B) It provides a clear record of the information.
 - (C) It allows for immediate feedback.
 - (D) It is primarily used for emails and reports.
29. Your oral communication skills involve reading and writing.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
30. This step of speaking means you can easily understand the language you speak or say things like "I love you" in different languages.
- (A) Speed
 - (B) Punctuation
 - (C) Clarity
 - (D) Fluency
31. Telephone Conversation
- (A) ORAL COMMUNICATION
 - (B) WRITTEN COMMUNICATION
 - (C) VISUAL COMMUNICATION
 - (D) ELECTRONIC COMMUNICATION
32. It is known as the spoken communication.
- (A) Oral Communication
 - (B) Communication
 - (C) Models of Communication
 - (D) Barriers
33. Core part of the speech that addresses the main ideas and principles of the speech
- (A) Introduction
 - (B) Message
 - (C) Body
 - (D) Conclusion

34. Oral tradition has been the most archaic mode of human communication.
(A) True
(B) False
35. When using the ___ in business, it is important to talk with a smile in your voice.
(A) Elevator
(B) Telephone
(C) Computer
(D) Intercom
36. A good way to inform a new employee that they are not performing well would be:
(A) Using a notice board discussing
(B) Discussing orally with the manager
(C) Sending a letter
(D) Facebook
37. Speeches should have a limited number of main points; most speeches contain from two to five main points.
(A) TRUE
(B) FALSE
38. What possible speech is shown in the picture? The speaker is wearing a formal attire but with a copy of speech being read.
(A) Extemporaneous Speech
(B) Impromptu Speech
(C) Manuscript Speech
(D) Memorized Speech Edit
39. When placing a call, your introduction should include three parts
(A) True
(B) False
40. A loud speaker may be proved barrier in which type of communication?
(A) Written
(B) Oral
(C) Symbolic
(D) None of the above
41. Communication can be shown by:
(A) Speaking clearly and directly
(B) Identify the strengths of team members
(C) Develop creative and innovative solutions
(D) Reflect on your own performance
42. Verbal Channels of communication primarily use:
(A) Gestures
(B) Written words
(C) Spoken language
(D) Social media
43. Anne: No, ___ one more thing. They took the portable phone as well. Peter: Ah yes.
(A) I say
(B) There's
(C) It is
(D) I speak Edit
44. When presenting, it is important to articulate and use a loud, clear voice.
(A) True
(B) False
45. Which field needs spoken communication the most?
(A) Only teaching
(B) Only acting
(C) All fields like business, education, health-care
(D) Only music
46. In oral communication, the medium used is:
(A) Paper
(B) Email
(C) Voice
(D) Symbols
47. Which type of speech aims to convince the audience to accept the speaker's viewpoint?
(A) Informative Speech
(B) Persuasive Speech
(C) Entertainment Speech
(D) None of above

48. In which part of a phone call should you name the person being called, identify yourself and your affiliation, and provide a brief explanation of the reason for the phone call?
- (A) After the introduction
 - (B) The introduction
 - (C) At the end of the phone call
 - (D) In the middle of the phone call
49. A form of verbal communication that includes speaking and listening.
- (A) Oral communication
 - (B) Written communication
 - (C) Communication barriers
 - (D) None of above
50. Rate refers to the pace of your speech.
- (A) T
 - (B) F
51. Why is oral presentation an important skill in business?
- (A) It helps in improving writing skills.
 - (B) It allows individuals to present ideas clearly and persuasively.
 - (C) It limits personal interaction.
 - (D) It focuses only on technical data.
52. What is the best way to prepare for a phone conversation?
- (A) Think of a few questions the other person may ask.
 - (B) Think ahead or prepare the content of the call.
 - (C) Do not prepare anything.
 - (D) None of above
53. At the beginning of a presentation, you could say ____
- (A) Let's move on to ____
 - (B) I'd like to expand on ____
 - (C) Let me elaborate further ____
 - (D) Let me start by giving ____
54. Vital components of an effective oral presentation include a(n)
- (A) Appropriate delivery style, voice quality, and diction
 - (B) Assistant to distribute materials
 - (C) Laser pointer for emphasis during the presentation
 - (D) Pink dress or suit for a female presenter, or a red tie for a male presenter.
55. What is a major factor that contributes to the effectiveness of an oral presentation?
- (A) Reading from slides word-for-word
 - (B) Avoiding eye contact with the audience
 - (C) Clear articulation and confident delivery
 - (D) Speaking in a monotone voice
56. Which of the following describes talking without advance notice to plan what will be said?
- (A) Impromptu speaking
 - (B) Group discussion
 - (C) Persuasive speech
 - (D) Formal presentation
57. Mrs. Sara Ali personal manager of ABC Bank needs to motivate all the employees in the bank. Which communication channel would be a good choice for Sara?
- (A) Written Communication
 - (B) Oral Communication
 - (C) Visual Communication
 - (D) Nonverbal Communication
58. Which of the following can be replayed and listened to multiple times by the receiver?
- (A) Text message
 - (B) Story
 - (C) Voice message
 - (D) Email
59. When placing a business telephone call, immediately name the person you are calling, identify yourself and your affiliation, and give a brief explanation of your reason for calling.
- (A) T
 - (B) F

60. What is a technique for an effective oral presentation?
- (A) Mumbling
 - (B) Maintaining eye contact
 - (C) Reading the entire speech
 - (D) Ignoring the audience
61. A speech wherein you are given an advanced preparation as it is delivered from memory.
- (A) Extemporaneous
 - (B) Impromptu
 - (C) Manuscript
 - (D) Memorized
62. The expression of or the ability to express thoughts and feelings by articulate sounds.
- (A) Speech
 - (B) Speeches
 - (C) Speech
 - (D) Speechese
63. Beauty pageants' "Question and Answer" portion allows the candidates to deliver what mode of speech delivery?
- (A) Extemporaneous
 - (B) Impromptu
 - (C) Memorized
 - (D) None of above
64. Examples of oral communication ____ Letter.
- (A) E-mail.
 - (B) Telephone.
 - (C) Fax.
 - (D) None of the above
65. I send ____ messages when I don't feel like typing.
- (A) . voice
 - (B) Text
 - (C) Group
 - (D) None of above
66. The major part of a speech.
- (A) Introduction
 - (B) Body
 - (C) Conclusion
 - (D)
67. Identify instances of written/oral/nonverbal communication. Bancroft: "Look, I am not here to comment about that ____ it's embarrassing, and I'm truly sorry."
- (A) Oral
 - (B) Written
 - (C) Non Verbal
 - (D) Electronic
68. In the closing of an oral presentation, you should summarize main points.
- (A) True
 - (B) False
69. Tom: "How did you get there?" John: " ____ "
- (A) Is it far from here?
 - (B) I came here by train
 - (C) I came here last night
 - (D) The train is so crowded
70. If you need to resolve a conflict, but you can't meet in-person for BEST practices. The next BEST method would probably be through ____
- (A) Snapchat
 - (B) FaceTime
 - (C) Text Message
 - (D) Email
71. In businesses, which method is most frequently used for communication among people?
- (A) Body language
 - (B) Written communication
 - (C) Oral communication
 - (D) Eye contact
72. Sam is not clear about the complex project requirements, and has multiple queries? what should his next step be?
- (A) Email the customer with the long list of queries

- (B) Set up a call with the customer to address the queries
(C) Search google to get the answers
(D) None of above
73. What is oral or verbal communication
(A) When the communication is spoken
(B) When you have to eat lotion
(C) I dont know
(D) I guess something
74. DEFINITION: a communication that presents ideas to an audience or group. Usually accompanied by an illustration or a presentation software.
(A) Oral presentation
(B) Speech
(C) Debate
(D) Essay
75. Which of the following is an example of oral communication?
(A) Newspapers
(B) Letters
(C) Phone call
(D) E-mail
76. The Malacanang spokesperson uses ____ when he answers questions in a press conference.
(A) Impromptu
(B) Informative
(C) Manuscript
(D) Persuasive
77. In oral interpretation, the speaker creates and recreates the meaning and mood of the selection.
(A) FALSE
(B) TRUE
(C) All the above
(D) None of the above
78. Oral Communication in Context aims to:
(A) Develop your reading and writing skills
(B) Develop your speaking and listening skills
(C) All the above
(D) None of the above
79. Oral communication is not only time saving, but it also saves upon money and efforts.
(A) Advantage of Oral Communication
(B) Disadvantage of Oral Communication
80. Which type of speech is delivered word for word from a written script, often with the help of visual aids or a teleprompter?
(A) Memorized
(B) Manuscript
(C) Extemporaneous
(D) Impromptu
81. Conversation
(A) The informal exchange of ideas by spoken words
(B) To make certain that something or someone is correct, safe, or suitable by examining it, him, or her quickly
(C) A piece of clothing that women wear for swimming
(D) A shelf or shelves that hold books.
82. Impromptu speaking challenges the speaker's ability to organize ideas and deliver effectively in a very short period.
(A) TRUE
(B) FALSE
83. Repetition of words are important in developing speaking skill
(A) True
(B) False
84. Which of the following is an example of audio conferencing?
(A) Zoom with video
(B) Skype call without video
(C) Watching a YouTube video
(D) Playing a game online

85. Oral communication is not as organized as written communication.
(A) Advantage of Oral Communication
(B) Disadvantage of Oral Communication
86. The inputting of speech part by part. the interpreter sits or stands next to the speaker. the speaker speaks for some time and then stops the interpreter translates that part of speech and then stops and so on
(A) Simulations interrupting
(B) Consecutive interpreting.
(C) Sight interpreting
(D) Translate interrupting
87. When making and delivering speech, which speech style works best?
(A) Casual
(B) Consultative
(C) Frozen
(D) Formal
88. Which of the following is an example of synchronous communication?
(A) A phone call.
(B) A blog post.
(C) A text message.
(D) A post on a discussion board.
89. A way that stories are told from generation to generation by speaking
(A) A telegraph
(B) A printing press
(C) Oral tradition
(D) Video recordings
90. Sarah calls her mother through the phone. "Hi Mom! I just wanted to let you know I made it home safely," she says. Her mother responds, "That's wonderful, dear. I was just about to call you."
(A) Oral Communication
(B) Written Communication
(C) All the above
(D) None of the above
91. If someone leaves you a message on voicemail, you have to ____ it.
(A) Read
(B) Listen to
(C) Text
(D) None of above
92. The telephone is transferring the human ____ along wires.
(A) Letter
(B) Smoke
(C) Voice
(D) Code
93. Auditory(A) Visual(V) Tactile(T) Chemical(C) Mrs. Formisano yelling to put your phones away
(A) A
(B) V
(C) C
(D) T
94. It is okay to have memory aids when conducting an oral presentation.
(A) True
(B) False
95. A: Hello.B: Hello, how are you?A: ____, thank you. And you?B: I'm fine.
(A) Nice to meet you
(B) Fine
(C) I'm fine
(D) Great to see you
96. Your speech form includes the following-
(A) Beginning, middle, end
(B) Brainstorming and final draft
(C) Introduction, body and closing
(D) None of the above
97. This invention allowed people to connect instantly over long distances
(A) Airplane
(B) Electrical Power Station
(C) Telephone
(D) Ice Maker

98. Which type of speech is designed to provide information and understanding?
- (A) Persuasive
 - (B) Informative
 - (C) Entertaining
 - (D) Impromptu
99. A string telephone is a way to communicate using ____
- (A) Videos
 - (B) Music
 - (C) Sound
 - (D) Light Edit
100. Tone and pitch help in-
- (A) Writing
 - (B) Speaking effectively
 - (C) Drawing
 - (D) Typing
101. Presenting a speech so it sounds spontaneous no matter how many times it has been rehearsed
- (A) Eye contact
 - (B) Gestures
 - (C) Conversational quality
 - (D) Pitch
102. In oral communication, the voice tone primarily affects:
- (A) Message meaning
 - (B) Channel clarity
 - (C) Feedback
 - (D) Receiver identity
103. A type of speech which requires speakers to formulate spontaneous sentences with short or long preparation
- (A) Reading from a manuscript
 - (B) Memorized speech
 - (C) Extemporaneous speech
 - (D) Impromptu
104. All of the following are types of oral communication EXCEPT:
- (A) Presentation
 - (B) Interviews
 - (C) Notice board
 - (D) Meetings
105. What does it mean to use professional oral communication skills in a business meeting?
- (A) Sharing personal anecdotes and jokes to break the ice
 - (B) Speaking confidently and clearly to convey information effectively
 - (C) Interrupting others to make your point heard
 - (D) Using informal slang and colloquial language to relate to colleagues
106. Which sense is most important to consider for your audience when writing a news broadcast?
- (A) Hearing
 - (B) Touch
 - (C) Smell
 - (D) Sight
107. We can talk and listen to people on ____
- (A) Telephone and Mobile phones
 - (B) Letters and Fax machines
 - (C) All the above
 - (D) None of the above
108. Which option only contains assessment criteria for judging speaking?
- (A) Vocabulary, punctuation, pronunciation
 - (B) Range of language, fluency, pronunciation
 - (C) Grammatical accuracy, paragraphing, range of expressions
 - (D) None of above
109. Phone call is an example of
- (A) Real time communication
 - (B) Delayed communication

- 110.** Which of the following is an example of oral communication? (2 Mark)
- (A) Newspapers
 - (B) Letters
 - (C) Phone call
 - (D) E-mail
- 111.** Which of the following is an effective speech delivery technique?
- (A) Pause to emphasize words.
 - (B) Rarely look the audience in the eye.
 - (C) Always be formal and serious.
 - (D) Use filler words to avoid dead air.
- 112.** If you urgently needed to communicate with a person what is the best way to contact them
- (A) Letter
 - (B) Phone Call
 - (C) Email
 - (D) Memo
- 113.** In which of the following is an oral communication method required?
- (A) Writing news articles
 - (B) Updating Facebook status
 - (C) Participating in teleconferences
 - (D) Tweeting
- 114.** What is the importance of tone in oral communication?
- (A) It has no importance
 - (B) It conveys emotions and attitudes
 - (C) It confuses the listener
 - (D) It is only important in written communication
- 115.** Which of the following characterizes a good context for an oral communication activity?
- (A) Invalid
 - (B) Unclear
 - (C) Relevant
 - (D) Vague
- 116.** Face to face communication is an example of
- (A) Oral communication
 - (B) Written communication
 - (C) Audio visual communication
 - (D) Nonverbal communication
- 117.** Passing down stories by telling them over and over without writing it down
- (A) Oral Tradition
 - (B) Sovereign
 - (C) Reservations
 - (D) Anthropology
 - (E) Cultural Identity
- 118.** Which of the following sales communication channels allows immediate feedback from the customer?
- (A) Email
 - (B) Phone calls
 - (C) Social media
 - (D) Direct mail
- 119.** Diction & projection mean:
- (A) I speak my mind.
 - (B) I speak with gusto.
 - (C) I speak with a pleasant tone.
 - (D) I speak clearly, loudly, and the audience understands all of my words.
- 120.** Exposure to spoken language helps students improve their ____, vocabulary, and grammar usage.
- (A) Pronunciation
 - (B) Punctuation
 - (C) Imagination
 - (D) Calculation
- 121.** Which statement best defines oral communication?
- (A) Sharing ideas using visual symbols only
 - (B) Transmitting data via digital networks
 - (C) Recording information for permanent storage
 - (D) Exchanging messages through spoken words

- 122. Interviews**
(A) ORAL COMMUNICATION
(B) WRITTEN COMMUNICATION
(C) VISUAL COMMUNICATION
(D) ELECTRONIC COMMUNICATION
- 123. Oral language includes characteristics such as vocabulary, grammar, and pronunciation.**
(A) True
(B) False
- 124. Which type of speech is well-prepared and rehearsed, delivered in a conversational manner, typically using brief notes for guidance?**
(A) Manuscript
(B) Memorized
(C) Impromptu
(D) Extemporaneous
- 125. Public Address System**
(A) ORAL COMMUNICATION
(B) WRITTEN COMMUNICATION
(C) VISUAL COMMUNICATION
(D) ELECTRONIC COMMUNICATION
- 126. Tools appropriately used for discussions and dialogues.**
(A) Instant Messaging
(B) Audio Conferencing
(C) Video Conferencing
(D) None of above
- 127. Exchange of verbal messages with the employment of nonverbal cues.**
(A) Distance communication
(B) Oral communication
(C) Online communication
(D) Written communication
- 128. You talk to someone and hear their voice, but you cannot see them. What is this method?**
(A) Phone call
(B) Email
(C) Text messages
(D) None of above
- 129. One key to effective oral style is to use familiar language.**
(A) True
(B) False
- 130. Oral communication allows the receiver to respond rapidly to what he thinks he hears.**
(A) True
(B) False
- 131. The art of speaking with eloquence. It requires handling oral resources such as diction, gestures, proxemics, intonation, and dress codes. If done well, it will produce an effect of empathy and respect in the audience.**
(A) Voice
(B) Reading
(C) Oratory
(D) Essay
- 132. Speaking without advanced preparation.**
(A) Extemporaneous
(B) Manuscript
(C) Memorized
(D) Impromptu
- 133. REFERS TO THE ORAL COMMUNICATION.**
(A) VERBAL
(B) NON-VERBAL
(C) BOTH
(D) NONE OF THE ABOVE
- 134. Sandra was nervous about her speech, so she wrote out her entire speech and read it word for word. The type of delivery Sandra was using is ____**
(A) Extemporaneous
(B) Impromptu
(C) Manuscript
(D) Memorize

135. It is the type of speech delivery where the speaker is speaking with limited preparation and with guided notes.
(A) Memorized
(B) Manuscript
(C) Impromptu
(D) Extemporaneous
136. What is the purpose of a telephone?
(A) To send a letter
(B) To talk to someone
(C) To watch movies
(D) To play games
137. Classify the given situation as impromptu or prepared speech. You were asked to share your knowledge about a topic on-the-spot.
(A) Impromptu
(B) Prepared
138. A speech intended to educate the audience on a particular topic
(A) Persuasive speech
(B) Informative speech
139. A way that stories and information about a culture are passed down through families by speaking about them
(A) A telegraph
(B) A printing press
(C) Oral tradition
(D) None of above
140. In which channel did Dino deliver his message?
(A) A speech
(B) A letter
(C) An email
(D) A phone call
141. One advantage of using phone call is ____
(A) There's no need to wait long in making decisions
(B) It's always answered by the intended receiver
(C) It provides permanent record
(D) The call depends on the mood of the receiver Edit
142. Our college sometimes invites ____ speakers to talk on various topics.
(A) Native
(B) Key
(C) Lecture
(D) Guest
143. Which is a primary advantage of oral communication in organizations?
(A) Complete elimination of bias
(B) Guaranteed legal validity
(C) Immediate clarification of doubts
(D) Permanent archival of records
144. Oral method of teaching the deaf focuses on teaching them to speak and lipread
(A) True
(B) False
145. The simplest way to communicate is to
(A) Send an e-mail
(B) Text someone
(C) Open your mouth
(D) Snap chat Edit
146. Under Leadership Skills-Communication, which item is included?
(A) Oral
(B) Awards
(C) Application
(D) Pay
147. An era where people had no knowledge of writing but used stories to document/pass down tradition, cultural standard, or knowledge is called ____
(A) The era of writing culture
(B) The era of oral culture
(C) The era of unwritten
(D) The era of print material

148. Auditory(A) Visual(V) Tactile(T) Chemical (C) An Emperor Penguin singing to its chick
(A) A
(B) V
(C) T
(D) C
149. Ann: "___ where the nearest post office is?"
Linda: "Turn left and then turn right."
(A) Could you tell me
(B) Should you show me
(C) Do you tell me
(D) Will you say me
150. It is easier to maintain secrecy in ___ communication
(A) Oral
(B) Written
151. Which statement best summarizes the purpose of a language laboratory?
(A) Built for literature analysis
(B) Used for handwriting practice
(C) Primarily for reading comprehension
(D) Designed for listening and speaking
152. During a company-wide meeting, the CEO stands at the podium and addresses the employees, "Good morning, team. I'm excited to announce that we've exceeded our sales targets for the last quarter, thanks to all your hard work!"
(A) Oral Communication
(B) Written Communication
(C) All the above
(D) None of the above
153. What oral communication skill is used to engage with customers on the telephone?
(A) Note taking.
(B) Active listening.
(C) Spell correctly.
(D) Time management.
154. Which communication method is most effective for immediate feedback?
(A) Written communication
(B) Non-verbal communication
(C) Oral communication
(D) Visual communication
155. One way to practice good speaking habits is to:
(A) Avoid enunciating your words
(B) Always keep your hands at your sides
(C) Use a lot of big words
(D) Avoid non-words and "empty" words
156. The formation of clear and distinct sounds in speech
(A) Volume
(B) Rate
(C) Articulation
(D) Pitch
157. Choose the correct example of oral communication.
(A) Reports
(B) Newspapers
(C) Face-to-face interaction
(D) Notes
158. A good material for oral interpretation needs to connect with common human experiences.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
159. Oral communication skills are important for any career, whether you use it in informal conversations or business presentations.
(A) True
(B) False
160. What are advantages of Telephone mediums?
(A) Personal, effective

- (B) High Cost (paying people to make phone calls), time consuming (one phone call at a time)
- 161.** Which one of the following is not an advantage associated with oral communication?
- (A) It promotes two-way communication.
(B) It enables instantaneous feedback.
(C) Body language can reinforce the message.
(D) It provides a record that the message has been sent.
- 162.** Oral communication is NOT a good choice when
- (A) Important information needs to be documented.
(B) The business matter requires quick feedback.
(C) Same message is given to many people at same time.
(D) Motivating people
- 163.** The advantages of ____ communication are speed and feedback.
- (A) Non-verbal
(B) Written
(C) Oral
(D) None of above
- 164.** Communication channels: when you need to deliver or gather information quickly, and when nonverbal cues are not important, and when you cannot meet in person, the ____ is the best channel to use.
- (A) Voicemail message
(B) Telephone call
(C) Memo
(D) Report
- 165.** As a communication channel, ____ has the highest level of channel richness and is used when the message to be communicated is personal, emotional, or high-priority.
- (A) A voice mail
(B) A face-to-face
(C) A text message
(D) A memo
- 166.** What does it mean to project your voice?
- (A) Yell at everyone in the space.
(B) Speak loudly so that others can hear you.
(C) Mumble under your breath.
(D) Use a presentation and poster board for your speech. Edit
- 167.** Words and phrases that are generally characteristic of spoken language and not of standard written language
- (A) Denotation
(B) Connotation
(C) Usage
(D) Colloquialisms
(E) Style
- 168.** All of the following 'good speaker' characteristics are necessary in an oral presentation. One of them, however, makes sure that the audience will hear the speech. It is ____
- (A) Pacing
(B) Pronunciation
(C) Stress
(D) Volume
- 169.** Examples of oral communication ____
- (A) .Letter.
(B) E-mail
(C) Telephone
(D) Fax
- 170.** It is the shaping of the sound into an intelligible speech.
- (A) Compression
(B) Resonation
(C) Vibration
(D) Pronunciation
- 171.** What is the difference between oral and written communication?
- (A) Oral communication is always more formal
(B) Written communication is more personal

- (C) Oral communication involves speaking and listening
(D) Written communication involves speaking and listening
172. If you are practicing CLEAR SPEAKING habits, you must do one of the following:
(A) Listen carefully
(B) Speak directly to a person or a group
(C) Use a microphone so that the group can hear you clearly
(D) Give out an outline
173. What is the role of spoken communication in a democracy?
(A) Stopping opinions
(B) Helping only leaders
(C) Allowing people to express views
(D) Avoiding discussion
174. Which skill helps in avoiding conflicts and misunderstandings?
(A) Singing
(B) Drawing
(C) Spoken communication
(D) Walking
175. What is the main focus of the principle of perfection in spoken communication?
(A) Using emotional language
(B) Speaking in a clear and correct manner
(C) Engaging the audience with stories
(D) Anticipating audience reactions
176. What is an important strength to spoken communication?
(A) Spoken communication allows for instant feedback.
(B) Spoken communication encourages a lack of preparation
(C) Spoken communication allows for information overload
(D) Spoken communication is a good medium for communicating policies and legal matters.
177. Why is oral communication important in logistics?
(A) To avoid writing reports
(B) To relay instructions quickly and clearly
(C) To reduce costs
(D) To replace emails
178. The ___ for effective oral communication must be firmly laid before any content or delivery work is done.
(A) Road
(B) Roller Coaster
(C) Foundation
(D) None of the above
179. Oral tradition
(A) The change from analogue electronic and mechanical technology to digital electronics
(B) A way that stories and information about a culture are passed down through families by speaking about them
180. Oral communication is best suited for
(A) Legal documents
(B) Quick feedback
(C) Permanent records
(D) Detailed instructions
181. What are the key elements of a successful oral presentation?
(A) Ignoring the audience
(B) Key elements of a successful oral presentation are organization, content, delivery, visual aids, and audience interaction.
(C) Using complex jargon
(D) Lengthy monologues
182. What does spoken communication primarily involve?
(A) Using written words to convey messages
(B) Using your voice to share ideas and feelings
(C) Listening to others without speaking
(D) Reading aloud from a text

- 183.** Clear and correct pronunciation of spoken words
(A) Enunciation
(B) Voice Quality
(C) Speech Rate
(D) Volume
- 184.** An effective oral presentation follows ____ Steps
(A) Four
(B) Three
(C) Five
(D) Two
- 185.** The flow of your speech is
(A) Inflection.
(B) Tone.
(C) Pacing.
(D) None of the above
- 186.** Speeches, presentations, discussions are forms of oral communication.
(A) True
(B) False
- 187.** This speech type allows the speaker to use an outline as a guide during a speech delivery.
(A) Impromptu
(B) Read
(C) Memorized
(D) Extemporaneous
- 188.** What is the primary focus of oral communication?
(A) Formal documentation
(B) Nonverbal cues
(C) Face-to-face interaction
(D) Written records
- 189.** What kind of communication is exemplified in the following exchange according to communication channel? Person A: "I'll meet you at the cafe at 6." Person B: "Sounds good, see you then!"
(A) Written communication
(B) Oral communication
(C) Formal communication
(D) Informal communication
- 190.** What is oral language?
(A) A written system to express ideas
(B) A system in which words are spoken to express ideas or emotions
(C) A non-personal sales message
(D) A persuasive message
- 191.** Which best describes the act of enunciating?
(A) Speaking quickly and casually
(B) Using complex vocabulary
(C) Speaking clearly and precisely
(D) Whispering quietly
- 192.** Which of the following is a typical Flipgrid assignment?
(A) Writing a poem
(B) Recording a video response
(C) Drawing a comic strip
(D) Solving a puzzle
- 193.** Communicating through voice or spoken language.
(A) Communication
(B) Oral Communication
(C) Written Communication
(D) Visual Communication
- 194.** A well organised talk is a ____ talk.a) short
(A) Short
(B) Long
(C) Random
(D) Structured
- 195.** In which situation is oral communication more effective than written communication?
(A) When precision and clarity are essential.
(B) When detailed records are required for future reference.
(C) When dealing with complex technical instructions.

- (D) When a quick response or interaction is needed.
- 196.** What is the main goal of the Direct Method?
- (A) To emphasize grammar rules
 - (B) To promote translation skills
 - (C) To develop oral communication skills
 - (D) To focus on reading and writing skills
- 197.** It is an appropriate assessment when the objectives are to assess the student's stock knowledge and determine the student's ability to communicate ideas in coherent verbal sentences.
- (A) Oral questioning
 - (B) Paper and pencil test
 - (C) Essay
 - (D) Objective
- 198.** The ability to speak clearly and expressively
- (A) Articulate
 - (B) Writing Skills
 - (C) Communication
 - (D) Ebonics
- 199.** Extemporaneous speeches are generally more spontaneous and personal compared to manuscript speeches.
- (A) TRUE
 - (B) FALSE
- 200.** Not a mode of oral communication:
- (A) Public speaking
 - (B) Video communication
 - (C) Email communication
 - (D) Face-to-face communication
- 201.** Tom: Thanks a lot for inviting me to join your trip to visit ancient streets. Lan: ____ I'm glad you like the trip.
- (A) Welcome to ancient streets
 - (B) You're welcome
 - (C) That would be great, thanks!
 - (D) You make me welcome
- 202.** ____ is expressing thought through verbal language.
- (A) Alphabet
 - (B) Symbols
 - (C) Writing
 - (D) Speech
- 203.** Which of these is NOT a weakness of oral communication?
- (A) Need to listen carefully
 - (B) Direct
 - (C) Affected by noise
 - (D) No permanent record
 - (E) Easily forgotten
- 204.** Nam: Mr Quang, ____ if I left the class five minutes early today? Mr Quang: I'd rather you didn't, if you don't mind.
- (A) Can I
 - (B) Would you mind
 - (C) You mind
 - (D) I'm sorry, but
- 205.** A candidate reads at a pace suitable for comprehension and pauses appropriately and meaningfully, this candidate will be given credit for ____
- (A) Personal response
 - (B) Clarity of expression
 - (C) Rhythm and fluency
 - (D) Pronunciation and articulation
- 206.** Using ____ communication, we can convey a verbal message and receive a response in minimal time.
- (A) Oral
 - (B) Non-verbal
 - (C) Written
 - (D) None of above
- 207.** It became easier to speak when ____ were invented.
- (A) Letters
 - (B) Telephones

208. The purpose of an Informative Oral Presentation is
- (A) To share factual information about a specific topic
 - (B) To show your audience how to perform a task
209. If your reason is the opposite of manuscript, then you need this type of communication which is characterized with a simultaneous process.

- (A) Oral Communication
- (B) Written Communication
- (C) Intentional Communication
- (D) Unintentional Communication

210. Who is the encoder in an oral medium?
- (A) Source
 - (B) Sender
 - (C) Speaker
 - (D) Decoder Edit

1.2.4 Written Communication

1. Letter Writing Guidelines ____ choose the one that doesn't fit
 - (A) Use a consistent letter style: Block or Modified block
 - (B) Use a font size and style that makes reading the letter seem "Fancy"
 - (C) Use left and right margins that are at least one inch
 - (D) Center the letter vertically
2. E-mail is best used when:
 - (A) The writer needs rich interaction.
 - (B) Group decision-making and consensus are important.
 - (C) Digital information needs to be readily accessible to others.
 - (D) The writer needs feedback, but not immediately.
3. What is the purpose and importance of email communication in a professional context?
 - (A) It is not important
 - (B) To avoid written communication
 - (C) To enhance communication, including sending messages and attachments
 - (D) To eliminate communication
4. Get to the point quickly in business writing.
 - (A) True
 - (B) False
5. How do text sections convey meaning?

- (A) Through the use of random words
 - (B) Through the use of language, context, and structure
 - (C) By using only uppercase letters
 - (D) Through the use of emojis and symbols
6. A short and concise explanation about what is happening in the photo.
 - (A) Quotation
 - (B) Caption
 - (C) Lead Paragraph
 - (D) Headline
 7. Which of the following is the BEST or MOST important tip for writing a good e-mail body?
 - (A) Focus on several important topics
 - (B) Restate the main purpose in the closing sentence
 - (C) Use multiple paragraphs
 - (D) Keep the email message short
 8. What is the primary function of e-mail?
 - (A) To provide real-time communication
 - (B) To exchange personal messages privately
 - (C) To send urgent messages instantly
 - (D) To make phone calls
 9. Text messaging, also called ____, allows users to send and receive short text messages on a smart phone or mobile device.
 - (A) TMS.
 - (B) TXT.

- (C) SMS.
(D) TXS.
10. Which of the following best describes written communication?
(A) Communication through gestures
(B) Communication using spoken words
(C) Communication through text and symbols
(D) Communication via body language
11. Handwritten letters are under:
(A) Oral communication
(B) Written communication
(C) Non-verbal communication
(D) Visual communication
12. You should always use a professional language while writing a cover letter
(A) False
(B) True
13. A short message from person to another in the same business or organization.
(A) Memo
(B) Letter
(C) Report
(D) Spreadsheet
14. Memo is a short form of memorandum.
(A) True
(B) False
15. Which of the following is used to send written messages quickly?
(A) Telegram
(B) Ship
(C) Car
(D) Train
16. Hatfield is sending an email to a large group of his classmates about an upcoming project. Explain why using BCC is important in this email communication.
(A) It allows recipients to see who else received the email.
(B) It helps in organizing emails in folders.
(C) It prevents recipients from seeing each other's email addresses, protecting privacy.
(D) It automatically sends a copy of the email to the sender.
17. Which of the following is most acceptable for business writing?
(A) Every physician must carry his own malpractice insurance.
(B) Every physician must carry their own malpractice insurance.
(C) All physicians must carry their own malpractice insurance.
(D) Every physician must carry his or her own malpractice insurance.
18. Email heading ____ where you type the name of the person receiving the email is the ____ section.
(A) SUBJECT
(B) TO
(C) FROM
(D) None of above
19. In business letters a salutation is generally followed by a comma or a colon.
(A) True
(B) False
20. Emails are faster and cheaper than other modes of communication.
(A) True
(B) False
21. The correspondence channel is best used:
(A) When rich interaction is required.
(B) When information must be provided or collected quickly.
(C) When documentation or formality is required.
(D) When speed is critical.

22. E-mail has replaced letters for many messages inside organizations and for some messages to external audiences.
(A) TRUE
(B) FALSE
23. A school wants to alert families about a weather closure within minutes. Which tool is most appropriate?
(A) Monthly assemblies
(B) Texting notifications
(C) Paper suggestion box
(D) Printed newsletters
24. Munoz is sending an email to a group of friends and wants to ensure that none of the recipients can see each other's email addresses. What is the primary purpose of using the "BCC" field in this scenario?
(A) To send a copy of the email to the sender.
(B) To hide the email addresses of recipients from each other.
(C) To ensure the email is sent to the correct recipient.
(D) To categorize the email into folders automatically.
25. Technical Writing aims to deliver technical information to readers in a manner that is adapted to their needs, level of understanding, and background.
(A) TRUE
(B) FALSE
26. Choose the correct type of communication here: Writing a formal email to a professor to request additional guidance on a class assignment.
(A) Verbal Communication
(B) Written Communication
27. Which of the following combination is /are example/s of written communication?
(A) Letters and voicemail
(B) Reports and email
(C) Circulars and voicemail
(D) All the above.
28. What is the purpose of a professional email greeting?
(A) To establish a casual and friendly tone.
(B) To waste time and annoy the recipient.
(C) To confuse the recipient and create misunderstandings.
(D) To establish a polite and professional tone.
29. How would you address the recipient of an informal letter?
(A) Dear + the name of the person
(B) Hello Sir/Madam
(C) Dear Sir/Madam
(D) Dear Mr
30. Creating and writing a message.
(A) Label
(B) Forward
(C) Signature
(D) Compose
31. A formal written report on a give subject
(A) Source
(B) Thesis statement
(C) Direct quote
(D) Research report
32. A set of standards for writing that enforces consistency in document formatting and correctness in English conventions to improve communication is called a ____
(A) Style guide
(B) Thesaurus
(C) Dictionary
(D) Manual
33. Sending a letter to a friend is an example of which type of communication?
(A) Nonverbal
(B) Written
(C) Visual
(D) Verbal

34. The written channel (reports or proposals) is best used when:
(A) Personal and private information must be provided.
(B) Face-to-face meetings are not possible.
(C) A large amount of data must be provided internally or externally.
(D) Information needs to be collected quickly.
35. We can ___ with each other through writing.
(A) Script
(B) Contemplate
(C) Communicate
(D) Split
36. An advantage of using presentations to communicate
(A) Handouts can be made to help audience follow or take notes
(B) Templates can be used to keep consistency across layout
(C) Documents, ideas, files can be shared in real time
(D) People can work from any location with an internet enabled device
37. Written communication is best for:
(A) Showing emotions
(B) Providing a permanent record
(C) Avoiding misunderstandings
(D) Speaking faster
38. Which answer correctly finishes the following analogy-shovel: dig
(A) Pumpkin: pie
(B) Pencil: write
(C) Dog: pug
(D) Fish: ocean
39. We end our letter with the word:
(A) See you
(B) Welcome
(C) Yours faithfully
(D) Goodbye
40. A salesperson planning a business trip to meet with multiple clients in another city might write letters of inquiry primarily to
(A) Explain product details
(B) Share company information
(C) Build a positive relationship
(D) Request meeting appointments
41. Which of the following is an example of written communication?
(A) Gestures
(B) Phone calls
(C) Presentations
(D) Memos
42. If you were sent an email, but you feel like your colleague should have a look at it, you can ___ the email.
(A) Follow up
(B) Reply
(C) Forward
(D) Delete
43. A type of story which serves to express an opinion and encourage the reader to take some action
(A) Hard News
(B) Caption
(C) Editorial
(D) Inverted Pyramid
44. An e-mail may be sent to many receivers, but a memo should be sent to only one receiver.
(A) TRUE
(B) FALSE
45. The primary means of online communication is
(A) Texting
(B) Facebook
(C) Email
(D) Google

46. The greeting in a letter is called the ____
(A) Notation
(B) Salutation
(C) Inside address
(D) Signature
47. What is the term for a brief written communication within an organization?
(A) E-mail
(B) Website
(C) Memorandum
(D) Circular
48. What is an important consideration when emailing a parent?
(A) Using informal language
(B) Avoiding exclamation points
(C) Including a clear, direct subject line
(D) Using emojis
49. What is the purpose of the closing in an email?
(A) To end the email with a polite tone
(B) To greet the recipient
(C) To identify the sender
(D) To summarize the email
50. Written communication is useful for keeping records in the kitchen.
(A) True
(B) False
(C) All the above
(D) None of the above
51. Your subject line in your email to your teacher should be ____
(A) Short and brief and include the period of your class
(B) Long and include your entire email
(C) There is no need to have a subject line
(D) A subject line is not part of an email
52. Email, memo, agenda are examples of what type of communication?
(A) Non-verbal communication
(B) Verbal communication
(C) Written communication
(D) Mass communication
53. This component of the an email is where you put a quick statement that summarizes the idea of the message
(A) Body
(B) Greeting
(C) Subject
(D) Signature
54. For long messages, which method of communication is most effective
(A) Oral
(B) Written
(C) Electronic
(D) Visual
55. What is a circular primarily used for?
(A) Distributing official information to a large audience
(B) Writing personal letters
(C) Creating advertisements
(D) Publishing research papers
56. An important aspect of the first phase of writing a business message is anticipating the audience's reaction to the message.
(A) True
(B) False
57. Max has just accepted a full-time position over the phone. What is the best thing for him to do now?
(A) Do nothing until he shows up the first day of work.
(B) Write a job acceptance letter to confirm the details and formalize the acceptance.
(C) Thank his employer on social media.
(D) Visit the office several days before his official start date to show his eagerness.
58. Written communication is often called ____
(A) Correspondence

- (B) Parts of Speech
(C) Exchange of Information
(D) All of the above
59. The process of electronic communication that allows a school leader to write passages and send those passages to individuals and groups via the internet is defined as:
(A) Photocopying
(B) E-Mailing
(C) Video Conferencing
(D) Electronic Meetings
60. Purposive Communication is about ____, speaking, and presenting to different audiences for various purposes.
(A) Comprehending
(B) Reading
(C) Writing
(D) None of above
61. Which of the following is NOT important in written communication?
(A) Good grammar
(B) Awareness of tone
(C) Use lengthy explanations and lots of words
(D) Avoid complex words
62. Text Messaging
(A) Decoding
(B) Feedback
(C) SMS
(D) None of above
63. Business reports are used to:
(A) Entertain
(B) Present facts and analysis
(C) Advertise
(D) Gossip
64. Are clear flow of ideas important for written communication?
(A) YES
(B) NO
(C) All the above
(D) None of the above
65. When sending E-mails it is necessary to include
(A) Router
(B) Electronic fax
(C) Email address
(D) Internet
66. What should be included in the subject line when you email a teacher?
(A) Just your name
(B) Nothing
(C) The topic of your email
(D) Your teacher's name
67. The Morse Code ____
(A) Used wires to improve communication.
(B) Uses dots and dashes to represent letters and numbers.
(C) Was a mail service.
(D) None of the above
68. Informational e-mail and memos generally follow the same writing plan: informative subject line, direct opening, explanatory body, and appropriate closing.
(A) TRUE
(B) FALSE
69. In writing an email, "CC" stands for ____
(A) Creative commons
(B) Carbon copy
(C) Create conversation
(D) Copy creator
70. ____ (in writing) refers to the writer's attitude toward the reader and the subject of the message.
(A) Printer
(B) Tone
(C) Paper
(D) Color

71. Parts of a letter: provides the details of the message
(A) The introduction
(B) The body
(C) The conclusion
(D) None of above
72. Pennsbury High School wrote a letter to Chick-fil-A asking the franchise to sponsor a future event. This is an example of ____
(A) Memo
(B) Business letter
(C) Personal business letter
(D) Report
73. What is the definition of Written communication
(A) Speaking and Listening
(B) Using words on paper or digitally
(C) Hand gestures, facial expressions, body language
(D) Art, graphs, logos, color schemes
74. We use the ____ to prepare document.
(A) Spreadsheet
(B) Powerpoint
(C) Word processor
(D) None of above
75. Unidentified pronouns should not be used in headlines. Example: "It was a great football game!"
(A) True
(B) False
76. Used to express strong emotion
(A) Abbreviation
(B) Capitalization
(C) Contraction
(D) Exclamation point
(E) Question mark
77. A telegraph
(A) Pictures or symbols used as language, for example, in ancient Egypt
(B) An old-fashioned way of sending messages using radio or electric signals
78. Mark the correct email.
(A) I have a question about the assignment. Can you please help me after school tomorrow?
(B) I don't understand the assignment from Friday!!!!!! Please help!!!!!!
79. An e-mail to Ron McDonald, the president of a company where you would like to work
(A) Dear Ron,
(B) Ron:
(C) Dear Mr. McDonald:
(D) (no greeting)
80. A(n) ____ can send written messages via telephone lines.
(A) Intonation
(B) Fax machine
(C) Subject
(D) Ing
81. Letters, memos, reports and notices are examples of which communication channel?
(A) Written
(B) Visual
(C) Electronic
(D) Oral
82. Sending a text to your mom stating that you will not be home to eat dinner; is a form of what communication?
(A) Written
(B) Verbal
(C) Nonverbal
(D) Symbol
83. A student sends an email to their professor: "Dear Professor Cruz, I am writing to request an extension on the upcoming assignment due to a family emergency. Thank you for your consideration. Sincerely, Ross Geller."
(A) Oral Communication
(B) Written Communication

- (C) All the above
(D) None of the above
84. In writing a message you can't soften the tone by
(A) Exaggerating what you can do.
(B) Smiling as you can in a face-to-face conversation.
(C) Being sarcastic and clever.
(D) Ignoring the reader's feelings.
85. It is useful to provide ____ in longer letters. This helps the reader find out in the first instance what the contents of the letter are.
(A) Enclosures
(B) Complementary close
(C) Main body
(D) Subject heading
86. Examples of written communication are letters, memos, policy manuals, and reports.
(A) True
(B) False
87. Which of the following is NOT helpful when communicating by e-mail?
(A) Sending an email several paragraphs long
(B) Being aware of your tone before sending
(C) Treat email as you would a letter with a greeting, body and closing
(D) Use email to follow up on previous conversation
(E) Organize your thoughts so it flows well
88. In addition to traditional memos, other types of internal written communication include ____
(A) Self-stick notes
(B) The grapevine
(C) Answering machines
(D) Voice mail
89. Written communication doesn't include
(A) Reports
(B) Forms
(C) Notice
(D) None of these.
90. What kind of letter is this?
(A) Informal letter
(B) Friendly letter
(C) Long letter
(D) Formal letter
91. You should always make sure to use correct spelling and grammar when using written communication in a professional setting.
(A) True
(B) False
92. Why do people use blogs?
(A) To play games
(B) To share thoughts, ideas, or experiences
(C) To make phone calls
(D) To download softwares
93. When you text a friend, what type of communication are you using?
(A) Nonverbal
(B) Visual
(C) Written
(D) Verbal
94. Which tool is used for long-distance communication over the internet?
(A) Scanner
(B) Printer
(C) CPU
(D) Email
95. Business letters and memos should be written using the same tone.
(A) True
(B) False
96. A formal document used to display a person's background, skills, and accomplishments.
(A) Apprenticeship
(B) Cover letter
(C) Resume
(D) Internship

97. What affects text readability?
- (A) Sentence length
 - (B) Word choice
 - (C) Font size
 - (D) All of the above
98. Tom is in a virtual meeting but needs to ask a follow-up question without interrupting the speaker. What is the best approach for Tom?
- (A) Use the chat function to type his question professionally.
 - (B) Interrupt the speaker immediately to ask his question.
 - (C) Wait until the end but forget the question.
 - (D) Send an unrelated email instead of engaging in the meeting.
 - (E) Ignore the question since it's not urgent.
99. It is a set of rules to keep all written communications of an organization in the same format throughout that organization
- (A) House style.
 - (B) Sans-Serif Font.
 - (C) Interface.
 - (D) Automated objects.
100. Which is advised when composing business email body?
- (A) Get to the main idea quickly and stay on topic
 - (B) Ignore grammar
 - (C) Write long unrelated stories
 - (D) Use slang heavily
101. In business writing, the following must be observed, except
- (A) Clarity
 - (B) Verbosity
 - (C) Conciseness
 - (D) Straightforwardness
102. What should individuals understand about the structure of emails and letters?
- (A) It does not matter
 - (B) It is the same for all types of messages
 - (C) It varies depending on the context and purpose
 - (D) It is only relevant in personal communication
103. Business letters should be simple and easy to read.
- (A) True
 - (B) False
104. Written communication is best characterized by which feature?
- (A) Provision of a permanent record
 - (B) Fastest real-time feedback
 - (C) Highest emotional expressiveness
 - (D) Least need for grammar rules
105. Which of the following is an example of written verbal communication?
- (A) Phone calls
 - (B) Emails
 - (C) Face-to-face conversations
 - (D) Gestures
106. Communicating by letter, e-mail or fax is called ____
- (A) Written communication
 - (B) Verbal communication
 - (C) Non-verbal communication
 - (D) Visual communication
107. A facility that allows users to send and receive messages via the internet:
- (A) Email
 - (B) Post mail
108. In an e-mail, BCC stands for
- (A) Bio Carbon copy
 - (B) Blind Carbon Copy
 - (C) Big Carbon Copy
 - (D) None of above

- 109.** When trying to find your tone and voice in writing, you should think about your target audience.
- (A) True
 - (B) False
- 110.** What type of written communication is typically used for internal communication within an organization?
- (A) Medical records
 - (B) Instructions for patients
 - (C) Memorandums
 - (D) Orders for supplies
- 111.** What should business emails be used to send?
- (A) Irrelevant information
 - (B) Personal stories
 - (C) Relevant and necessary information
 - (D) Casual greetings
- 112.** Business writers who use official-sounding language such as "aforementioned" and "hereinafter" will seem more impressive and be more effective than those who use plain English.
- (A) True
 - (B) False
 - (C) Only in legal documents
 - (D) Only in informal writing
- 113.** TYPES OF DELIVERY: Written Ahead of time.
- (A) Impromptu
 - (B) Manuscript
 - (C) Memorized
 - (D) None of above
- 114.** Begin each email with a ____
- (A) Complimentary close
 - (B) The reason you are writing
 - (C) Inside address
 - (D) Greeting or salutation
- 115.** Sending messages through mobile phones is-
- (A) Written communication
 - (B) Non-verbal
 - (C) Oral
 - (D) Visual only
- 116.** If a writer chooses to use a salutation in e-mail, the formality of that salutation is based on the relationship between the sender and the receiver.
- (A) TRUE
 - (B) FALSE
- 117.** When we send an email to everyone the original email was sent to, what are we doing?
- (A) Reply
 - (B) Forward
 - (C) CC
 - (D) Reply All
- 118.** True or False: Email is a great way to communicate with your teachers.
- (A) True
 - (B) False
- 119.** This is a written document or oral presentation based on a written document that communicates the purpose, scope, objectives, hypotheses, methodology, findings, limitations and recommendations.
- (A) Book Review
 - (B) Position Paper
 - (C) Research Report
 - (D) Project Proposal
- 120.** What is the problem with digital written communication?
- (A) Inefficient for ambiguous, complex, and novel situations
 - (B) Changing others' behavior through influence
 - (C) Less need to repeat message indifferent ways
 - (D) All of the above

- 121.** Why might you email your teacher?
- (A) To ask questions or submit assignments
 - (B) To share personal stories
 - (C) To send jokes
 - (D) To forward chain emails
- 122.** Memo stands for
- (A) Memorudum
 - (B) Memorandum
 - (C) Falling down
 - (D) Memorial circle
- 123.** A letter sent to many recipients for same message is called:
- (A) Inquiry letter
 - (B) Circular letter
 - (C) Complaint letter
 - (D) Sales letter
- 124.** If you need a permanent record or proof of the interaction, complex content of the message, then you need this type of communication.
- (A) Oral Communication
 - (B) Intentional Communication
 - (C) Unintentional Communication
 - (D) Written Communication
- 125.** EXAMPLES ARE ESSAYS AND ARTICLES.
- (A) WRITTEN COMMUNICATION
 - (B) VERBAL
 - (C) NON-VERBAL
 - (D) ALL OF THEM
- 126.** Which email practice helps maintain professionalism?
- (A) Using informal language
 - (B) Responding without proofreading
 - (C) Including proper greeting and closing
 - (D) Adding multiple exclamation points
- 127.** We start to write letters with the word:
- (A) Sincerely yours
 - (B) Mr or Miss
 - (C) Madam
 - (D) Dear Sir/Mrs/Madam etc.
- 128.** In emails, cc stands for
- (A) Concrete Cement
 - (B) Carbon Copy
 - (C) Carbon Clip
 - (D) Concrete Clip
- 129.** When emailing a boss, what tone should be used?
- (A) Sarcastic tone
 - (B) Low-register tone
 - (C) High-register tone
 - (D) Casual tone
- 130.** An email is a type of — communication.
- (A) Verbal
 - (B) Non Verbal
 - (C) Written
 - (D) Visual
- 131.** John is a manager of a sports marketing firm. He is working out of town and wants to remind all his employees to submit their sales reports for the month by no later than this afternoon! Which written business communication should he use?
- (A) Letter
 - (B) Email
 - (C) Memo
 - (D) Report
- 132.** What are the components of a formal email?
- (A) Greeting, Introduction, Main Message, Closing remarks, Signature
 - (B) Subject, Body, Conclusion
 - (C) Header, Footer, Body
 - (D) Greeting, Body, Signature
- 133.** Complex job instructions should be presented in writing.
- (A) True
 - (B) False

134. What is one of the benefits of text messaging in a business context?
- (A) Decreased productivity
 - (B) Increased phone charges
 - (C) Increased productivity and efficiency
 - (D) Limited communication options
135. Which word helps transition between points in an explanation?
- (A) Maybe
 - (B) Furthermore
 - (C) Perhaps
 - (D) Oops
136. What is recommended to ensure economy in written messages?
- (A) Getting right to the point and being brief
 - (B) Making the message as long as possible
 - (C) Including detailed descriptions of all related topics
 - (D) Using passive voice for clarity
137. Creative writing tasks promote:
- (A) Accuracy only
 - (B) Original language use
 - (C) Translation
 - (D) Exams
138. There is a voice of persuasion in an opinion piece that should not be found in news writing
- (A) True
 - (B) False
139. The following are specialized forms of writing which a reviewer or reader can evaluate, EXCEPT:
- (A) Reaction paper
 - (B) Review paper
 - (C) Critique paper
 - (D) Feminism
140. A special expense connected with written communication is ____
- (A) Opening it
 - (B) Filing it
 - (C) Answering it
 - (D) Getting rid of it
141. "Texting" means
- (A) Writing a test
 - (B) Writing a text
 - (C) Sending a short message
 - (D) Making a texture
142. When writing a letter requesting an adjustment, you should
- (A) Ask your reader what he or she plans to do about the mistake.
 - (B) Question your reader's honesty.
 - (C) Ask your reader for a specific adjustment.
 - (D) Show your anger and disgust with your word choice.
143. Memos are commonly used to ____ or ____
- (A) Scold; Punish
 - (B) Congratulate; Encourage
 - (C) Hire; Fire
 - (D) Inform; Persuade
144. Brochures, company annual reports and magazines are the example of which public relations tool?
- (A) Written communication
 - (B) Event sponsorship
 - (C) Publicity
 - (D) Spoken communication
145. Is it ever appropriate to use all caps in a business communication?
- (A) Yes
 - (B) No
146. It is written in a persuasive voice that asks readers to change their mind, consider other options or confirm their convictions
- (A) Editorial Writing
 - (B) News Writing
147. Professional v. Unprofessional: writing an email to a same-aged colleague or peer using their first name.

- (A) Professional
(B) Unprofessional
- 148.** Writing a persuasive request involves an opening that captures the reader's attention, a body that builds interest and reduces the reader's resistance. The closing of a persuasive request should:
- (A) Mention a new unrelated topic to end with fresh information.
(B) Repeat all logical reasons supporting the request.
(C) Makes a specific request and motivates action.
(D) Avoids repeating the request so the reader doesn't feel pressured.
- 149.** Why should email threads be maintained?
- (A) To increase size
(B) To confuse
(C) To maintain context
(D) It is optional
- 150.** Determining the audience and your purpose for writing.
- (A) Analyzing
(B) Evaluating
(C) Exploring
(D) Investigating
- 151.** You had an interview with a potential employer and want to send a thank you note. You should:
- (A) Send it through email.
(B) Send it through a text.
(C) Send a written note
(D) A or C
- 152.** If you need to let the employees in your business know that the server will be down this afternoon beginning at 3:00, you would most likely use:
- (A) An email
(B) A memo
(C) Business Letter
(D) Personal Business letter
- 153.** Cheapest means of personal communication is ____
- (A) Telephone
(B) Postal Services
(C) Computer
(D) Mass Media
- 154.** Sending an E-mail is similar to ____
- (A) Talking On the Phone.
(B) Writing a Letter.
(C) None of These.
(D) All the above.
- 155.** Professional emails should avoid:
- (A) Clear subject
(B) Proper grammar
(C) Capital letters & unnecessary CC
(D) Polite tone
- 156.** In written communication, which of the following is most important?
- (A) Quantity of words
(B) Complexity of vocabulary
(C) Correctness of grammar
(D) Length of sentences
- 157.** Which of the following is a traditional way of communication?
- (A) Letters
(B) Social networking sites
(C) Text messages
(D) None of above
- 158.** Memos sometimes contain subheadings to signal the shift in topics.
- (A) True
(B) False
- 159.** What should you do when concluding an email?
- (A) Use informal language
(B) Ignore the recipient
(C) Provide a closing remark
(D) End abruptly

- 160.** Imagine Liam, Olivia, and Oliver are on a school trip. They take a group photo and Olivia is tasked with writing a few words beneath it to describe what's happening. What is this called?
- (A) Street photography
 - (B) News title
 - (C) Caption
 - (D) Photo credit
- 161.** What property of a well-written text, one can achieve when ideas are logically, clearly and smoothly linked to one another?
- (A) Unity
 - (B) Cohesive Devices
 - (C) Cohesive
 - (D) Coherence and Cohesion
- 162.** It is written content run by a team or an individual, referred to as a blogger, that shares their opinion and knowledge on several topics for a target audience.
- (A) Blog
 - (B) Video
 - (C) Infographics
 - (D) Vlog
- 163.** Using email is an example of oral or spoken communication.
- (A) True
 - (B) False
- 164.** What should you include in the closing of an email?
- (A) A random quote
 - (B) A list of tasks
 - (C) The subject line of the email
 - (D) Polite sign-off, your name, and contact information.
- 165.** When is email NOT an appropriate form of communication?
- (A) When you need to send an electronic file
 - (B) When the information is highly confidential
 - (C) When you need a written record of the communication
 - (D) When you need to distribute information to a large number of people quickly
- 166.** Which of the following dictation guidelines should you follow?
- (A) Visualize your reader
 - (B) Eliminate planning time
 - (C) Fax your outline
 - (D) Avoid preparing a rough draft
- 167.** It is regarded as the communication method that businesses use the most frequently.
- (A) Memo
 - (B) Fax
 - (C) Email
 - (D) Text
- 168.** Which is a text-based communication?
- (A) Chat
 - (B) Shouting
 - (C) Tone
 - (D) Touch
- 169.** Written communication includes:
- (A) Emails, reports, and written notices
 - (B) Facial expressions during meetings
 - (C) Hand gestures used in training
 - (D) Tone and volume of speech
- 170.** We'll need a ____ letter from your current employer.
- (A) Application
 - (B) Reference
 - (C) Identity
 - (D) Recommendation
- 171.** Camden is the team lead for a project and needs to give his team some standard information on how the project is progressing. How should he communicate this information in a way that is efficient for him and effective for his team members?
- (A) By calling a face-to-face meeting

- (B) By sending an email, text message, or memo
(C) By calling a virtual meeting
(D) By leaving a voice mail for each one of the team members
- 172.** Spelling errors are not a big deal in written communication.
(A) True
(B) False
(C) All the above
(D) None of the above
- 173.** Emily wants to type her class notes. Which application software would be BEST for her to use?
(A) Word processing
(B) Spreadsheet
(C) Database
(D) Operating system
- 174.** A letter responding to a customer's request should have a polite and respectful ____
(A) Pitch
(B) Tone
(C) Volume
(D) None of the above
- 175.** What is the most common form of written communication in business?
(A) Email
(B) Letter
(C) Memo
(D) Report
- 176.** A student writing a letter to the principal is an example of:
(A) Verbal-Oral
(B) Verbal-Written
(C) Non-verbal
(D) Artifactual
- 177.** Format should be followed in which tool of communication
(A) Letter
(B) Telephone
(C) Memo
(D) Circular
- 178.** PRO OR CON OF EMAILS: It leaves a trail, so the history of a conversation can be traced.
(A) PRO
(B) CON
(C) All the above
(D) None of the above
- 179.** Jay has a report he needs to share with Tyler and Zeeshan. When is it appropriate for Jay to use email attachments?
(A) When Jay needs to share documents, images, or other files that cannot be easily included in the body of the email.
(B) When Jay wants to avoid cluttering Tyler and Zeeshan's inbox
(C) When Jay wants to keep the email concise
(D) When Jay wants to save space in the email
- 180.** ____ is a written form of communication b/w different departments in the same organization.
(A) Memorandum
(B) Article
(C) Report
(D) None of above
- 181.** In a professional email, which of the following is appropriate?
(A) Using slang and jargon words
(B) Writing in all caps
(C) Proper grammar and punctuation
(D) Attaching unrelated files
- 182.** What strategy involves expressing understanding through writing, such as responses or summaries?
(A) Visualization
(B) Pre-reading
(C) Writing activities
(D) Scaffolding

- 183.** What would you use Outlook Email to do?
(A) Send flowers to your friends
(B) Ask a teacher a question
(C) Ordering lunch
(D) Posting pictures of your vacation
- 184.** A proper salutation in an e-mail can be ____
(A) Berkley!
(B) Dear Mr. Berkley,
(C) HELLO MR. BERKLEY
(D) What's up ____
- 185.** To put thought, speech, or data into written or printed form
(A) Inscription
(B) Calligraphy
(C) Transcribe
(D) Indict Edit
- 186.** Type of writing that explains or informs, talk about subject without giving opinions.
(A) Descriptive
(B) Expository
(C) Persuasive
(D) Narrative
- 187.** When sending an email or text message, people use:
(A) Magic
(B) Symbols
(C) Books only
(D) Physical gesturesTagsITEEA-17.K/2.C
- 188.** A letter of introduction to express interest in a position is also called a/an:
(A) Resume'
(B) Cover Letter
(C) Fax Letter
(D) Front Letter
- 189.** Every news begins with an introduction which is called ____
(A) Greetings
(B) Head
(C) Lead
(D) Headings
- 190.** Sally wrote an email to her boss informing her that she will not be able to attend office the next day.What is the medium of communication?
(A) Email
(B) Written
(C) Text
(D) Content of the mail
- 191.** What is the effect of using short, abrupt sentences in writing?
(A) They create a sense of calmness.
(B) They convey urgency or tension.
(C) They provide detailed descriptions.
(D) They confuse the reader.
- 192.** The following are characteristics of a quality business letter except:
(A) Written accurately and correctly
(B) Written briefly
(C) Written clearly
(D) Written complexly
- 193.** A person that communicates by letters.
(A) Correspondent
(B) Communication
(C) Cover letter
(D) Employer
- 194.** A written or printed communication addressed to a person or organization and usually transmitted by mail.
(A) Newspaper
(B) Letter
(C) Magazine
(D) Television Edit
- 195.** We must have an email account to use email service
(A) True
(B) False

196. John sends you an email. When it appears in your inbox, there is a paperclip next to the message. This means Peter's message has an —
- (A) ISO 9000
 - (B) Encryption
 - (C) Attachment
 - (D) Email server
197. Why is it important to proofread your e-mail before sending it?
- (A) To catch any spelling or grammar mistakes, ensure clarity and professionalism, and avoid misunderstandings.
 - (B) To make the email longer and more confusing
 - (C) To waste time
 - (D) To show off your spelling and grammar skills
198. Which statement is NOT correct?
- (A) Memo can be written in different forms.
 - (B) Memo should be written in short and official forms.
 - (C) Memo is sent in the same company or organization.
 - (D) Memo doesn't need to identify the receiver.
199. E-mail means
- (A) Electronic mail
 - (B) Electric mail
 - (C) Enlarge mail
 - (D) Elastic mail
200. Find one mistake in the sentence. Constant exposure to noise pollution will lead in the loss of hearing.
- (A) To
 - (B) Will
 - (C) In
 - (D) Loss
201. You are writing a press release on an upcoming music festival. What should you not include?
- (A) Your name and contact number
 - (B) The line-up of musicians
 - (C) A report of the same festival held last year
 - (D) None of above
202. Which of the following is an example of polite email language?
- (A) "I need this done now."
 - (B) "Please complete this at your earliest convenience."
 - (C) "Why haven't you done this yet?"
 - (D) "This is urgent, do it immediately." TagsDOK Level 1: Recall
203. What is the best first step before making a business correspondence?
- (A) Make sure that everything you write is clear and easy to understand.
 - (B) Plan before you start writing. Make sure you say every thing you want to say, and in a logical sequence
 - (C) Accuracy is important.
 - (D) Check what you have written when you have finished.
204. The message of a personal business letter is located in the ___ of the letter
- (A) Body
 - (B) Salutation
 - (C) Closing
 - (D) Heading
205. The subject line
- (A) Sums up the content of a written communication
 - (B) Is the content of an e-mail
 - (C) Is the name of the sender
 - (D) Is the name of the receiver
206. Letters is a means of communication
- (A) Oral
 - (B) Written
 - (C) Visual
 - (D) Audiovisual Edit

207. A business correspondence maintains a good relationship.
(A) True
(B) False
208. Business letters are typically sent
(A) To relay bad news
(B) Within an organization
(C) Outside an organization
(D) Only by high-level executives
209. Writing to inform means:
(A) Writing to convince the audience of your view
(B) Writing to hold the reader's attention through enjoyment
(C) Writing to communicate information to your audience
(D) Writing to explain your thoughts and feelings to your audience
210. How do you structure a good email?
(A) GreetingReason for writingRequestOther News'I look forward to'Ending
(B) GreetingRequestOther NewsReason for writing'I look forward to'Ending
(C) GreetingRequestOther NewsReason for writingEnding'I look forward to'
(D) GreetingReason for writingOther News-Request'I look forward to'Ending
211. Which of the following is a benefit of effective written communications in business?
(A) Reflect well on you as an employee
(B) Build better business relationships
(C) Add to your credibility
(D) All of the above
212. The best way to make sure readers will be able to understand the direct quotations used in a story is to
(A) Insert a lot of parenthetical information to explain unclear portions of the quotation.
(B) Report the question the reporter asked along with the quoted answer from the source.
(C) Blend quotation and narrative so that readers have enough information to understand each quotation as it is presented.
(D) None of above
213. A Thank You Note is listed as a type of professional communication that students should be able to write.
(A) True
(B) False
214. What does 'Reply' mean in email communication?
(A) Responding to the sender of the original email.
(B) Ignoring the email completely.
(C) Forwarding the email to another person.
(D) Deleting the email from the inbox.
215. An email should include all of the following, EXCEPT:
(A) Proper punctuation
(B) A greeting
(C) Your name
(D) Slang or abbreviations
216. In an email, we write our name
(A) At the end
(B) In the middle
(C) At the beginning
(D) We don't write our name
217. A memo is an example of written communication.
(A) True
(B) False
(C) All the above
(D) None of the above
218. Which of the subject line is the best to confirm an interview you have scheduled on May 6th?
(A) Confirming Interview
(B) Interview
(C) Confirming Interview:May 6th
(D) 6th May Interview

- 219.** When writing an argument, what should you never use?
- (A) Evidence
 - (B) Transition words like: next, last, in conclusion
 - (C) Facts, data, or statistics
 - (D) I, me, or my
- 220.** What is the effect of using short, choppy sentences in writing?
- (A) Creates a sense of calm
 - (B) Conveys urgency or tension
 - (C) Makes the text difficult to read
 - (D) Adds unnecessary detail
- 221.** What is the purpose of written communication in business?
- (A) To exchange information
 - (B) To build relationships
 - (C) To negotiate deals
 - (D) To give presentations
- 222.** When Katya got back to her desk after lunch, she had twenty emails from her boss in her —
- (A) Pocket
 - (B) In tray
 - (C) Inbox
 - (D) None of the above
- 223.** What is the primary purpose of texting in computer communications?
- (A) Buying and selling goods electronically
 - (B) Sending and receiving electronic documents
 - (C) Direct text communication using short electronic messages
 - (D) Conducting long-distance telephone calls
- 224.** Which of the below is NOT a common mistake in writing emails?
- (A) Using abbreviations and emojis.
 - (B) No proper subject line.
 - (C) Addressing the receiver.
 - (D) No signature
- 225.** This is a kind of writing where the students establishes a position in a given topic and then uses evidence to persuade the audience to see things from his/her point of view.
- (A) ACADEMIC TEXT
 - (B) LITERARY WRITING
 - (C) ARGUMENTATIVE WRITING
 - (D) COMPREHENSIVE WRITING
- 226.** Which email feature should you use to send a copy of an email to someone, making the recipient visible to all other recipients?
- (A) Blind copy (BCC)
 - (B) Subject
 - (C) Copy address (CC)
 - (D) Attachment
- 227.** Date on e-mail can be necessary so that it is easy to make as reference.
- (A) YES
 - (B) NO
- 228.** James is sending a brief IMPORTANT message to all his employees concerning the CHANGE IN THE MILEAGE REIMBURSEMENT RATE. Which written business communication should he use?
- (A) Letter
 - (B) Email
 - (C) Memo
 - (D) Report
- 229.** What is one reason email might be an appropriate form of communication?
- (A) When the message is highly confidential
 - (B) When you need to send an electronic file
 - (C) When the message is long and complicated
 - (D) When the message is emotionally charged

230. An online, real-time interactive communication method using text to send and receive instant messages.
- (A) Communication
 - (B) Portal
 - (C) Browser
 - (D) Weblog
 - (E) Chat
231. TRUE OR FALSE: A memo is a short message sent to another in the same business/organization
- (A) True
 - (B) False
232. In emails, what does this icon indicate?
- (A) A file is attached
 - (B) It is a long email
 - (C) The email is private
 - (D) The email needs printing
233. A good business letter is simple and straightforward without being simplistic or ____
- (A) Panoramic
 - (B) Patronizing
234. True/ False: Worrying about grammar and spelling is not really important when writing an email message.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
235. Janeilia has passed her CAPE examinations and decides to write a letter to Mrs. Thompson to thank her for her help. This is an example of what form of communication?
- (A) Mass Communication
 - (B) Public Speaking
 - (C) Written Communication
 - (D) None of above
236. The only people my parents receive ____ letters from these days are other elderly relatives.
- (A) Handwritten
 - (B) Handwriting
 - (C) Instant
 - (D) None of the above
237. Writing email in ALL CAPITAL LETTERS means:
- (A) Confidence
 - (B) Formal tone
 - (C) Shouting
 - (D) Urgency
238. Which of the following is an example of written communication at work?
- (A) A phone call with a client
 - (B) An email to a colleague
 - (C) A team meeting
 - (D) A video conference
239. Which of these is used to exchange message with others similar to a postal mail?
- (A) E-mail.
 - (B) Chatting.
 - (C) Newsgroups.
 - (D) M-commerce.
240. Press Releases
- (A) ORAL COMMUNICATION
 - (B) WRITTEN COMMUNICATION
 - (C) VISUAL COMMUNICATION
 - (D) ELECTRONIC COMMUNICATION
241. A modern form of mail used to communicate.
- (A) Memo
 - (B) Fax
 - (C) Email
 - (D) None of above
242. Letter is a form of ____ communication
- (A) Spoken
 - (B) Written
 - (C) Non verbal communication
 - (D) Learning

- 243.** Drawbacks of ____ messages is that they're time consuming.
(A) Oral
(B) Written
(C) Non-verbal
(D) None of above
- 244.** If a permanent record of the message is required which method of communicate is most suitable to use?
(A) Letter
(B) Telephone call
(C) Interview
(D) Conversations
- 245.** Changing the layout of a document page or the design of text is called:
(A) Editing.
(B) Painting.
(C) Reviewing.
(D) Formatting.
- 246.** What are you doing? I'm ____ a friend.
(A) Having
(B) Playing
(C) Surfing
(D) Texting
- 247.** True or False: Business Letters can be used to communicate only Internally.
(A) True
(B) False
- 248.** Why are emails considered a versatile form of communication?
(A) They can contain various types of content
(B) They require special software
(C) They cannot be sent to multiple recipients
(D) They are limited to text only
- 249.** Gabrielle writes a letter to his grandmother.
(A) Electronic communication
(B) Nonverbal communication
(C) Verbal communication
(D) Written communication
- 250.** Select the most appropriate example of written communication.
(A) Writing letters & notes
(B) Short Message Service
(C) Electronic Mail
(D) All of the above
- 251.** Format of email attachments
(A) HTTP
(B) FTP
(C) MIME type
(D) SMTP
- 252.** How is Melanie going to help Luka?
(A) She is going to send an e-mail about America.
(B) She is going to read to Luka about America.
(C) She is going to send a postcard from America.
(D) None of above
- 253.** Deonna leaves a note on her front door for the mailman.
(A) Electronic communication
(B) Nonverbal communication
(C) Verbal communication
(D) Written communication
- 254.** A letter to someone you know very well, Alex Metz
(A) Dear Alex:
(B) Hi Alex,
(C) To Alex:
(D) Dear Mr. Alex:
(E) Dear Sir:
- 255.** Which of the following is an example of written communication in business?
(A) Giving a presentation
(B) Using body language
(C) Sending a memo
(D) Having a meeting

256. What should the body of an email contain?
- (A) A list of your favorite movies
 - (B) A detailed explanation of your request or idea
 - (C) A random joke
 - (D) A picture of your pet
257. Which service allows real-time online communication?
- (A) FTP
 - (B) Telnet
 - (C) Chat
 - (D) SMTP
258. Jay is writing an email to his professor, Zeeshan. What are some key elements Jay should consider to ensure his email is professional?
- (A) Using an unprofessional and casual tone
 - (B) Addressing Professor Zeeshan informally
 - (C) Using a clear and concise subject line, addressing Professor Zeeshan properly, using a professional tone, proofreading for errors, and including a signature with contact information.
 - (D) Using an unclear and lengthy subject line
259. You need to inform your team about a change in the meeting time. Which is the most effective written communication method?
- (A) Sending a group text message
 - (B) Posting on your personal blog
 - (C) Writing a formal report
 - (D) Sending a group email
260. Which of the following is not an advantage of Email?
- (A) Speed and efficiency
 - (B) Spam
 - (C) Reliability
 - (D) None of above
261. What part of the email is where you say hello?
- (A) Greeting
 - (B) Closing
 - (C) Subject
 - (D) None of above
262. What part of the email is where you say goodbye?
- (A) Greeting
 - (B) To
 - (C) Closing
 - (D) None of above
263. What part of a business letter indicates that someone other than the noted receiver is being sent a copy of the letter?
- (A) Copy notation
 - (B) Attachment notation
 - (C) Reference initials
 - (D) Complimentary close
264. Positive and neutral letters/emails use the:
- (A) Indirect approach
 - (B) Narrative style
 - (C) Direct approach
 - (D) Implicit style
265. Which Correspondence Applies? "Providers might need to write to their professional associations, licensing boards, and other physicians regarding some issue or concern affecting personal medical activities or their professional practice."
- (A) IOC
 - (B) Personal Letter
 - (C) Professional Conference
 - (D) Professional Letter
266. Which of the following is a professional use for an email?
- (A) Corresponding with employees
 - (B) Sending a chain email (spam)
 - (C) Sending an email about going out after work
 - (D) Sending an email complaining about office policies

267. True or False: Most memos skip the greeting and go straight to the main points of the message?
(A) True
(B) False
268. The general attitude of a piece of writing.
(A) Journalism
(B) Tone
(C) Observant
(D) Angle
269. Which is most helpful to a person who cannot speak because they have a tube in their throat?
(A) Story board
(B) Calendar
(C) Eyeglasses
(D) Paper and pencil
270. ___ are written messages used within an organization to communicate with one another.
(A) Personal-Business Letter
(B) Modified Block Style Letter
(C) Memo
(D) Email
271. You can write an email with abbreviations and use the same language as used in a text message.
(A) True
(B) False
(C) All the above
(D) None of the above
272. A memo is usually sent to more than one person.
(A) TRUE
(B) FALSE
273. A Notice is written to make a/an ___ or to give information to a group of people.
(A) Statement
(B) Announcement
(C) Order
(D) Opinion
274. While writing emails,
(A) Be clear and specific in your message
(B) Proofread well before you send the email
(C) Be professional in your greetings and salutations
(D) All of the above
275. Sometimes, letters are used within an organization as part of the documentation process.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
276. In writing business letters, one has to be
(A) Conventional
(B) Professional
(C) Bold
(D) Friendly
277. The form of communication to summarize the minutes from a meeting
(A) Letter
(B) Phone Call
(C) Memo
(D) Text
278. An almost instantaneous and essentially cost-free method of transmitting written information
(A) Letter
(B) Email
(C) Fax
(D) Telephonic communication
279. A popular format of business letters, called ___ style, aligns all parts on the left of the page.
(A) Justified
(B) Formal
(C) Informal
(D) Block

- 280.** What is the form of communication that allows students to put their feelings and ideas on paper?
(A) Reading
(B) Writing
(C) Speaking
(D) Viewing
- 281.** Which of these should be avoided in a paragraph?
(A) Courtesy
(B) Positive attitude
(C) Foul language
(D) Politeness
- 282.** The word "Correspondence" in business refers to ____
(A) Managing employees.
(B) Communication by exchanging letters or emails.
(C) Calculating taxes.
(D) Selling products in a store.
- 283.** This refers to memorandums, reports, proposals, e-mails, and other forms of writing used in organizations to communicate with internal and external audiences.
(A) Memorandum
(B) Making inquiry
(C) Workplace communication
(D) Business writing
- 284.** In a business letter, which of the following is the BEST salutation when you are not sure who will be reading the letter?
(A) Dear Organization:
(B) Ladies and Gentlemen:
(C) To Whom It May Concern:
(D) None of above
- 285.** The body of a business letter should be organized around a statement of purpose, supporting points, and a closing paragraph that does what?
(A) Restates the purpose and calls for any needed action
(B) Adds new unrelated stories
(C) Leaves the reader without any request
(D) Asks for jokes and memes
- 286.** Non-vocal verb communication involves written texts (such as letters, notices, and reports) as well as communication that is transmitted through Braille language.
(A) True
(B) False
(C) All the above
(D) None of the above
- 287.** Which should you avoid in email formatting?
(A) Keying all text in UPPERCASE
(B) Using proper paragraphs
(C) Keeping it short
(D) Using a professional font
- 288.** What are the types of written communication in a call center?
(A) Letters, telegrams, postcards, carrier pigeons
(B) Emails, chat/messaging, scripts, reports
(C) Billboards, radio ads, TV commercials, flyers
(D) Smoke signals, drum beats, semaphore flags, Morse code
- 289.** Many routine writing tasks such as composing e-mail messages or informational reports require that you collect information informally by
(A) Conducting extensive Web research.
(B) Conducting a scientific experiment.
(C) Looking in the files.
(D) Searching a variety of books, journals, or magazines.
- 290.** Can a letter be a method of communication?
(A) No
(B) Yes
(C) Sometimes
(D) I don't know

- 291.** Liam sends a quick text to his friend Chloe: "Hey, are we still on for dinner tonight at 7 PM?" Chloe replies, "Yup! See you there!"
(A) Oral Communication
(B) Written Communication
(C) All the above
(D) None of the above
- 292.** What should be included in a professional memo?
(A) Title page, table of contents, bibliography
(B) Footnotes, appendices, graphics
(C) Personal anecdotes, jokes, informal language
(D) Subject line, date, recipient(s), sender's name, introduction, main body, closing statement.
- 293.** Correspondence is a fancy word for
(A) Letter writing
(B) Banking
(C) Writing music
(D) Instructions
- 294.** A formal written business communication, usually to someone outside the organization, is a (an)
(A) Memo
(B) Business letter
(C) E-mail message
(D) Newsletter
- 295.** Written communication involves ____?
(A) Only emails and letters
(B) Any type of message that makes use of the written word
(C) Just manuals
(D) Everything what was said but not written
- 296.** Where is the main message or information of the letter found?
(A) Heading
(B) Opening
(C) Body
(D) Closing
- 297.** What is not a consideration when preparing written documents for your workplace?
(A) Audience
(B) Organisational requirements are met
(C) Spelling, grammar and punctuation
(D) The weather
- 298.** What is the first step in writing a professional email?
(A) Identify your goal
(B) Choose a subject line
(C) Write the body
(D) Select recipients
- 299.** The subject line should ____
(A) Be blank
(B) Be descriptive and clear
(C) Include your email address
(D) Use 1 word
- 300.** What is the appropriate tone for written business communication?
(A) Professional, formal, and respectful
(B) Emotional, informal, and disrespectful
(C) Casual, formal, and disrespectful
(D) Casual, informal, and disrespectful
- 301.** Which of the following technology is used to compose a letter?
(A) Excel
(B) Prezi
(C) Word
(D) Access
- 302.** What is written communication generally used for?
(A) When the audience is unknown
(B) When the audience is uninterested
(C) When the audience is nearby
(D) When the audience is at a distance
- 303.** What is the act of expressing thoughts through written words called?
(A) Group discussions

- (B) Individual presentations
(C) Verbal communication
(D) Written communication
- 304.** Which of the following sentences demonstrates conversational business writing?
(A) Your return policy is the worst.
(B) I am upset about your return policy.
(C) Your return policy has provoked me to write this letter.
(D) I kindly request that my purchase be refunded forthwith.
- 305.** True or False: you should look over and edit an email before sending it?
(A) True
(B) False
- 306.** Make sure to use correct ____ when writing an email to your teachers or in any other professional situation. Choose the best answer.
(A) Emojis
(B) Grammar
(C) Spelling
(D) Grammar and spelling
- 307.** Instant messaging allow users to
(A) Exchange messages instantly in written conversation
(B) Exchange messages instantly in telephone conversation
(C) Send a written information by scanning
(D) Send written information by facsimile
- 308.** The form of communication used most of the time for written messages to persons inside your organization is called
(A) Memorandum
(B) Business letter
(C) Pamphlet
(D) Adjustment letter
- 309.** Definition: Written account of a recent, interesting, and significant event produced for dissemination to large groups of people.
(A) News story
(B) Journalism
(C) Comic strip
(D) Blog
- 310.** Which one is a written communication tool?
(A) Blackboard
(B) Email
(C) Telephone
(D) Microphone
- 311.** Which of the following situations is most appropriate for sending an e-mail message?
(A) Matthew is angry with one of his colleagues and wants to let her know exactly how he feels.
(B) Jane found a great political joke she wants to share with her colleagues.
(C) Chris must send the monthly sales data to his department.
(D) Maggie needs to vent her frustrations about working conditions to her shift supervisor.
- 312.** Informal letter uses active voice.
(A) True
(B) False
- 313.** Which of the following statements is false of the purpose of writing a letter of inquiry?
(A) Inquiry letters are sent when there are specific questions that are not provided by the general information.
(B) Inquiries may come in the form of interviews, letters, or emails.
(C) Both interview and letter inquiries require appropriate use of language.
(D) Inquiries are exclusively done through letters.
- 314.** Which of the following methods are used to receive information from the sender through a letter?
(A) Listening
(B) Speaking

- (C) Reading
(D) Writing
- 315.** In Written Communication, Hard evidence of the message which can be referred in future and Helps in reducing disagreements between the sender and receiver about the content
(A) True
(B) False
- 316.** Written communication is suitable for conveying
(A) Short messages
(B) Lengthy messages
(C) Personal messages
(D) None of above
- 317.** An Email is a combination of ____?
(A) Name and Address.
(B) Name and Phone no.
(C) User Name and Domain Name.
(D) User Name and User id.
- 318.** A written communication may be effective for international correspondence because
(A) You will have more time to practice writing it.
(B) You will need to consult a correspondence supervisor.
(C) Your message can be more effective if you take more time.
(D) It will allow the reader time to translate the information.
- 319.** Which of the following is a reason for using written communication?
(A) Establishing a desired atmosphere
(B) To maintain an audit trail
(C) To communicate with a busy person at their convenience
(D) Both B & C
- 320.** Which of these would NOT make a proper greeting to a professional email (like one to your teacher)?
(A) Hey,
(B) Dear Ms. Kim,
(C) Good morning,
(D) Hello Ms. Kim,
- 321.** Many routine writing tasks, such as emails or memos, require you to gather informal information by:
(A) Conducting Internet searches.
(B) Searching files.
(C) Consulting books, newspapers, or magazines.
(D) Conducting a scientific experiment.
- 322.** We can communicate with each other through writing.
(A) True
(B) False
(C) All the above
(D) None of the above
- 323.** What are some writing strategies of communication?
(A) Inform, solve a problem, persuade, inspire, entertain.
(B) Summary, listing, inference, generalization, cause and effects
- 324.** What term describes notes used to keep the speaker on topic?
(A) Leave-behinds
(B) Presentation notes
(C) Handouts
(D) Slide presentations
- 325.** How would you greet your teacher in an email?
(A) Hey!
(B) Dear Mr. Smith:
(C) I have a question!
(D) Dear Tom:
- 326.** In cases where you can't be certain about the range of audiences who might read your document online, you can provide ____ directing readers to information written for people with different levels of technical expertise.
(A) Links

- (B) Cultural
(C) Comprehensive
(D) Relationships
(E) Reasonable
327. We can write e-mails from the ____ using the internet.
(A) Computer
(B) Letters
(C) Newspaper
(D) Radio
328. A business letter has a ____ tone and can be used for varied purposes.
(A) Semi
(B) Professional
(C) Somewhat Professional
(D) Tough
329. What are examples of written communication?
(A) Emails, text messages, business letters, reports
(B) Phone calls, video chats, social media posts, presentations
(C) Drawings, paintings, sculptures, photographs
(D) Verbal conversations, hand gestures, facial expressions, body language
330. When writing an email, the Direct Approach includes the Main Idea, Details and Action Required.
(A) True
(B) False
331. Which is a recommended email practice?
(A) Write a concise, descriptive subject line
(B) Use all caps for emphasis
(C) Use excessive emoticons
(D) Forward without comment
332. Complete the analogy. Word is to Sentence as Sentence is to ____
(A) Word
(B) Book
(C) Poem
(D) Paragraph
333. Which of the following is not an effective strategy in writing a speech?
(A) Avoid jargon.
(B) Be sensitive to your audience
(C) Write whatever comes to mind.
(D) Use contractions.
334. This is where you put your message in the letter.
(A) Heading
(B) Greeting
(C) Body
(D) Closing
(E) Signature
335. What should be considered when writing business emails?
(A) Using informal language
(B) Including humor to make it more engaging
(C) Paying attention to grammar, spelling, and clear writing
(D) Writing extensively without considering the reader's time
336. Sending an email to your boss is an example of:
(A) Verbal
(B) Written
(C) Nonverbal
(D) Visual
337. Sending an email is an example of:
(A) Verbal
(B) Non-verbal
(C) Written
(D) Visual
338. Why is it important to work on your spelling and grammar in written communication?
(A) To impress your friends

- (B) To look professional
 - (C) To confuse others
 - (D) To save time
- 339.** Lincoln is sending an email to his project team. When is it appropriate for him to use the “CC” field?
- (A) When you want to keep someone informed without expecting a response.
 - (B) When you want to hide the recipient’s email address.
 - (C) When you want to send a confidential message.
 - (D) When you want to send an email to a single recipient only.
- 340.** What is Standard English?
- (A) The required foreign language training for those who do not speak English as their native language.
 - (B) The rules of grammar, conversation, writing, speaking, and publishing as required by US corporations.
 - (C) The format of communication media that follows standard grammar and punctuation conventions for those who speak English.
 - (D) The use of English in the United Kingdom.
- 341.** What are the exact words that a news source uses in giving information?
- (A) Editorial
 - (B) Review
 - (C) Pull quote
 - (D) Direct quotation
- 342.** An invited guest cannot make it to attend the program because of conflict of her schedule, so she let her assistant attend to convey her message through reading her message. What type of speech according to delivery is observed?
- (A) Extemporaneous speech
 - (B) Impromptu Speech
 - (C) Manuscript Speech
 - (D) Memorized Speech Edit
- 343.** Which of the following is NOT required for written communication?
- (A) Accurate spelling
 - (B) Accurate punctuation
 - (C) Elaborate vocabulary
 - (D) Accurate grammar
- 344.** Which closing is suitable for a formal email?
- (A) Later
 - (B) Cheers
 - (C) Talk soon
 - (D) Sincerely
- 345.** Email, internet website, letter, proposals telegrams, faxes, postcards, contracts, whatsapp message, diary writing, journal, magazine, newspaper and literary books are the example of —
- (A) Verbal or oral communication
 - (B) Non verbal communication
 - (C) Public communication
 - (D) Written communication
- 346.** Everyone can benefit from improving his business writing skills.
- (A) True
 - (B) False
- 347.** What is included at the end of All your emails: Signature and 3-4 lines, (Name, Company Name, Address, Phone, and Website)
- (A) Signature Files
 - (B) Common Courtesy
 - (C) From:
 - (D) Subject
- 348.** In business writing, tone is typically driven by word choice, paragraph length and font style.
- (A) True
 - (B) False
- 349.** How can entrepreneurs enhance their written communication skills in business development?
- (A) By using complex language and jargon

- (B) By avoiding feedback from peers and mentors
- (C) By practicing clarity, brevity, and professionalism in written communication
- (D) By disregarding the needs and preferences of the audience
- 350.** Written communication tends to be more formal than other methods of communication because it
- (A) Is always composed of facts, not opinions.
- (B) Is always used by knowledgeable people.
- (C) Is the preferred method of communication for all jobs.
- (D) Allows individuals to organize their thoughts meaningfully.
- 351.** A letter sent from one business or organization to another or to an individual.
- (A) Personal Business Letter
- (B) Business Letter
- (C) Friendly Letter
- (D) None of above
- 352.** Creating and writing a message in e-mail is called ____
- (A) Forward
- (B) Compose
- (C) Signature
- (D) None of above
- 353.** We send letters to people from a ____
- (A) Chemist shop
- (B) Post office
- (C) Hospital
- (D) None of the above
- 354.** A document sent over a telephone line
- (A) SMS
- (B) Email
- (C) MMS
- (D) Fax
- 355.** Curtis needs to tell his employees about the company's new policies. Writing a memo means that
- (A) All employees will need to stop working at the same time.
- (B) Everyone will have a written record of the new policies.
- (C) Curtis can immediately get feedback from the employees.
- (D) The employees will abide by all of the policies
- 356.** Letters and faxes are two types of written communication. What are the others types of written communication?
- (A) Advertisements, memos, reports and meetings
- (B) Emails, reports, memos and advertisements
- (C) Emails, reports, memos and voice mail messages.
- (D) None of the above
- 357.** Writing Center of the University of North Carolina explained that business writing should be ____ and ____
- (A) Lazy and carefree
- (B) Clear and concise
- (C) Flowery and artistic
- (D) None of above
- 358.** What should NOT be included near the end of an email?
- (A) A closing message
- (B) A signature
- (C) A call to action
- (D) A brief introduction
- 359.** Which is best to communicate complex information intended for future reference to audiences inside and outside the organization
- (A) Chat Platform
- (B) Email
- (C) Memo
- (D) Business Letter

- 360.** Journalists' language is simple and uses active voice. Which of the following phrases is the best example?
(A) Firefighters rushed to the scene of a massive blaze.
(B) Riot police in California used their shields to push Human Rights demonstrators back.
(C) The president was hauled over the coals.
(D) None of above
- 361.** The ending of a memo may include ____
(A) A definition of the problem
(B) A realistic and logical explanation
(C) A summary of the main points of the message
(D) Supporting data
- 362.** What is an advantage of using email for communication?
(A) Immediate verbal feedback
(B) Ability to send information quickly and record conversations
(C) No need for professionalism
(D) Body language is clear
- 363.** Parts of a letter: names of the recipient, often including the address and the date
(A) Letterhead/logo
(B) The heading
(C) Salutation
(D) None of above
- 364.** What do we call it when we send a letter online?
(A) Online letter
(B) E-mail
(C) Online mail
(D) None of above
- 365.** Written messages should be kept for future reference in most cases.
(A) True
(B) False
(C) All the above
(D) None of the above
- 366.** The information which requires detail analysis is generally communicated in ____ form.
(A) Oral
(B) Written
(C) Symbolic
(D) None of the above
- 367.** E-mail messages can be delivered in ____ or minutes
(A) Hours
(B) Days
(C) Seconds
(D) Weeks
- 368.** Writing is one of the acts or processes to exchange ideas.
(A) True
(B) False
(C) All the above
(D) None of the above
- 369.** A policy manual is an example of:
(A) Oral communication
(B) Written communication
(C) Informal communication
(D) Verbal communication
- 370.** A professional email should contain:
(A) Emoticons
(B) Slang
(C) Clear subject line
(D) All caps text
- 371.** Which of the following closings is not used in informal letters or emails?
(A) Best,
(B) Let me know something,
(C) Yours sincerely,
(D) Warm wishes,
- 372.** Which of the following is not a feature of written communication?
(A) Rigid
(B) Less personal

- (C) Response comes after some lapse of time
- (D) Active transfer of information
373. In writing stage process, it is not necessary to refer to your outlines and notes.
- (A) FALSE
- (B) TRUE
- (C) All the above
- (D) None of the above
374. If you want to include a person on an email but you do not want the recipient to know what feature of email would you use?
- (A) To
- (B) Blind Carbon Copy
- (C) Copycat
- (D) Carbon Copy
375. In which part of the letter is the main point written?
- (A) Opening
- (B) Body
- (C) Closing
- (D) None of above
376. What is email short for?
- (A) Excellent mail
- (B) Electronic mail
- (C) Efficient mail
- (D) Express mail
377. A Sentence must include a
- (A) Verb and adjective
- (B) Noun and adjective
- (C) A subject, verb and a complete idea
- (D) A doing word
378. In professional communication a ____ is best for a short message.
- (A) Memo
- (B) Report
- (C) Proposal
- (D) Case Study
379. When you are writing a letter or an email, the subject line of the communication is like the headline in a ____
- (A) Active listening
- (B) Newspaper
- (C) Writing
- (D) None of above
380. What is the term for any written or digital communication exchanged between two or more people?
- (A) Audience
- (B) Correspondence
- (C) Key ideas
- (D) Paraphrase
381. Text is an essential aspect of presenting the information?
- (A) True
- (B) False
382. An e-mail address is a combination of a user-name and a
- (A) A phone number
- (B) A password
- (C) Domain name
- (D) A social media handle
383. A Business letter should be ____
- (A) To be short and straight to the point
- (B) Well explained and full of details
- (C) It doesn't matter it's your choice
- (D) None of above
384. What does email stand for?
- (A) Electric machine
- (B) Electro mail
- (C) Electro message
- (D) Electronic mail
385. Where do you write the main part of your message?
- (A) In the subject line
- (B) In the closing
- (C) In the body
- (D) None of above

- 386.** What is the act of writing, receiving, and reading letters or emails?
(A) Tone
(B) Coherence
(C) Agenda
(D) Correspondence
- 387.** This type of communication includes sending emails, typing reports and letters.
(A) Non verbal
(B) Verbal
(C) Body language
(D) Written
- 388.** How does Microsoft Teams enhance written communication, as compared to Zoom?
(A) By generating automatic meeting summaries
(B) By aiding in brainstorming with draft and synthesize tools
(C) By assisting in writing messages in Teams chat and channels, improving clarity and tone
(D) By providing no explicit features for meeting recaps and information retrieval
- 389.** I ____ you to please send the report by 5:00 pm, today.
(A) Order you
(B) Please
(C) Request
(D) Suggest
- 390.** It is the process of communication or exchange of information in a written format for business activities. It can take place between organizations, within organizations or between the customers and the organization.
(A) Business Correspondence
(B) E-mail Correspondence
(C) Job Correspondence
(D) Work Correspondence
- 391.** Good business writing is concise. Concise means that the writing
(A) Avoids the use of redundant phrases.
(B) Is free of errors in grammar and punctuation.
(C) Has been revised to include examples and research.
(D) Contains proper documentation of resources.
- 392.** 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
- 393.** Typing text into a message box on a screen to engage in dialogue with one or more people via the Internet or other network.
(A) Chat.
(B) Client.
(C) Upload.
(D) None of the above.
- 394.** Which is NOT a feature of an argumentative essay?
(A) It states the claim or position of the author
(B) It narrates an event in chronological order
(C) It provides reasons and supporting evidences
(D) It presents opposing views and explains its weakness.
- 395.** Which form of communication is typically used for documenting patient care?
(A) Oral communication
(B) Written communication
(C) Non-verbal communication
(D) Visual communication
- 396.** Email is short for:
(A) Everyday Mailing
(B) Electronic Management System

- (C) Electronic Messaging
(D) Electronic Mail
- 397.** It is sending messages to one or more persons that may be texts only or with images, audio or video.
(A) Video chats
(B) Instant messaging
- 398.** Memos can be a short, basic form to communicate messages, such as meeting times and —
(A) Due dates
(B) Weather reports
(C) Menu items
(D) Holiday destinations
- 399.** What characteristic is most associated with memorandums?
(A) Lengthy and detailed
(B) Concise and formal
(C) Informal and casual
(D) Visual and colorful
- 400.** What are the elements of effective written communication?
(A) Length, jargon, inconsistency, informality
(B) Clarity, organization, audience awareness, grammar
(C) Speed, quantity, informality, creativity
(D) Volume, complexity, ambiguity, informality
- 401.** How should you address a complaint in an email?
(A) I would like to bring to your attention an issue we have encountered.
(B) Just wanted to let you know about a problem we've had.
(C) All the above
(D) None of the above
- 402.** Any communication that must be read
(A) Written communication
(B) Oral communication
(C) Communication barrier
(D) Interpersonal communication
- 403.** Both Emails and Professional Letters should include a salutation (or greeting), message body, closing, and signature.
(A) True
(B) False
- 404.** A business letter is written to settle transaction
(A) True
(B) False
- 405.** Which is an example of a linguistic activity?
(A) The two-year-olds moved to the rhythm of the clock ticking.
(B) The five-year-olds made finger paintings for their parents.
(C) The seven-year-olds wrote stories about their favorite foods.
(D) The nine-year-olds made pasta art to express their feelings.
- 406.** Which component ensures the main message of a business memorandum is effectively communicated?
(A) Well-structured body content
(B) Decorative images
(C) Personal stories
(D) Extensive footnotes
- 407.** What do you usually write as salutation if you don't know who will be receiving your letter?
(A) Dear Mr./Ms./Mrs.
(B) Dear Mister
(C) Dear Sir/Madam
(D) Dear Miss
- 408.** When writing a business correspondence please consider the
(A) Audience
(B) Message
(C) Purpose
(D) All of the above

- 409.** Which type of letter communicates the same message to multiple recipients?
(A) Commercial letter
(B) Invitation
(C) Circular letter
(D) Telegram
- 410.** What is an example of formal written communication?
(A) Texting a friend
(B) Sending a WhatsApp message
(C) Writing an email to your manager
(D) Posting on social media platforms
- 411.** Email makes it appropriate for both personal and professional communication because it gives flexibility in terms of when messages can be delivered and received.
(A) TRUE
(B) FALSE
- 412.** What is the primary purpose of an email client?
(A) File Sharing
(B) Web Browsing
(C) Sending and Receiving Emails
(D) Video Editing
- 413.** Which of the following types of communication allows a person to send his message through letters.
(A) Verbal Communication
(B) Nonverbal Communication
(C) Written Communication
(D) None of the above
- 414.** This type of communication is written for various reasons as communication between a business and a recipient. What is the correct form used?
(A) Bulletin
(B) Brochure
(C) Business letter
(D) Memorandum
- 415.** What is meant by written communication in the context of business?
(A) Sending messages via telephone
(B) Conveying information orally
(C) Conveying information in writing through letters, emails, or other documents
(D) Conveying information through video conference
- 416.** Why is written communication important in the business world?
(A) More efficient than oral communication
(B) Cheaper than oral communication
(C) Provides clear and referenceable records
(D) Not very important, as oral communication is more effective
- 417.** Which prompt would need the writer to write an ARGUMENTATIVE essay?
(A) ___ in which you explain the purpose of tagging animals.
(B) ___ in which you analyze John Philip Sousa's musical career.
(C) ___ in which you make and support a claim about whether the United States should continue to explore space or the oceans.
(D) ___ in which you analyze how the speaker in the poem and Hettie in passage one respond to change.
- 418.** What is a means of communication?
(A) Riding a bike
(B) Letters
(C) Shopping
(D) None of above
- 419.** If you do not know the reader's gender, which of the following salutation should be used?
(A) Salute Ma'am
(B) Dear Mr
(C) To Whom it May Concern
(D) Greetings Sir
- 420.** In an email, you should always include a subject in the subject line.

- (A) True
(B) False
- 421.** To make sure you are not going to misinterpret written communication you should use proper grammar such as punctuation and spelling
(A) False
(B) True
(C) All the above
(D) None of the above
- 422.** Message written to confirm a verbal agreement made with a customer, client, or colleague.
(A) AIDA
(B) Bandwagon
(C) Confirmation message
(D) Transmittal message
- 423.** Where should the most important information go in a newspaper article?
(A) 1st paragraph
(B) 3rd paragraph
(C) 2nd paragraph
(D) Conclusion
- 424.** In a letter, which of the following ways is taken to receive information from the sender?
(A) Listening
(B) Speaking
(C) Reading
(D) Writing
- 425.** Which of the following assessment tasks is the MOST VALID to evaluate email writing skills?
(A) Multiple choice questions about email vocabulary
(B) Fill in the blanks with email greetings
(C) Write a real email to a teacher or classmate
(D) Match phrases with their meanings
- 426.** Mention true or false. "Radio is a medium of written communication"
(A) True
(B) False
- 427.** State T for true and F for false. Postal system helps us to send and receive letters.
(A) True
(B) False
(C) All the above
(D) None of the above
- 428.** If urgent messages need to be sent, letters are the most effective method to use
(A) True
(B) False
- 429.** Why do we send email?
(A) To reach on time
(B) To talk to each other
(C) To share documents and files
(D) To meet each other
- 430.** In a Request Letter, the phrase "I would be grateful if you could ____" is used to ____
(A) Command the reader.
(B) Make a polite request.
(C) Insult the reader.
(D) End the letter.
- 431.** What is the type of communication where information is conveyed through written words called?
(A) Verbal communication
(B) Written communication
(C) Nonverbal communication
(D) Visual communication
- 432.** The address of the receiver in a letter is called:
(A) Heading
(B) Inside address
(C) Salutation
(D) Subject line

433. Choose 2 correct answers about what needs to be considered when sending electronic mail?
- (A) Only write capital letters.
 - (B) Quote every word.
 - (C) No need to pay attention to netiquette.
 - (D) Maintain user security.
434. Which is an advantage of written communication in professional settings?
- (A) Removes literacy barriers
 - (B) Guarantees instant replies
 - (C) Eliminates security risks
 - (D) Serves as a legal record
435. When you send an E-mail, it is automatically stored in:
- (A) Inbox
 - (B) All Mail
 - (C) Sent
 - (D) Outbox
436. These are possible in a formal letter closing, except:
- (A) Regards,
 - (B) Respectfully,
 - (C) Very truly yours,
 - (D) Sincerely yours,
437. Business letters are usually:
- (A) Double-spaced
 - (B) 1.5-spaced
 - (C) Single-spaced
 - (D) Triple-spaced
438. What is the primary focus of writing professional messages for business contexts?
- (A) Entertainment
 - (B) Precision and clarity
 - (C) Lengthy explanations
 - (D) Informal language
439. A job applicant submits a resume with a letter explaining qualifications. That letter is a
- (A) Sales letter
 - (B) Recommendation letter
 - (C) Cover letter
 - (D) Follow-up letter
440. Memos can summarize information, request action, and/or provide facts.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
441. Communication that is carried out through writing carried out in correspondence activities by post, is referred to as?
- (A) Formal communication
 - (B) Written communication
 - (C) Verbal communication
 - (D) Visual Communication
442. Rahmat is a manager of a sports marketing firm. He is working out of town and wants to remind all his employees to submit their sales reports for the month by no later than this afternoon! Which written business communication should he use?
- (A) Letter
 - (B) Email
 - (C) Memo
 - (D) Report
443. A memorandum is a communication —
- (A) Oral
 - (B) Not verbal
444. One of the most important uses of email is —
- (A) Scan papers
 - (B) Cyberbullying
 - (C) Delete files on your device
 - (D) To share information.
445. When is written communication more appropriate than face-to-face communication?
- (A) When you want to present a complex idea.
 - (B) When you want to avoid talking to someone.

- (C) When you want to ask multiple questions.
- (D) When you want quick feedback on an issue.
- 446.** Maria is working from home as she recovers from recent surgery. She wants to briefly and quickly remind her employees to submit their time sheets before the end of the pay period. Which form of business communication should she use?
- (A) Email
- (B) Letter
- (C) Memo
- (D) Report
- 447.** Journals, emails, blogs, text messages, direct messages
- (A) Verbal communication
- (B) Written communication
- (C) Aural communication
- (D) None of above
- 448.** To de-emphasize an idea, where should you place it?
- (A) In a simple sentence.
- (B) In an independent clause.
- (C) First or last in a sentence.
- (D) In a dependent clause.
- 449.** You are writing to inform a colleague about a meeting. Choose the best subject line
- (A) Monthly sales meeting: 1st May, 9.30am
- (B) Meeting
- (C) Sales meeting arrangements
- (D) No subject
- 450.** Whoever you're writing to, you should ensure that your letter or email is:
- (A) As short as possible but not shorter.
- (B) Clearly written.
- (C) Appropriate in tone.
- (D) As short as possible, clearly written, and appropriate in tone.
- 451.** What is a good way to start an email?
- (A) "Hey, you!"
- (B) "Hello" or "Dear [Name]"
- (C) "Guess what?"
- (D) "Why are you emailing me?"
- 452.** What is an audience in the context of written communication?
- (A) People watching, listening, or reading a published work
- (B) People who watch movies
- (C) People who write books
- (D) People who create content
- 453.** Which of the following is NOT an example of a written communication?
- (A) Memorandum
- (B) Report
- (C) Notice
- (D) Meeting
- 454.** Written request for admission
- (A) Application
- (B) Acceptance
- (C) Class schedule
- (D) Registration
- 455.** Who should NOT write letters of recommendation for you?
- (A) Parents
- (B) Teachers
- (C) Coaches
- (D) Counselors
- 456.** Ahmed has been asked to share some sales information within his company, with a very large audience at the same time
- (A) Website
- (B) Flyer
- (C) Newsletter
- (D) Poster
- 457.** What should be the primary purpose of each email?
- (A) To be long and informative

- (B) To be vague and mysterious
 - (C) To be clear, direct, and concise
 - (D) To be humorous and entertaining
- 458.** When you need to update your colleagues on important information or make an announcement at your workplace, a ____ can be an ideal way to address a specific audience in a formal context.
- (A) Memo
 - (B) Letter
 - (C) Email
 - (D) Verbal Announcement
- 459.** My grandmother still writes ____ to communicate with her friends.
- (A) Emails
 - (B) Letters
 - (C) Text messages
 - (D) None of above
- 460.** Which of the following is NOT a crucial element of written communication in business memoranda?
- (A) Reports
 - (B) Contracts
 - (C) Informal language
 - (D) Brevity and efficiency
- 461.** You should avoid slang when writing a formal email.
- (A) True
 - (B) False
 - (C) Neutral
 - (D) None of above
- 462.** Mia, Evelyn, and Henry are drafting an important workplace email. Which strategy should they use to keep their message clear and concise?
- (A) Using vague subject lines to avoid sounding direct
 - (B) Leading with key information and bullet-point action items
 - (C) Writing long paragraphs without structure
 - (D) Saving important details for the last sentence
- 463.** INSTRUCTIONS: The first twenty five (25) items are channels of communication. For each channel, select the specific medium/method of communication that it relates to. The first one is: Minutes of a Meeting
- (A) ORAL COMMUNICATION
 - (B) WRITTEN COMMUNICATION
 - (C) VISUAL COMMUNICATION
 - (D) ELECTRONIC COMMUNICATION
- 464.** In online communication, especially in emails to instructors, writing in all capital letters is seen as poor netiquette because it is akin to:
- (A) Emphasizing key details
 - (B) Expressing formal courtesy
 - (C) Yelling or expressing anger
 - (D) Adhering to proper grammar rules
- 465.** Journalists' language is simple and to the point. Which of the following phrases is the best example?
- (A) Police hit out as demonstrators make point.
 - (B) Riot police used shields to push demonstrators back
 - (C) Demonstrators show their emotions as police get involved in clash
 - (D) All of above
- 466.** A letter to a new customer, Sam Smith
- (A) Dear Customer:
 - (B) Dear Sir or Madam:
 - (C) Dear Mr. Smith:
 - (D) Dear Mr. Sam:
- 467.** Is email a method of communication
- (A) Yes
 - (B) No
 - (C) Maybe
 - (D) I don't know

468. An informational how-to manual is most likely targeted towards which of the following?
- (A) A bicyclist.
 - (B) An automobile racer.
 - (C) Someone who just purchased a new product.
 - (D) Someone who needs to speak with an accountant about their taxes.
469. The method of transmitting a letter via the internet is known as:
- (A) Instant messaging
 - (B) Online chatting
 - (C) Email
 - (D) Postal service
470. An online written form of communication that is typically web based and used by businesses as customer service tools to assist online users who visit their websites.
- (A) Online Chat
 - (B) On-Demand Streaming
 - (C) Buffering
 - (D) Downloading
471. In an email, Username and Domain name are separated by a ____ symbol.
- (A) #
 - (B) &
 - (C) @
 - (D) *
472. The first step in composing a letter is to:
- (A) Compose a rough draft
 - (B) Select the type of font and size
 - (C) Determine what information needs to be included
 - (D) Select the style for the letter
473. This type of feature gives a total picture of a person. It also attempts to reveal the facts and personality through anecdotes.
- (A) Human Interest Feature
 - (B) Summary
 - (C) Clincher
 - (D) Character Sketch
474. The "Subject" line in a memo helps the reader ____
- (A) Know who sent it.
 - (B) Quickly understand what the memo is about.
 - (C) Know the date.
 - (D) See the signature.
475. Written communication should have all EXCEPT the following:
- (A) Moderate speed of speech
 - (B) Correct Grammar
 - (C) Correct Punctuation
 - (D) Correct Spelling
476. What should be included in the opening paragraph of an announcement?
- (A) A personal anecdote that is unrelated to the announcement.
 - (B) Irrelevant information that is not related to the announcement.
 - (C) A clear and concise introduction to the topic or purpose of the announcement, including relevant details and instructions.
 - (D) A long and detailed explanation of the announcement.
477. What is the purpose of writing design proposals?
- (A) To learn new design techniques
 - (B) To criticize other designers' work
 - (C) To showcase personal achievements
 - (D) To communicate ideas and secure projects
478. To improve readability and comprehension through white space,
- (A) Use approximately 20 or fewer words per sentence.
 - (B) Construct paragraphs consisting of 12-15 printed lines.
 - (C) Develop long paragraphs.
 - (D) Avoid the use of topic sentences on shorter paragraphs.

- 479.** The information that other documents are attached with the business letters should be written on ____
- (A) Subject line
 - (B) Reference number
 - (C) Body
 - (D) Salutation
 - (E) Enclosure notation
- 480.** In planning business letters, the direct approach ____
- (A) Is used to give 'bad news'
 - (B) Should provide necessary details, educational information, sales promotion
 - (C) Should explain about the problem and offer the solution
 - (D) Is harder to make than the indirect approach
- 481.** Business correspondence is only useful for making requests.
- (A) True
 - (B) False
- 482.** Written communication can be easier to comprehend because ____
- (A) It's often in easier language
 - (B) People write less than they speak
 - (C) You can look up the parts you don't understand
 - (D) None of the above
- 483.** The main text of a personal letter, business letter, memo, email, or report.
- (A) Attachment
 - (B) Body
 - (C) Enclosure
 - (D) Typist Initials
- 484.** Text messages can be also called Short Message Service (SMS).
- (A) TRUE
 - (B) FALSE
- 485.** We use "See you soon" to
- (A) Give our opinion
 - (B) Start the letter
 - (C) Agree with something
 - (D) Finish the letter
- 486.** What is the best way to start a professional email?
- (A) Begin with a personal anecdote.
 - (B) Begin with a polite greeting.
 - (C) Use a bold font for emphasis.
 - (D) Start with a casual joke.
- 487.** Written information intended for publication is called ____
- (A) Copy
 - (B) Keywords
 - (C) A blog
 - (D) Content
- 488.** Fifty years ago, my grandfather sent a ____ to my grandmother when he was in Germany.
- (A) Tomato
 - (B) Text
 - (C) Letter
 - (D) Email
- 489.** Informal letter uses passive voice.
- (A) True
 - (B) False
- 490.** Descriptive words or phrases which accompany photos to identify what the image is when the image will not open or load
- (A) Search Engine
 - (B) Alt tags
 - (C) Firewall
 - (D) Hacker
- 491.** You should avoid discussing confidential information in an email.
- (A) True
 - (B) False

492. If you would like to send a proposal from your business to a prospective NEW CLIENT, you would most likely use a:
- (A) Business Letter
 - (B) Personal Business Letter
 - (C) Memo
 - (D) E-Mail
493. How can you make the information on a meeting agenda clearer and easier to locate?
- (A) Use bulleted lists, tables, or paragraph spacing
 - (B) Write everything in one long paragraph
 - (C) Remove headings and time slots
 - (D) Use tiny fonts with no spacing
494. In an email, the letters "Cc" stand for ____
- (A) Closed copy
 - (B) Carbon copy
 - (C) Credited copy
 - (D) Critical copy
495. Letter of Apology
- (A) ORAL COMMUNICATION
 - (B) WRITTEN COMMUNICATION
 - (C) VISUAL COMMUNICATION
 - (D) ELECTRONIC COMMUNICATION
496. Delivering ideas completely and accurately in letters, memos, emails, and reports; using proper grammar, punctuation, and spelling; edit, revise, and check for accuracy; use the computer to transmit information.
- (A) Speaking
 - (B) Writing
 - (C) Negotiating
 - (D) Listening
497. What does the opening sentence in an email provide?
- (A) Context and sets the stage for the email's content
 - (B) A list of demands
 - (C) A closing statement
 - (D) A summary of the entire email
498. What should you check before sending a professional email?
- (A) The weather forecast
 - (B) Grammar and spelling
 - (C) Your lunch order
 - (D) Your social media notifications
499. Jargon should never be used in business writing
- (A) T
 - (B) F
500. Which of the following statement about an e-mail communication is INCORRECT.
- (A) Include a appropriate subject heading
 - (B) Send e-mail immediately after typing is completed
 - (C) Ensure contact details before sending
 - (D) None
501. Email stands for ____ mail.
- (A) Electronic
 - (B) Electric
 - (C) Internet
 - (D) None of above
502. What is the benefit of using paragraphs in your email?
- (A) To make it harder to read
 - (B) To separate thoughts and improve clarity
 - (C) To confuse the reader
 - (D) To make the email look longer
503. Which of the following is correct about text messaging?
- (A) Which of the following is correct about text messaging?
 - (B) It involves composing and sending electronic messages
 - (C) It is usually sent via cable network
 - (D) None of above
504. A written communication is a form of writing, written to express ideas and ____
- (A) Thoughts

- (B) Settings
(C) Controls
(D) Citations
- 505.** Which type of communication might you use to write a story for class?
(A) Nonverbal
(B) Written
(C) Visual
(D) Verbal
- 506.** Which is the most appropriate to send in an email to a teacher?
(A) I need HALP! I dn't get dis assignment.
(B) I do not understand the assignment. Can you please help me?
(C) Yo!!!!!!!!! This assignment is trash! Can you help?
(D) Help please. I am so, so lost on this assignment.
- 507.** Memo is used to communicate in your office
(A) True
(B) False
- 508.** What format/style do we use to write business letters?
(A) Business letter
(B) MLA
(C) Block format
(D) None of above
- 509.** Which of the following is NOT a common communication tool mentioned in the text?
(A) Emails
(B) Memos
(C) Circulars
(D) Posters
- 510.** ____ provides long lasting records of communication for future.
(A) Oral communication
(B) Written communication
(C) Non verbal communication
(D) None of the above
- 511.** How did Ashoka let his people know about his laws and beliefs?
(A) He told them
(B) He had them carved on giant stone pillars
(C) He wrote songs and had them sung around the empire
(D) He posted them walls
- 512.** What kind of tone is unlikely in a newspaper article?
(A) Serious
(B) Informative
(C) Silly
(D) Neutral
- 513.** Email REFERS TO
(A) ELECTRONIC MAIL
(B) ELECTRONICS MAIL
(C) ELOCUTION MAIL
(D) ENGGINEERING MAIL
- 514.** Text Messaging is known as ____
(A) Decoding
(B) Feedback
(C) SMS
(D) None of above
- 515.** What is it called when you type a statement, push a SEND button, and someone else sees it?
(A) Messages
(B) Phone
(C) Telegraph
(D) Telegram
- 516.** Written communication in a healthcare setting can occur through which of the following means?
(A) Emails, letters, faxes, and chat features
(B) Social media, blogs, and public forums
(C) Text messages, personal diaries, and billboards
(D) Television, radio broadcasts, and podcasts

517. Hey Avani, Anika, and Avyaan! What type of communication involves the use of written symbols?
- (A) Verbal
 - (B) Non-Verbal
 - (C) Written
 - (D) Visual
518. How do you communicate through writing?
- (A) Chinese whisper
 - (B) Radio
 - (C) Email
 - (D) Telephone
519. Forms of writing that is based on mysterious ingredient in journalism called human interest. It appeals to us because we can relate to it.
- (A) News Writing
 - (B) Feature Writing
 - (C) Business Writing
 - (D) Editorial Writing
520. People blog about their life and interests such as travel, music, health, among others.
- (A) Business
 - (B) School
 - (C) Personal
 - (D) Private
521. Which type of written communication is specifically mentioned as being used for patients?
- (A) Email
 - (B) Letters
 - (C) Medical records
 - (D) Instructions for patients
522. The final line of a business letter says:
- (A) How many people are corresponding
 - (B) Goodbye, formally or informally but businesslike
 - (C) How many attaches are with the letter
 - (D) How many enclosures are with the letter
523. How can you ensure your email is complete?
- (A) By including all necessary information and answering all questions.
 - (B) By writing as briefly as possible.
 - (C) By using complex vocabulary.
 - (D) By sending multiple emails.
- Tags: DOK Level 3: Strategic Thinking
524. Good communication requires correct ____, ____, and ____
- (A) Reading, writing, and arithmetic
 - (B) Posture, eye contact and annunciation
 - (C) Facts, interesting story and a loud voice
 - (D) Spelling, grammar and punctuation
525. Inquiry email
- (A) You want to tell the receiver something, either a compliment or information
 - (B) You need something from the receiver in a reply
 - (C) To keep communication lines open
 - (D) The goal is not the reply, but some action on the part of the receiver
526. A greeting and signature is a must in your email message.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
527. The reader of any written text is considered the ____
- (A) Purpose
 - (B) Audience
 - (C) Format
 - (D) Formality/style
528. In written communication, the channel is:
- (A) Spoken words
 - (B) Email or printed material
 - (C) Facial expressions
 - (D) Gestures

529. You can read the ____ of last month's meeting if you want to know what everyone said.
- (A) Consensus
 - (B) Notes
 - (C) Minutes
 - (D) Debacle
530. Which of the following is NOT a method of written Communication
- (A) Meetings
 - (B) Emails
 - (C) Memos
 - (D) Text messages
531. A memo is a written message used by employees within an organization to communicate with one another.
- (A) True
 - (B) False
532. Written communication is useful when:
- (A) Immediate feedback is needed
 - (B) A permanent record is required
 - (C) Talking on the phone
 - (D) Watching TV
533. Which of the following is NOT a commonly used text-based messaging tool?
- (A) E-mail
 - (B) Instant messaging
 - (C) Video conferencing
 - (D) Electronic bulletin boards
534. After writing the e-mail
- (A) Write your phone number
 - (B) Log off
 - (C) Attach the documents to the message and send it
 - (D) Connect to the Internet
535. What is a good practice for writing professional emails?
- (A) Using slang
 - (B) Creating a signature block
 - (C) Sending without proofreading
 - (D) Ignoring spelling
536. What are some key components of a well-worded email?
- (A) No closing statement
 - (B) Lengthy paragraphs
 - (C) Vague subject line
 - (D) Key components of a well-worded email include a clear subject line, polite greeting, concise body, call to action, courteous closing, and proper grammar.
537. You should avoid using ALL CAPS in your emails.
- (A) True
 - (B) False
538. The best way to send an email to multiple people without them knowing all the recipients is to type all their email addresses in the:
- (A) BCC line.
 - (B) "TO"line.
 - (C) "CC"line.
 - (D) Body of the email.
539. To emphasize a word or idea, place it first or last in a sentence.
- (A) True
 - (B) False
540. Samantha must use e-mail frequently to communicate with others in her new job. What is the best advice to give her?
- (A) Consider composing important messages offline.
 - (B) Use general tags such as Hi! or Important as the subject line to catch the reader's attention.
 - (C) Add frequent emoticons such as happy faces to appear friendly and approachable in e-mail messages.
 - (D) Always press 'Reply to All' when responding to e-mail messages.

541. An email's tone should reflect both the intention of the message and what else?
- (A) Your familiarity with the recipient
 - (B) The number of attachments
 - (C) The time of day
 - (D) The length of the subject line
542. Which is appropriate for an e-mail message?
- (A) Sarcasm because your boss, who was late to work this morning, reminds the staff to return from breaks on time.
 - (B) A somewhat degrading comment about a colleague's writing abilities.
 - (C) An urgent notice to committee members letting them know of a change in location for their afternoon meeting.
 - (D) Gossip that your friend at another company would love to hear.
543. A type of communication which is written when a person needs more information about products or services offered by companies or individuals
- (A) Letter of Inquiry
 - (B) Email
 - (C) Interview
 - (D) Essay
544. Email is suitable for both personal and professional communication because it offers flexibility in message delivery and reception.
- (A) FALSE
 - (B) TRUE
 - (C) It is only suitable for personal communication
 - (D) It is only suitable for professional communication
545. If you have to send a long message via e-mail, what is the best advice?
- (A) Place all information in the body of the e-mail message.
 - (B) Attach a separate document to the e-mail message, leaving the body of the message blank.
 - (C) Attach a document to the e-mail message, including identifying information in the body of the e-mail.
 - (D) Send it another way because you should not send attachments via e-mail.
546. In a formal business letter, the Salutation "To Whom It May Concern" is used when ____
- (A) You are writing to your best friend.
 - (B) You do not know the name of the person receiving the letter.
 - (C) You are writing to your boss.
 - (D) You are writing to your mother.
547. Rahul writes a letter to a raw material provider for placing an order for raw material required. What type of communication it is?
- (A) Verbal Communication
 - (B) Non Verbal Communication
 - (C) Written Communication
 - (D) Horizontal Communication
548. A written piece intended to inform the public about actual and factual events is called ____
- (A) Narration
 - (B) Poetry
 - (C) Description
 - (D) News
549. Why is written communication, such as emails and formal letters, important in a professional context?
- (A) It is not important
 - (B) It is outdated
 - (C) It facilitates clear and formal communication
 - (D) It hinders communication
550. Contracts are an example of which method of communication?
- (A) Oral
 - (B) Electronic
 - (C) Written
 - (D) Visual

551. A contract is best communicated using which channel of communication
- (A) Electronic
 - (B) Written
 - (C) Oral
 - (D) Visual
552. The most important location in a letter for emphasis is the ____
- (A) Opening of the letter
 - (B) Middle of the letter
 - (C) Closing of the letter
 - (D) All locations are equally important
553. The closing part of a letter is known as:
- (A) Body
 - (B) Complimentary close
 - (C) Salutation
 - (D) Reference
554. In a letter today, "cc" stands for
- (A) Complete copy
 - (B) Carbon copy
 - (C) Courtesy copy
 - (D) Complimentary copy
555. The main part (message) of a letter is called the:
- (A) Body
 - (B) Salutation
 - (C) Paragraphs
 - (D) Letter
556. Which option is used to send a copy of the email to a person without expecting reply?
- (A) Copy and Paste
 - (B) BCC
 - (C) CC
 - (D) Send
557. E-mail is defined as the transmission of ____ on the internet.
- (A) Files
 - (B) Images
 - (C) Messages
 - (D) All of these
558. Writing a standard operating procedure (SOP) requires:
- (A) Precise language and step-by-step instructions
 - (B) Colorful graphics
 - (C) Personal opinions
 - (D) Poetry format
559. Which of the following should NOT be added when writing a film review?
- (A) Background of the movie
 - (B) Favourite part
 - (C) The spoilers
 - (D) Your rating
560. What is the purpose of the opening in a letter?
- (A) To provide the main message or information
 - (B) To greet the recipient and state the reason for writing
 - (C) To include the sender's and recipient's addresses
 - (D) To conclude the letter and provide contact information
561. What should be included in a clear and concise message body?
- (A) All necessary information to take action in a brief manner.
 - (B) Incomplete and vague information.
 - (C) Excessive details and unnecessary explanations.
 - (D) You just need to write "read the email chain"
562. The following are types of written communication except
- (A) Email
 - (B) WhatsApp
 - (C) Meeting
 - (D) Letter

- 563.** You inform your coworkers that you will be out by writing your name on the classroom calendar
(A) Learning
(B) Communication
(C) Technology
(D) None of above
- 564.** Which type of communication is best used for long messages that need to be read?
(A) Verbal
(B) Nonverbal
(C) Written
(D) Visual
- 565.** Messages conveyed through letters, memos, periodic organizational reports, and bulletins are called ____ communication.
(A) Non-verbal
(B) Verbal
(C) Oral
(D) Written
- 566.** WHICH COMMUNICATION SKILL INVOLVES EXPRESSING IDEAS EFFECTIVELY THROUGH WRITING
(A) VERBAL COMMUNICATION
(B) NON VERBAL COMMUNICATION
(C) LISTENING SKILLS
(D) WRITTEN COMMUNICATION
- 567.** SMS, E Mail and letters are a means of ____ communication
(A) Personal
(B) Mass
(C) Two
(D) None of the above
- 568.** A type of communication that uses written signs and symbols.
(A) Oral Communication
(B) Non-verbal Communication
(C) Formal Communication
(D) Written Communication
- 569.** What is a good practice when ending an email?
(A) Leaving it without a sign-off
(B) Ignoring the closing
(C) Using a polite signature and your name
(D) Adding random emojis
- 570.** This is a type of writing in journalism which is based primarily on the personality of the author, allowing him or her to write about subjects in a personal style. The writers can take a humorous approach, or specialise in a particular subject area or topic.
(A) Review
(B) News Writing
(C) Column
(D) Feature Writing
- 571.** This part of the E-Mail displays information about all the received mails.
(A) Cc
(B) Inbox
(C) Bcc
(D) Subject
- 572.** Which of the following is a form of communication that involves using written or printed symbols?
(A) Verbal communication
(B) Non-verbal communication
(C) Written communication
(D) Visual communication
- 573.** Choose the correct type of communication here: Posting a review on a website or social media platform to share your thoughts and experiences about a product or service.
(A) Written Communication
(B) Non-Verbal Communication
- 574.** The length of a business email should be ____, and focus on only one topic.
(A) Long
(B) Short
(C) At least 2 paragraphs
(D) 3 or more sentences.

575. Write an E-mail to Arpan22@gmail.com on behalf of shree13@gmail.com telling about your experience of online education system. So, which one E mail address is for Receiver?
- (A) Arpan22@gmail.com
(B) Shree13@gmail.com
576. A persuasive correspondence (e.g., a letter) is written primarily to:
- (A) Simply inform the reader of a fact.
(B) Convince the reader to adopt a certain point of view or take a specific action.
(C) Announce a company policy change.
(D) Record financial transactions.
577. Written communication includes communicating through
- (A) Writing
(B) Typing
(C) Both a and b
(D) Speaking
578. Why is written communication important in career development?
- (A) It is not important
(B) It helps students avoid interviews
(C) It enhances professionalism and communication skills
(D) It is only useful for resume writing
579. If you need to discuss something private, which rule should you remember?
- (A) Be Polite
(B) Use your full name
(C) Email is not private
(D) Use a greeting
580. An email feature, which is used to send a copy of an email to one or many other people at the same time that you are sending it to the main recipient/s is called
- (A) CC.
(B) To.
(C) None of these.
(D) All of these.
581. She sent me a(n) ____ message to ask about the homework.
- (A) . instant
(B) Warning
(C) Heartfelt
(D) Strong
582. This type of communication aims to disseminate information in a clear and conciser manner. This can be done through a memo, email, Facebook posts, contract, or a formal letter.
- (A) Listening
(B) Written
(C) Verbal
(D) Non-Verbal
583. When writers create written works, whom must they consider first?
- (A) Mother
(B) Teacher
(C) Classmates
(D) Audience
584. Which scenario BEST demonstrates authentic assessment of persuasive writing?
- (A) Students write an essay arguing a point and submit it for a grade
(B) Students memorize definitions of persuasive devices
(C) Students write letters to the school board proposing changes
(D) Students take a standardized test on persuasive writing techniques
585. When a reporter requests a written account of a spoken event such as a speech, a press conference, or an interview, that reporter is asking for a
- (A) Proof sheet.
(B) Transcript.
(C) Essay.
(D) Editorial.

- 586.** Why do we send emails? (1 Mark)
- (A) To reach on time
 - (B) To share documents and files
 - (C) To talk to each other
 - (D) To meet each other
- 587.** In a business memo, what is the purpose of the subject line?
- (A) To provide a brief summary or description of the content of the memo.
 - (B) To list the recipients of the memo.
 - (C) To indicate the sender's name and contact information.
 - (D) To include a personal message or greeting.
- 588.** It is the way in which scholars communicate with each other regarding their field of study. It usually involves a unique vocabulary related to the field you're working in.
- (A) Academic Writing
 - (B) Business Writing
 - (C) Educative Writing
 - (D) Technical Writing
- 589.** What is true regarding written messages?
- (A) Scraps of paper should not be used.
 - (B) A message book should be discarded daily in the pharmacy.
 - (C) They should be acted upon in order of receipt.
 - (D) They are considered complete once they are written down.
- 590.** A memo "From" line indicates ____
- (A) The person receiving the memo.
 - (B) The person writing the memo.
 - (C) The date the memo was sent.
 - (D) The company's address.
- 591.** How can you write clear and effective email messages?
- (A) By using informal language and slang
 - (B) By including excessive jargon
 - (C) By addressing multiple unrelated topics
 - (D) By organizing information logically and concisely
- 592.** Email can be sent by a ____
- (A) Phone
 - (B) Computer
 - (C) Telegraph
 - (D) Paper
- 593.** This type of communication is expressed in printed text.
- (A) Verbal Communication
 - (B) Nonverbal Communication
 - (C) Written Communication
 - (D) None of above
- 594.** In emails, bcc stands for
- (A) Blind Carbon Copy
 - (B) Blue Carbon Copy
 - (C) Blind Concrete Cement
 - (D) Blue Concrete Cement
- 595.** You do not need to check the spelling of your written communication
- (A) True
 - (B) False
- 596.** Writing, Editing, sorting and printing a document using computer software are known as-
- (A) Data processing.
 - (B) Word Processing.
 - (C) Language processing.
 - (D) Sentence processing.
- 597.** Your e-mail messages and memos should have high skim value, which means
- (A) You write the message quickly and efficiently.
 - (B) Information presented is easy to read and comprehend.
 - (C) All sentences contain ten or fewer words.
 - (D) All paragraphs contain five or fewer lines.

598. In letter writing, ____ indicates to the reader of the letter what the ____ is about.
- (A) Salutation, letter
 - (B) Subject, notice
 - (C) Body, memo
 - (D) Subject, letter
599. The ability to express yourself clearly in writing
- (A) Listening
 - (B) Verbal communication
 - (C) Written communication
 - (D) Persuading
600. A well-written email should be:
- (A) Lengthy and detailed
 - (B) Informal with slang language
 - (C) Clear, concise, and professional
 - (D) Sent without proofreading
601. What is an email used for?
- (A) Sending letters and messages online
 - (B) Watching cartoons
 - (C) Playing games
 - (D) Listening to music
602. What does "Tone" refer to in business writing?
- (A) Headquarters address of the company
 - (B) Attitude or demeanor conveyed in writing
 - (C) List of suppliers and vendors
 - (D) Font type used in the document
603. Business letters are essential when
- (A) A quick, informal message is needed.
 - (B) The information does not need to be confidential.
 - (C) The record of the message is temporary.
 - (D) A well-thought-out, persuasive argument is required.
604. Writing exactly what the person said and it appears inside of quotation marks.
- (A) Summary Quotation
 - (B) Hard Fact
 - (C) Editorial
 - (D) Direct Quotation
605. Paxton always proofreads every email he sends to ensure clarity and professionalism.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
606. The ____ about the meeting was posted on the bulletin board for everyone to read.
- (A) Memo
 - (B) Email
 - (C) Receipt
 - (D) None of above
607. E-mail is
- (A) Work with text.
 - (B) Electronic mail.
 - (C) Database.
 - (D) A game.
608. When the message to be communicated is very crucial and complex, the best means of communication will be ____
- (A) Oral
 - (B) Written
 - (C) Silence
 - (D) None of the above
609. Which of the following is a method of communicating emotions through writing?
- (A) Metaphors
 - (B) Graphs
 - (C) Equations
 - (D) Maps
610. Business Writing is not used in a professional setting.
- (A) TRUE
 - (B) FALSE

611. Changing the appearance of a document is called
(A) Proofing.
(B) Editing.
(C) Formatting.
(D) All of above.
612. Why should you proofread your email before sending it to your teacher?
(A) To make sure you have no spelling errors.
(B) To make sure it has lots of slang.
(C) To make sure you use confusing abbreviations.
(D) To make sure you use emoticons and emotion in your email.
613. Including a subject line in your e-mail message or memo is optional because the message is usually short.
(A) TRUE
(B) FALSE
614. I told everyone to ____ me emails until I get my new phone
(A) Write
(B) Send
(C) Give
(D) None of above
615. Which responses is not a helpful tips for written communication.
(A) Make eye contact
(B) Proofread before sending
(C) Keep it short and get straight to the point
(D) Do not use all CAPS
616. What is an email?
(A) A message distributed by electronic means from one computer user to one or more recipients via a network.
(B) A message written and then distributed company wide via mailing
(C) A video recoding covering important company topics from a meeting
(D) None of the Above
617. In a business letter, what is a general way to begin the letter?
(A) Yo Mr ____ Simpson
(B) What's up Mr. Simpson
(C) Dear Mr. Simpson
(D) Hey Mr. Simpson
618. True/ False: Errors in written documents can negatively affect patient care.
(A) True
(B) False
(C) All the above
(D) None of the above
619. Emails
(A) Machine generated data
(B) Human generated data
(C) Business generated data
(D) None of above
620. Select the subject that is NOT appropriate to communicate through email.
(A) Requiring a response in writing.
(B) Praising an individual or group of people for a job well done.
(C) Communicating information needed by many people.
(D) Requesting a password.
621. A company announces a change in office hours. What type of letter is used?
(A) Complaint
(B) Announcement
(C) Request
(D) Apology
622. What is the fullform of E in E-mail?
(A) Eraser
(B) Extra
(C) Electronic
(D) Election

- 623.** University exam is ____ Mode of communication.
(A) Written
(B) Oral
(C) Audio-visual
(D) None of the Above
- 624.** How can you ensure professionalism in your email communication?
(A) Use informal language and slang
(B) Include irrelevant information in the subject line
(C) Ignore grammar and spelling errors
(D) To ensure professionalism in email communication, one should use a clear and concise language, maintain a professional tone, use proper grammar and spelling, and always include a clear and informative subject line.
- 625.** A professional email address should be:
(A) Clear and professional (not a slang nickname)
(B) Something like partygirl123
(C) A random string
(D) Unrelated to sender
- 626.** What is the primary purpose of using punctuation in written communication?
(A) To decorate the text
(B) To clarify meaning
(C) To make it longer
(D) To confuse the reader
- 627.** A letter to all your local sales representatives
(A) To Whom It May Concern
(B) Dear Sales Representatives:
(C) SALES REPRESENTATIVES
(D) Dear All:
- 628.** When you need to request for information, what is the best document to use?
(A) Telephone conversation
(B) Letter of Enquiry
(C) Letter of Complaint
(D) Memo
- 629.** What should be avoided when emailing a pastor?
(A) Using a professional font
(B) Avoiding exclamation points
(C) Being concise
(D) Using emojis
- 630.** Many years ago, we send information by ____
(A) Letter
(B) Handphone
(C) Internet
(D) Computer
- 631.** Emails create a permanent record.
(A) True
(B) False
- 632.** If you want to send an email one person, but alert others of the email, you should ____ those extra people on the email.
(A) BCC
(B) Reply All
(C) Forward
(D) CC
- 633.** In an office setting, what is the primary form of communication that businesses use?
(A) Text
(B) Phone
(C) Email
(D) Presentations
- 634.** In a business email, it is OK to leave the Subject Line in the header blank.
(A) Yes
(B) No
(C) Maybe
(D) None of above
- 635.** Languages contain a system of symbols used for written communication.
(A) True
(B) False

- 636.** In written communication, which is most important for clarity?
(A) Using long sentences
(B) Organizing ideas logically
(C) Adding many technical terms
(D) Avoiding punctuation
- 637.** Which of the following is not a characteristic of a well-written email?
(A) A clear subject line
(B) Greeting and closing
(C) All capital letters
(D) Polite language
- 638.** Ideal email content should be:
(A) Long and detailed
(B) Short and clear
(C) Emotional
(D) Decorative
- 639.** Parts of a business letter: should contain the details of the message in logical order
(A) Introductory paragraph
(B) Middle section
(C) Concluding paragraph
(D) None of above
- 640.** An email stands for ____
(A) Energetic mail
(B) Electronic mail
(C) Easy mail
(D) None of the above
- 641.** Which is a mean of communication?
(A) Books
(B) Chair
(C) Table
(D) None of above
- 642.** The email message does not include text, pictures and sound
(A) True
(B) False
- 643.** What is one major advantage of sending emails over traditional mail?
(A) Emails can only be read on a computer
(B) Emails require a stamp to be sent
(C) Emails can only be sent to local addresses
(D) Emails can include attachments like files and pictures
- 644.** If you want to share an email you've received, you can ____ it.
(A) Forward
(B) Reply
(C) Google
(D) Archive
- 645.** A written communication in a second language having the same meaning as the written communication in a first language
(A) Duty-free
(B) Translation
(C) Motorway
(D) None of above
- 646.** The message of a block style letter is located in what part of the letter?
(A) Body
(B) Complimentary close
(C) Salutation
(D) Heading
- 647.** You should ____ your E-mails before sending. Once they are sent, you cannot get them back.
(A) Return
(B) Review
- 648.** Under the photo, words are written this is called the ____
(A) Masthead
(B) Headline
(C) Byline
(D) Caption
- 649.** True or False: Writing happens in both IMC campaign strategy and execution.
(A) True
(B) False

- 650.** A letter of congratulation is:
- (A) A correspondence in which someone expresses congratulations to another person.
 - (B) A correspondence in which someone expresses appreciation to another person.
 - (C) A correspondence in which someone expresses dislike to another person.
 - (D) A correspondence in which someone expresses a complaint to another person.
- 651.** Reading and writing are common types of communication in ____ world
- (A) Humans
 - (B) Animals
 - (C) Birds
 - (D) Plants
- 652.** It is a form of communication through written symbols and can be formal and informal.
- (A) Verbal Communication
 - (B) Oral Communication
 - (C) Written Communication
 - (D) Non-verbal Communication
- 653.** Used when sending a copy of the memo to someone without the recipient's knowledge
- (A) Blind copy
 - (B) Copy notation
 - (C) Letterhead
 - (D) Modified-block-style letter
 - (E) Signature block
- 654.** WE USE E-MAIL TO SEND
- (A) EMAIL MESSAGES
 - (B) EMAIL GAMES
- 655.** What is the primary purpose of written communication?
- (A) To inform
 - (B) To entertain
 - (C) To confuse
 - (D) To decorate
- 656.** The most important part of a letter is ____
- (A) Body of the Letter
 - (B) Salutation
 - (C) Post Script
 - (D) Conclusion
- 657.** Which of the following is an example of professional written communication?
- (A) Sending a casual text message to a coworker
 - (B) Composing a formal email to a client
 - (C) Posting personal updates on social media
 - (D) Writing a handwritten letter to a friend
- 658.** The amount of vertical space between lines of text in a document is called ____?
- (A) Double-space.
 - (B) Line spacing.
 - (C) Single space.
 - (D) Vertical spacing.
- 659.** A written message should always be clear, polite, and accurate.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 660.** Harper is writing an email to a potential employer. Explain the importance of using a signature in her email communication.
- (A) It makes the email look more professional and provides contact information.
 - (B) It automatically encrypts the email.
 - (C) It ensures the email is delivered faster.
 - (D) It allows the email to be sent to multiple recipients.
- 661.** Reading and responding to a handwritten letter is an example of:
- (A) Written communication
 - (B) Nonverbal communication
 - (C) Verbal communication
 - (D) Technological communication

- 662.** Written communication skills are just as important as verbal communication skills in the workplace
(A) True
(B) False
- 663.** A written report is a richer communication medium than a face-to-face conversation because a report can be revisited and revised if necessary
(A) True
(B) False
- 664.** The most serious consequence of sending a poorly written ____ to a patient is that the patient may lose confidence in the level of care being provided.
(A) Paper
(B) Book
(C) Letter
(D) Article
- 665.** When emailing someone for the first time, what should your opening line be?
(A) A long introduction about yourself
(B) A brief introduction about yourself
(C) A request for something
(D) A question about their background
- 666.** Most e-mail messages and memos
(A) Have nonsensitive topics and begin directly.
(B) Require persuasion.
(C) Are indirect and begin with an explanation.
(D) Need not be carefully organized because they are informal.
- 667.** Before the 1980s and 1990s, what was a common way a business communicated with a customer?
(A) Send a letter through postal mail
(B) Send a text message to a smartphone
(C) Host a video conference online
(D) Use collaborative cloud documents
- 668.** A memorandum is often called an
(A) Mimo
(B) Meme
(C) Memo
(D) Moto
- 669.** How can you make your email more engaging for the reader?
(A) Make the email as long as possible
(B) Avoid using images or graphics
(C) Use a plain subject line
(D) Use a catchy subject line, personalize the greeting, keep content concise, include visuals, and end with a call to action.
- 670.** Parts of a letter: establishes the overall purpose of the letter
(A) The introduction
(B) The body
(C) The conclusion
(D) None of above
- 671.** Which of the following expressions should be avoided in a letter refusing an adjustment?
(A) Thank you for ____
(B) You claim that ____
(C) We can offer ____
(D) Please return the ____
- 672.** An email, sometimes called junk mail, often tries to sell you something.
(A) Pharming
(B) Antivirus
(C) Spam
(D) Spoofing
- 673.** What is a key component of good writing skills in communication?
(A) Using technology extensively
(B) Avoiding emails and letters
(C) Paying attention to words, sentences, and grammar
(D) Reading materials like books and articles

674. A letter that is requesting information or brochure from a company is called
- (A) Sales letter
 - (B) Delivery order
 - (C) Inquiry letter
 - (D) Order letter
 - (E) Complaint letter
675. Parts of a business letter: short, politely requesting action, thanking the reader, or providing additional important info
- (A) Introductory paragraph
 - (B) Middle section
 - (C) Concluding paragraph
 - (D) None of above
676. Which of these is not a written communication
- (A) Letter
 - (B) Email
 - (C) Telephone Call
 - (D) Telegram

1.2.5 Non-Verbal Communication

1. When people speak, we derive 55% of the meaning from the words they use
 - (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
2. Nervously pacing back and forth is a good presentation skill.
 - (A) TRUE
 - (B) FALSE
3. What is the function of non-verbal communication known as conflicting or contradicting?
 - (A) Accenting the verbal message
 - (B) Substituting the verbal message
 - (C) Contradicting the verbal message
 - (D) Repeating the verbal message
4. Poor posture is an example of a(n) ____ barrier to effective communication.
 - (A) Verbal
 - (B) Audio-visual
 - (C) Sensory
 - (D) Nonverbal
5. Critical Thinking: Role Play In a role-play situation where verbal and nonverbal messages are different, how might this make you feel?
 - (A) Confused or uncertain
 - (B) Very confident
 - (C) Completely uninterested
 - (D) Extremely joyful
6. It is a movement or position of the hand, arm, body, head, or face that expresses an idea, opinion, emotion used when publicly speaking
 - (A) Posture
 - (B) Eye contact
 - (C) Gestures
 - (D) None of above
7. When you indicate that you are reluctance to take the role of speaker is known as
 - (A) Turn denying cues
 - (B) Turn requesting cues
 - (C) Turn yielding cues
 - (D) Turn maintaining cues
8. A loud and unpleasant sound that can cause physical and mental disturbances is called ____
 - (A) Common sound
 - (B) Warning sound
 - (C) Noise
 - (D) Noise pollution
9. How can nonverbal communication impact a conversation?
 - (A) It has no effect on the message being conveyed

- (B) It can contradict or reinforce verbal communication
- (C) It is only useful in formal settings
- (D) It is not a significant aspect of communication
10. What is the main challenge faced by individuals with social communication disorder?
- (A) Difficulty understanding written language
- (B) Limited vocabulary
- (C) Difficulty with voice resonance
- (D) Difficulty using and understanding non-verbal communication
11. What is the best strategy to avoid a communication breakdown when someone doesn't understand English?
- (A) Use complex words
- (B) Speak louder
- (C) Use simple hand gestures
- (D) Avoid communication
12. A perception check
- (A) Is a complex method for putting your perceptions to the test.
- (B) Requires that you not be distracted by others' behavior
- (C) Is a statement that shows your understanding of someone else's nonverbal cues.
- (D) Is useless when other people do not verbalize what they are feeling or thinking
13. Which channel of nonverbal communication is often the first noticed in interactions?
- (A) Tone of voice
- (B) Posture
- (C) Facial expressions
- (D) Eye contact
14. Identify the word or phrase that most accurately completes the following sentence. Body language is ____
- (A) Second nature to humans
- (B) Not important in customer service
- (C) Just another scientific study
- (D) Communicating without words
15. Which of the following is Nonverbal cues?
- (A) Complement a verbal message
- (B) Regulate verbal communication
- (C) Both complement and regulate
- (D) Neither complement or regulate
16. The way we sit, our facial expressions and body language show ____ communication.
- (A) Non-Verbal
- (B) Physical fitness
- (C) Stress
- (D) None
17. When communicating with someone who is blind, what should you explain?
- (A) Colors
- (B) Sounds or noises
- (C) Shapes
- (D) Textures
18. Nonverbal strategies, such as posture and facial expressions, matter in presentations.
- (A) True
- (B) False
19. Which of the following is FALSE about non-verbal language?
- (A) Non-verbal language is symbolic.
- (B) Non-verbal language does not include gestures.
- (C) Non-verbal language is considered representational in nature.
- (D) Non-verbal language is considered a mode of communication.
20. Non-verbal communication is insignificant in intercultural communications.
- (A) True
- (B) False
- (C) All the above
- (D) None of the above

21. Posture, gestures, and facial expressions to send messages are called Body Language.
(A) True
(B) False
22. Delivering messages by means other than speaking or writing.
(A) Verbal Communication
(B) NonVerbal Communication
(C) Teleconference
(D) Channel of Communication
23. Nonverbal cues impact the communication process in a variety of ways. Which one is not one of the appropriate ways?
(A) Eliciting
(B) Confirming
(C) Replacing
(D) Contradicting
24. What does the text suggest about the effectiveness of non-verbal communication?
(A) It is rarely used
(B) It is subject to various interpretations
(C) It is only for professionals
(D) It is always absolute
25. When communicating with individuals who are deaf or hard of hearing, what should you do before starting a conversation?
(A) Gain the person's attention before starting a conversation (e.g., tap the person gently on the shoulder or arm).
(B) Start speaking loudly to get their attention.
(C) Wave your hands frantically in front of their face.
(D) Ignore them and wait for them to notice you.
26. This type of communication involves facial expressions, tone, pitch, and speed of your voice
(A) Verbal
(B) Non-verbal
(C) Texting
(D) None of above
27. Which of the following categories does gesturing belong to?
(A) Verbal communication
(B) Written communication
(C) Nonverbal communication
(D) Formal language
28. Of the following which is not a nonverbal communication?
(A) Eye contact
(B) Arms Crossed
(C) Verbally talking
(D) Nail biting
29. What are the two types of messages in the communication process?
(A) Verbal and Nonverbal
(B) Visual and Auditory
(C) Kinesthetic and Logical
(D) Source and Receiver
30. It focuses on the amount of coordination in people's behavior when their non-verbal cues are in sync with one another. Some examples include mirroring, mimicry, or behavioral meshing.
(A) Synchrony
(B) Artifacts
(C) Environment
(D) Appearance
31. How does nonverbal communication complement verbal communication?
(A) It contradicts the verbal message
(B) It is not related to verbal communication
(C) It provides additional context and can enhance the message
(D) It confuses the receiver of the message
32. We listen with our eyes and our ears.
(A) True
(B) False

33. When business people in Japan exchange business cards, they generally do it how?
(A) With both hands.
(B) By slipping it into a closed, outstretched hand.
(C) By slipping it into each others' pockets.
(D) With the right hand, somewhat like a handshake.
34. What nonverbal cue indicates agreement?
(A) Frowning
(B) Nodding
(C) Crossing arms
(D) Looking away
35. Auditory(A) Visual(V) Tactile(T) Chemical(C)
A Dog Rubs its back against your legs
(A) A
(B) V
(C) C
(D) T
36. Nonverbal communication involves all messages that are nonlanguage responses.
(A) True
(B) False
37. When you are the speaker, you should look at
(A) Yourself on the screen
(B) Out the window
(C) At your family members
(D) At the camera
38. Non-verbal communication is free from societal or cultural rules.
(A) True
(B) False
(C) All the above
(D) None of the above
39. Actor relies on his acting ability and use of nonverbal cues to create the illusion in the audience's minds.
(A) Game show
(B) Jingle
(C) Lip sync
(D) Pantomime
40. People use many kinds of ____ to communicate without the use of words.
(A) Non-Verbal Communication
(B) Multi-channeled
(C) Body language
(D) Emphatic gestures
(E) Descriptive gestures
41. In the past, Spanish ladies used ____ to send messages to admirers?
(A) Eagles
(B) Phones
(C) Servants
(D) Hand fans
42. The tone of voice is not a part of non-verbal communication as it involves speaking.
(A) True
(B) False
(C) All the above
(D) None of the above
43. What should we do when we want to ask a question during a zoom meeting?
(A) Pay Attention
(B) Take note
(C) Share screen
(D) Raise hand
44. He can't speak, so he uses ____ to communicate with others.
(A) Landline phone
(B) Face-to-face
(C) Communicationchannel
(D) Body language
45. As a speaker you need to be ____ of the non-verbal as part of your communication.
(A) Open
(B) Aware
(C) Thoughtful
(D) Responsive

46. Which non-verbal cue conveys a friendly and approachable demeanor?
(A) Smiling and maintaining an open posture
(B) Arms crossed and leaning back
(C) Avoiding eye contact
(D) Speaking quickly and using a loud voice
47. Which pair best represents elements of non-verbal communication?
(A) Posture and facial expressions
(B) Minutes and action logs
(C) Policies and procedures
(D) Budgets and timelines
48. When a person stares at you it can be threatening
(A) True
(B) False
(C) All the above
(D) None of the above
49. What is a disadvantage of typing e-mails in all capital letters?
(A) It is easier to read.
(B) It can be interpreted as yelling.
(C) It saves time.
(D) It looks more professional.
50. When you exchange ideas with someone or you send information to others, you do it only in the form of non-verbal communication.
(A) True
(B) False
51. What is the primary channel used in non-verbal communication?
(A) Spoken language
(B) Written language
(C) Expression, gestures, and body language
(D) Sign language
52. If you use emojis to express how you feel in a text message, what type of communication are you using?
(A) Nonverbal
(B) Written
(C) Visual
(D) Verbal
53. Using all CAPS in your writing is the same as —
(A) Shouting
(B) Talking normally
(C) Whispering
(D) None of the above
54. What barrier of non-verbal communication appears in the situation below: Your friend's father died and the family is mourning. You visited him wearing bright red shirt.
(A) Language of time
(B) Language of flower
(C) Language of touch
(D) Language of color
55. Which sentence best demonstrates the use of non-verbal communication?
(A) She wrote a letter to express her feelings.
(B) He nodded to show his agreement.
(C) They had a long phone conversation.
(D) She sent an email to confirm the meeting.
56. Improving your own nonverbal communication can be achieved by:
(A) Being aware of your body language and facial expressions
(B) Ignoring eye contact during conversations
(C) Speaking louder to emphasize your point
(D) Focusing only on verbal messages
57. Nonverbal signals are more vulnerable to misunderstanding.
(A) TRUE
(B) FALSE
58. % of all communication is
(A) Verbal

- (B) Non-Verbal
(C) All the above
(D) None of the above
59. Hari wrote his email in all CAPS. What does it mean?
(A) It's his personal preference
(B) He is shouting
(C) This message is very important
(D) None of the above
60. Emma receives a text message from her friend that is written in all capital letters. How is Emma most likely to interpret this message?
(A) Shouting or expressing strong anger
(B) Being polite and formal
(C) Typing quickly
(D) Asking a light question
61. In some cultures it is not acceptable to look another person in the eyes-it is considered disrespectful.
(A) True
(B) False
62. A pattern of dots and dashes, each one making up a letter or number
(A) Morse code
(B) Binary code
(C) Pixels
(D) Bits
63. In order to connect with your audience, be sure to
(A) Always read from a prepared text
(B) Always use a podcast to deliver your remarks
(C) Pay careful attention to the non-verbal messages that you send
(D) Avoid having a concrete agenda
64. Being ____ may convey respect, while being late may convey rudeness.
(A) Punctual
(B) Forgetful
(C) Careless
(D) Distracted
65. Can you understand why they thought he was angry?
(A) Because of his facial expression
(B) Because he was laughing
(C) Because he was silent
(D) Because he was smiling
66. What does non-verbal communication enhance?
(A) Misunderstandings
(B) Relationships
(C) Isolation
(D) Confusion
67. Non-verbal communication is most effective when it
(A) Contradicts verbal message
(B) Supports verbal message
(C) Is ignored
(D) Is excessive
68. It is easier to understand what someone means when they use emojis in email, social media, and texts.
(A) True
(B) False
69. Which of the following is an example of Non Verbal Language?
(A) Email
(B) Letter
(C) Distance
(D) Speech
(E) Talk
70. Which of the following is an example of non-verbal communication?
(A) Speaking in public
(B) Sending an email
(C) Smiling at a friend
(D) Writing an essay

71. A mandrill calling or growling to alert other mandrills that a predator is near is an example of ___ communication. Choose the best answer choice.
- (A) Visual
 - (B) Auditory
 - (C) Chemical
 - (D) Tactile Edit
72. It is the loudness of the speaker
- (A) Posture
 - (B) Eye contact
 - (C) Volume
 - (D) None of above
73. Which of the following is an example of a no-tech communication aid?
- (A) E-Tran frames
 - (B) Computer-aided AAC
 - (C) Gestures
 - (D) Emails
74. Which of the following describes an action, behavior, or attitude that sends a message to the receiver?
- (A) Nonverbal communication
 - (B) Translation
 - (C) Informal communication
 - (D) Receiving barrier
75. In non-verbal communication, shrugging indicates
- (A) Indifference
 - (B) Impatience
 - (C) Irreverence
 - (D) Irrelevance
76. Your ___ are distinctive behaviors that people associate with you.
- (A) Posture
 - (B) Stance
 - (C) Proxemics
 - (D) Mannerisms
 - (E) Credibility
77. More than half of a message is inferred through nonverbal channels.
- (A) TRUE
 - (B) FALSE
78. What challenges might arise in human-robot interactions regarding nonverbal communication?
- (A) Misinterpretation of cues
 - (B) Enhanced understanding
 - (C) No challenges
 - (D) Improved efficiency
79. Non-verbal communication differs from verbal communication in that it is:
- (A) Easy to learn
 - (B) Loose structure, spontaneous and unconscious
 - (C) Not spontaneous
 - (D) Conscious
80. If you give someone a thumbs-up, which type of communication are you using?
- (A) Written
 - (B) Nonverbal
 - (C) Verbal
 - (D) Visual
81. What is the impact of nonverbal communication on leadership?
- (A) It enhances leadership effectiveness
 - (B) It reduces leadership effectiveness
 - (C) It has no impact
 - (D) It complicates leadership.
82. Haptics is
- (A) A person's choice of color, clothing, and/or hairstyle.
 - (B) Vocal communications other than actual language.
 - (C) The use of space or distance.
 - (D) Communicating through touch.
83. How we sit, stand, and use facial expressions all send nonverbal messages.
- (A) True
 - (B) False Edit

84. When a difference between the sender's verbal and nonverbal messages occur, the receiver gets a ____
(A) Mixed message
(B) Withdrawal
85. Using body language to express emotions refers to:
(A) Verbal
(B) Non-verbal
(C) Visual
(D) Digital
86. Gestures paired with a word can provide emphasis, such as when an individual says, "no (slams hand on table), you don't understand me." By slamming the hand on a table while saying "no," the source draws attention to the word.
(A) Complementing
(B) Accenting
(C) Contradiction
(D) Substitution
87. What are two important factors when meeting someone for the first time?
(A) Speaking loudly and remembering their name
(B) Smiling and making eye contact
(C) Super firm handshakes and extended eye contact
(D) Don't be seen as weak at all costs
88. The study of body movements, gestures, and posture is called:
(A) Proxemics
(B) Kinesics
(C) Oculistics
(D) Chronemics
89. Which one is not correct to fill in the blank? Hand gestures is a type of ____ which make people listen to you.
(A) Verbal communication
(B) Body language
(C) Sign language
(D) Non-verbal communication
90. Which 6 things are a part of nonverbal communication?
(A) Appearances, gestures, eye contact, posture, facial expression & proxemics
(B) Tone, gestures, eye contact, posture, facial expression & proxemics
(C) Appearances, gestures, eye contact, posture, facial expression & culture
(D) Appearances, gestures, eye contact, hygiene, facial expression & proxemics
91. In which situation is communication breakdown most likely to occur?
(A) When nonverbal cues contradict verbal messages
(B) When both parties share the same cultural background
92. Why is non-verbal communication important when collaborating with people from different cultures?
(A) It helps express thoughts and feelings without using words.
(B) It is always understood the same way across all cultures.
(C) It replaces the need for spoken or written communication.
(D) It is only useful in face-to-face conversations, not virtual meetings.
93. What does "reading the room" mean?
(A) Checking posters
(B) Noticing people's moods and adjusting your tone
(C) Asking the teacher what to say
(D) Counting classmates
94. % of every message is communicated through
(A) Body language
(B) Words
(C) Tone of voice
(D) None of above

95. How does nonverbal communication enhance verbal communication?
- (A) It contradicts spoken words
 - (B) It reinforces the message when aligned
 - (C) It replaces the need for words entirely
 - (D) It complicates the meaning
96. Pressing your lips tightly together is called having ____
- (A) Pursued lips
 - (B) Smiling lips
 - (C) Open lips
 - (D) Bitten lips
97. Why is non verbal communication with patients important?
- (A) You can listen, look, move, and react
 - (B) All of the above
 - (C) Tell the patient you're communicating with whether or not you care
 - (D) It can put patients at ease, build trust, and draw others towards you
98. Nonverbal communication includes gestures, facial expressions, posture, and eye contact.
- (A) True
 - (B) False
99. An example of using the same code to communicate a variety of meanings is raising your right hand.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
100. What can unintentional actions in NVC lead to?
- (A) Positive reinforcement
 - (B) Conveying negative messages
 - (C) Improved understanding
 - (D) Stronger relationships
101. What does 'oculesics' study?
- (A) Use of touch
 - (B) Use of body language
 - (C) Use of eye contact
 - (D) Use of time
102. Nonverbal communication is communication ____ the use of words.
- (A) Perception
 - (B) Gesture
 - (C) With
 - (D) Without
103. Which is not one of the 4 Categories of Non-Verbal Communication?
- (A) Aesthetic
 - (B) Physical
 - (C) Happiness
 - (D) Signs
 - (E) Symbols
104. Tone of Voice is considered as?
- (A) Paralinguistics
 - (B) Volume
 - (C) Attitude
 - (D) Gestures
105. Any communication without word of mouth, spoken words, conversation and written languages are called ____
- (A) Verbal communication
 - (B) Non-verbal communication
 - (C) No communication
 - (D) None of above
106. Italians frequently use hand gestures to communicate.
- (A) Rarely
 - (B) Frequently
 - (C) Never
 - (D) Occasionally
107. The process of using wordless messages to generate meanings is verbal communication.
- (A) TRUE
 - (B) FALSE

108. Communicating a message without words is called ____
- (A) Verbal communication
 - (B) Nonverbal communication
 - (C) Posture
 - (D) None of above
109. The answer below is NOT a good example of nonverbal codes when listening to others.
- (A) Nodding your head
 - (B) Showing your back
 - (C) Giving eye contact
 - (D) Using positive non-word sounds
110. Kinesics is the study of
- (A) Space
 - (B) Touch
 - (C) Body movements
 - (D) Time
111. A non verbal sign which SUBSTITUTES/ REPLACES a word or phrase such as "OK for thumbs up, a head nod for YES or NO, a finger on lips for BE QUIET" is known as ____
- (A) Illustrator
 - (B) Emblem
 - (C) Self adaptor
 - (D) Regulator
112. Your outward appearance gives others an impression and ideas about you.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
113. Nonverbal Communication is organized into how many categories?
- (A) 1
 - (B) 4
 - (C) 3
 - (D) 2
114. It is a form of communication without using the language but instead uses gestures and facial expression.
- (A) Nonverbal Communication
 - (B) Verbal Communication
 - (C) Writing Communication
 - (D) None of the above
115. In non-verbal communication, what does maintaining eye contact usually indicate?
- (A) Disinterest
 - (B) Confidence
 - (C) Boredom
 - (D) Fear
116. It includes body language such as gestures, facial expressions, eye contact, and posture.
- (A) Verbal
 - (B) Non-verbal
 - (C) Intrapersonal
 - (D) Public Edit
117. "Two people from different cultures and languages can still understand each other through behaviors and gestures" describes which characteristic of nonverbal communication?
- (A) Difficult to understand
 - (B) Relational
 - (C) Influenced by culture
 - (D) High informational value
118. Which of the following best describes the visible code in non-verbal communication?
- (A) It refers to vocal intonation
 - (B) It refers to all audio signals
 - (C) It refers to observable signals like body language, appearance, and gestures
 - (D) It refers to subconscious thoughts
119. Which is an example of communicating with sound?
- (A) A drum roll
 - (B) A traffic light turning red
 - (C) Turning off a light for quiet reading
 - (D) None of the above

120. Nonverbal cues often operate on a ____ level, influencing interactions without explicit awareness.
- (A) Visual
 - (B) Passive
 - (C) Verbal
 - (D) Subconscious
121. If Mary stomps her foot while saying, "No, I won't go with you," which function of nonverbal communication is she using?
- (A) Accenting
 - (B) Repeating
 - (C) Complementing
 - (D) Substituting
122. Facial expressions set the ____ for the conversation.
- (A) Main idea
 - (B) Tone
 - (C) Central theme
 - (D) Pace
123. Check the correct answers. Non-verbal Communication includes ____
- (A) Nonword vocalizations
 - (B) Vocalized cues
 - (C) Nonvocalized cues
 - (D) Vocalized words
124. In face-to-face communication, the verbal content of a message conveys much more meaning to the listener than the tone of voice and body language.
- (A) True
 - (B) False
125. ____ often conveys emotions, attitudes, and intentions. These cues can complement or contradict verbal messages.
- (A) Email communication
 - (B) Written communication
 - (C) Nonverbal communication
 - (D) Public speaking
126. Which of the following is a form of non-verbal communication?
- (A) Writing a letter
 - (B) Making a phone call
 - (C) Nodding your head
 - (D) Sending an email
127. What is emphasized as necessary for individuals regarding non-verbal communication?
- (A) Developing a keen awareness
 - (B) Avoiding eye contact
 - (C) Ignoring cultural nuances
 - (D) Using only verbal communication
128. What aspect of a speaker's impact is most influenced by their appearance?
- (A) Speech content
 - (B) Voice quality
 - (C) Audience's first impression
 - (D) Speaker's confidence level
129. Why do animals bark, meow, chirp, or whistle?
- (A) It's cute
 - (B) To get attention and/or warn others
130. You sense something is off despite friendly words. What is the recommended action?
- (A) Disregard feelings and accept statements
 - (B) Trust instincts about mismatched verbal cues
 - (C) Confront loudly to force a confession
 - (D) Stop listening to nonverbal information
131. Which of the following is NOT a non-verbal cue in the communication process.
- (A) Nodding head
 - (B) Handshake
 - (C) Thumbs up
 - (D) Language
132. Body language is a potent form of ____ communication.
- (A) Verbal

- (B) Non-verbal
(C) Tongue
(D) Oral
- 133.** Which of the following is an example of non-verbal communication in business?
(A) Sending a fax
(B) Using facial expressions
(C) Writing a proposal
(D) Making a phone call
- 134.** The hand gestures used in dance is an example of ____ communication.
(A) Verbal
(B) Written
(C) Non-verbal
(D) None of above
- 135.** Many people raise their voices when using their cell phones, thinking the raised volume will help. This is usually called:
(A) Phone tone
(B) Cell yell
(C) Cell yelp
(D) Ring holler
- 136.** In a typical conversation, approximately what percentage of the meaning is embodied in just the words
(A) 15%
(B) 40%
(C) 55%
(D) 7%
- 137.** Why is it important to wear work-appropriate clothing during a video conference?
(A) To show professionalism, just like in an in-person meeting
(B) Because video conferencing software requires a specific dress code
(C) To match the background of the meeting space
(D) To help improve the video quality
- 138.** Why is facial expression important in communication?
(A) Facial expression is only important in artistic performances.
(B) Facial expression is important in communication because it conveys emotions and enhances understanding.
(C) Facial expression is primarily used to distract from the message.
(D) Facial expression has no impact on verbal communication.
- 139.** By understanding various types of nonverbal communication, you can enhance your ability to ____ effectively.
(A) Communicate
(B) Write
(C) Code
(D) Calculate
- 140.** WHICH COMMUNICATION SKILL INVOLVES USING BODY LANGUAGE AND FACIAL EXPRESSIONS
(A) VERBAL COMMUNICATION
(B) NON VERBAL COMMUNICATION
(C) LISTENING SKILLS
(D) WRITTEN COMMUNICATION
- 141.** How can AI be programmed to interpret and respond to human nonverbal cues effectively?
(A) By ignoring nonverbal cues
(B) By using advanced algorithms
(C) By relying solely on verbal communication
(D) By mimicking human behavior.
- 142.** Non-verbal communication reinforces and ____ your words.
(A) Complement
(B) Complementing
(C) Complements
(D) Complemented

143. A gesture is a movement or position of the ____ that is expressive of an idea, opinion, emotion, etc.
- (A) Hand
 - (B) Face
 - (C) Body
 - (D) All of the above
144. Define the following term: nonverbal communication. Nonverbal communication is communication ____
- (A) Without words
 - (B) With gestures
 - (C) Using spoken language
 - (D) With written symbols
145. Which of the following is a component of non-verbal communication?
- (A) Grammar
 - (B) Pitch, speed, and tone of voice
 - (C) Spelling
 - (D) Vocabulary
146. What is a rude thing to do when talking with someone?
- (A) Show eye contact
 - (B) Look around the room
 - (C) All the above
 - (D) None of the above
147. Communication is limited to the spoken word and does not include any unspoken words or gestures.
- (A) True
 - (B) False
148. Non-verbal messages are typically given unconsciously.
- (A) True
 - (B) False
149. What is the primary function of nonverbal communication in a conversation?
- (A) To replace verbal communication
 - (B) To reinforce verbal messages
 - (C) To confuse the listener
 - (D) To provide entertainment
150. Which approach avoids overinterpreting a single gesture?
- (A) Prioritize eye contact above all other cues
 - (B) Trust clothing style more than vocal tone
 - (C) Consider nonverbal signals together as a group
 - (D) Assume crossed arms always mean hostility
151. How can you explain concepts in the Direct Method without using the verbal expression?
- (A) By using the dictionary and the other students
 - (B) By using realia, pantomime, gestures, etc.
 - (C) By using only gestures
 - (D) By only drawing everything on the blackboard
152. Gestures, facial expressions, eye contact are examples of ____
- (A) Verbal communication
 - (B) Non-verbal communication
 - (C) Acting skills
 - (D) Communication skills
153. What role should managers play in promoting effective nonverbal communication within their teams?
- (A) No role
 - (B) Modeling effective nonverbal communication
 - (C) Discouraging communication
 - (D) Focusing only on written communication
154. How can one improve their body language skills?
- (A) Ignore body language completely
 - (B) Only focus on verbal communication
 - (C) Avoid making eye contact with others

- (D) Practice regularly, observe others, seek feedback, and study non-verbal communication.
- 155.** Why is it important to use non-verbal communication cues when speaking with someone who has dementia?
- (A) It helps to convey warmth and reassurance.
(B) Non-verbal cues are not important in communication.
(C) It makes the conversation more complex and engaging.
(D) Dementia patients understand non-verbal cues better than verbal communication.
- 156.** This is how your body sends silent messages, except ____
- (A) Eye contact
(B) Clap a hand
(C) Facial Expression
(D) Gesture
- 157.** What is the impact of non-verbal cues in business communication?
- (A) They are irrelevant to the message
(B) They can enhance the spoken message
(C) They should be ignored
(D) They only matter in informal settings
- 158.** A UCLA psychology professor who revealed that 7% of meaning is conveyed through spoken words, 38% is credited to how one speaks like tone of voice, and 55% occurs through facial expression
- (A) Alison doyle
(B) Albert mehrabian
(C) Thill and bovee
(D) None of above
- 159.** As Mexican are warm and friendly people, it's a compliment to be greeted with a physical gesture, such as ____
- (A) Touching the shoulder
(B) Pulling someone in for a hug and kisses on the cheek
(C) Shaking someone's hand
(D) Having the high five
- 160.** What do non-verbal cues like facial expressions and gestures convey?
- (A) Intentions only
(B) Intentions and emotions
(C) Social status
(D) Emotions only
- 161.** All of the following are forms of codes except ____
- (A) Thump up and down hands
(B) Expressions of faces
(C) Writing
(D) Swimming
- 162.** What is described as the most under-used form of nonverbal therapeutic communication?
- (A) Eye contact
(B) Silence
(C) Gestures
(D) Touch
- 163.** When communication is done without words or language, it is called?
- (A) Verbal Communication
(B) Sign Language
(C) Non Verbal Communication
(D) Written Communication
- 164.** When someone uses their body language, they are transmitting messages stemming from the ____ brain
- (A) Logical
(B) Emotional (limbic)
(C) Autonomic nervous system
(D) Septal nuclei
- 165.** Look at the sentence-what does it mean?"Using emojis in text messaging isn't necessarily a bad idea."

- (A) You should not use emojis.
 - (B) Emojis are a new way of messaging.
 - (C) It can be a good idea to use emojis.
 - (D) Emojis express your emotions
- 166.** Nonverbal symbols allow us to communicate without using words
- (A) True
 - (B) False
- 167.** When you are using alphabet in communication; which of the following cannot be expressed?
- (A) Face expression
 - (B) Thought
 - (C) Feeling
 - (D) None of above
- 168.** T/F: Nonverbal cues, such as gestures, are an important part of communication.
- (A) T
 - (B) F
- 169.** You're talking to a friend who keeps checking their phone while you speak. What is the most likely non-verbal message they're sending?
- (A) Disinterest or distraction
 - (B) High focus on your words
 - (C) They are getting ready to leave
 - (D) They're trying to find a good meme
- 170.** All are examples of communicating non-verbally except ____
- (A) Gestures
 - (B) Voice
 - (C) Posture
 - (D) Touch
- 171.** Kinesics refers to the study of ____
- (A) Tone of voice
 - (B) Body movement
 - (C) Personal space
 - (D) Written communication
- 172.** Body Posture is ____
- (A) Non Verbal Communication
 - (B) Verbal Communication
 - (C) Visual Communication
 - (D) Oral Communication
- 173.** Discuss the role of body language in nonverbal communication.
- (A) Body language is only important in written communication
 - (B) Body language only conveys verbal messages
 - (C) Body language has no impact on communication
 - (D) Body language can convey emotions, attitudes, and intentions without using words.
- 174.** Body language boosts and enhances your presentation and helps to release any ____ that you may have.
- (A) Nervousness
 - (B) Nervous
 - (C) Confidence
 - (D) Stress
- 175.** As far as nonverbal communication goes, the most expressive part of the face is/are the
- (A) Lips
 - (B) Mouth
 - (C) Eyes
 - (D) Brow
- 176.** Another term for nonverbal communication includes all except?
- (A) Body Language
 - (B) Low pitched conversation
 - (C) Facial expressions
 - (D) Gestures
- 177.** What is the impact of nonverbal communication in business settings?
- (A) It has no effect on communication
 - (B) It can enhance or contradict verbal messages

- (C) It is only relevant in personal interactions
- (D) It is less important than written communication
- 178.** In face to face communication, body language accounts for ____
- (A) 7%
- (B) 38%
- (C) 55%
- (D) 100%
- 179.** Waving is a form of
- (A) Non-verbal communication
- (B) Verbal Communication
- (C) Neither
- (D) None of above
- 180.** How can you improve non-verbal communication?
- (A) Avoid making eye contact
- (B) Cross your arms
- (C) Relax your stance and maintain eye contact
- (D) Avoid paying attention to your facial expressions
- 181.** When you do this you give the speaker signals that you're paying attention without interrupting what he or she is saying?
- (A) Verbal Communication
- (B) Interactive Communication
- (C) Non-Verbal Communication
- (D) Interrupt Communication
- 182.** Nonverbal cues can be hard to interpret.
- (A) True
- (B) False
- 183.** If a person acts upset, angry, or bothered, but doesn't say anything about it, some Americans think that person is being childish.
- (A) True
- (B) False
- 184.** Some nonverbal cues are beyond people's control.
- (A) True
- (B) False
- 185.** Teacher Ann Patuan dealt effectively with a minor infraction of whispering by a student to a neighbor during class. Which of the following did she do?
- (A) Reprimand quietly
- (B) Continue to teach and ignore infraction
- (C) Reprimand student after class
- (D) Use nonverbal signals (gesture or facial expression)
- 186.** The following are forms of non-verbal communication except
- (A) Raising of eyebrows
- (B) Frowning
- (C) Smiling
- (D) Singing
- 187.** Touch must be used with great discretion to fit into ____ norms and guidelines.
- (A) Sociocultural
- (B) Economic
- (C) Technological
- (D) Mathematical
- 188.** Clenched fists, crossed arms, eye rolling and slouching are all..
- (A) Positive nonverbal
- (B) Negative nonverbal
- (C) Negative verbal
- (D) None of above
- 189.** Your vocal quality sends only verbal messages.
- (A) True
- (B) False
- 190.** There are many cultural nuances when it comes to non-verbal communication. What should an employee do if they were to encounter a situation in which their colleague

- is sending “disrespectful” signals with their body language?
- (A) Demand an apology
 - (B) Cry
 - (C) Leave
 - (D) Keep an open mind
- 191.** Why is understanding non-verbal communication important in a job interview?
- (A) To show you can write well.
 - (B) To demonstrate your confidence and enthusiasm.
 - (C) To prove you can speak loudly.
 - (D) To show you know the company history.
- 192.** Which thing is NOT a factor in communication?
- (A) Facial Expression
 - (B) Voice Volume
 - (C) Diet
 - (D) Scent
- 193.** Most of us use ____ and ____ in addition to words when we speak.
- (A) Words and gestures
 - (B) Gestures and body language
 - (C) Body language and posture
 - (D) Posture and eye gazing
- 194.** What is difference in the repeating and complementing functions of nonverbal communication?
- (A) Repeating can stand alone, whereas complementing cannot.
 - (B) There is no difference
 - (C) Complementing can stand alone, whereas repeating cannot
 - (D) Repeating behaviors are more useful than complementing.
- 195.** What are the three types of non-verbals mentioned in the document?
- (A) Kinesics, Proxemics, Paralanguage
 - (B) Kinesics, Semantics, Paralanguage
 - (C) Proxemics, Semantics, Kinesics
 - (D) Semantics, Paralanguage, Kinesics
- 196.** In the UK, what might a prolonged stare be interpreted as?
- (A) Friendliness
 - (B) Aggression or discomfort
 - (C) Boredom
 - (D) Confusion
- 197.** What is sign language?
- (A) A fun thing
 - (B) None of the above
 - (C) A school
 - (D) A system of communication using visual gestures and signs, as used by deaf people.
- 198.** To fulfill a personal psychological need, the nonverbal cue that is most likely to be used is ____
- (A) Chronemic
 - (B) Emblem
 - (C) Adaptor
 - (D) Illustrator
- 199.** Varying your face to fit the situation is ____
- (A) Posture
 - (B) Articulation
 - (C) Facial expression
 - (D) Vocal expression
- 200.** When is non-verbal communication possible?
- (A) When you can see or hear the other person
 - (B) When you are alone
 - (C) When you are writing an email
 - (D) When you are asleep
- 201.** Which function of non-verbal communication is illustrated when a head nod replaces saying yes?
- (A) Repeating a spoken affirmation
 - (B) Complementing a spoken affirmation
 - (C) Accenting a spoken affirmation
 - (D) Substituting a spoken affirmation

- 202.** Kelly stormed into her house and threw down her lunch bag. She had just lost her job. Kelly had worked for the same company for over 10 years, but today she was told she was no longer needed. Kelly didn't know what to do. Based on what you have read, you can INFER that:
- (A) Kelly lived in a 2-story house
 - (B) Kelly worked there over 10 years
 - (C) Kelly liked throwing her lunch bag
 - (D) Losing her job made Kelly upset
- 203.** Percentage of Non Verbal in communication
- (A) 7%
 - (B) 38%
 - (C) 55%
 - (D) 75%
- 204.** Which of these are extremely important during a job interview?
- (A) Eye contact
 - (B) First impression
 - (C) Your attire
 - (D) All of these
- 205.** Which of the following best describes facial expressions, gestures, eye contact, nodding, and physical appearance?
- (A) Verbal communication
 - (B) Oral communication
 - (C) Visual communication
 - (D) Nonverbal communication
- 206.** Attitude, actions and appearances in the context of classroom communication are considered is:
- (A) Verbal
 - (B) Non-verbal
 - (C) Impersonal
 - (D) Irrational
- 207.** Nonverbal communication skills of the sender do not affect communication in health-care.
- (A) True
 - (B) False
- 208.** Non-verbal cues complement a verbal message by adding to its meaning
- (A) True
 - (B) False
- 209.** Giving someone a pat on the back means:
- (A) You are angry with them
 - (B) You are congratulating or encouraging them
 - (C) You are ignoring them
 - (D) You are bored
- 210.** Non-verbal ____ is popular in our daily life.
- (A) Communicate
 - (B) Communication
 - (C) Communicative
 - (D) Communicating
- 211.** Adele smiled kindly to the new student when he entered the classroom. Which of the following forms of communication was Adele using?
- (A) Verbal communication
 - (B) Written communication
 - (C) Nonverbal communication
 - (D) Passive listening
- 212.** Appearance, facial expression, and body language are part of ____ communication.
- (A) Formal Communication
 - (B) Verbal Communication
 - (C) Non Verbal Communication
 - (D) Oral Communication
- 213.** When considering symbol selection, which is not a symbol category?
- (A) Visual Symbols
 - (B) Tactile Symbols
 - (C) Olfactory Symbols
 - (D) Auditory Symbols
- 214.** What is the function of non-verbal communication known as substituting?
- (A) Substituting the verbal message
 - (B) Contradicting the verbal message

- (C) Repeating the verbal message
(D) Accenting the verbal message
- 215.** The quality of a person's voice
(A) Font
(B) Hard skills
(C) Soft skills
(D) Tone
- 216.** Which of the following is an example of a nonverbal cue?
(A) Asking, "What did you mean by that?"
(B) Nodding and smiling
(C) Saying, "Tell me more ____"
(D) None of above
- 217.** Describe the role of body language in enhancing a speech style.
(A) Body language enhances a speech style by making the speaker appear uninterested
(B) Body language enhances a speech style by conveying emotions, confidence, and engagement to the audience.
(C) Body language enhances a speech style by distracting the audience
(D) Body language enhances a speech style by causing confusion and misunderstanding
- 218.** Short, dramatic pauses are okay in a speech.
(A) True
(B) False
- 219.** True or false: Avoid emoticons in business world:) =:(
(A) True
(B) False
- 220.** Which is a disadvantage of telephonic communication?
(A) Immediate response
(B) No visual cues
(C) Personal touch
(D) Fast transmission
- 221.** What is the role of non-verbal cues in spoken communication?
(A) They are irrelevant
(B) They contradict verbal messages
(C) They support and enhance verbal messages
(D) They replace verbal communication
- Functions of Non-Verbal Communication**
"Ensuring all speech is paralleled by non-verbal communication that aligns with what is being said." (i.e., talking sad things, lowering the head, and sad tone.)
(A) Accenting
(B) Moderating
(C) Complementing
(D) Substituting
- 222.** Using emojis helps to-
(A) Show emotions
(B) Replace homework
(C) Confuse friends
(D) Ignore people
- 223.** A smile, handshake, or crossed arms are all examples of:
(A) Verbal communication
(B) Visual communication
(C) Nonverbal communication
(D) None of above
- 224.** A. The nonverbal communication between men and women is the same across all cultures.
(A) YES
(B) NO
(C) All the above
(D) None of the above
- 225.** What is the biggest disadvantage of written communication when you compare it to face-to-face verbal communication?
(A) It takes longer to communicate.
(B) The receiver of the message can't see the body language or hear the verbal tone of the sender.

- (C) The receiver of the message will not be able to understand the tone at all.
(D) The receiver can't hear a voice.
- 226.** The student has tears in his eyes, he must be sad.
(A) Inference
(B) Observation
(C) Prediction
(D) None of above
- 227.** Nonverbal communication may contradict verbal communication.
(A) True
(B) False
- 228.** "Nonverbal" cues could be:
(A) Eye contact
(B) Open arms
(C) Nodding
(D) All of the above
- 229.** Maintaining a professional ____ is a strategy for building rapport and trust.
(A) Demeanor
(B) Argument
(C) Conflict
(D) Debate
- 230.** What is an example of ambiguous nonverbal communication?
(A) A message that is universally understood.
(B) A message that is clear and direct.
(C) A message that can mean something to me but something different to you.
(D) A message that is the same in every culture.
- 231.** Communication must always be verbal.
(A) True
(B) False
(C) -
(D) -
- 232.** Which is a way to communicate with sound?
(A) Drawing a picture
(B) Writing an email
(C) Honking a car horn
(D) None of the above
- 233.** Nonverbal communication is getting messages across without using words.
(A) True
(B) False
- 234.** When a speaker says "this large" while his/her hands are set apart, he/she is using what kind of gesture?
(A) Emphasizing
(B) Regulating
(C) Illustrating
(D) Emblems Edit
- 235.** Non-verbal codes can sometimes contradict what is being said verbally.
(A) True
(B) False
- 236.** You should make eye contact with a person when they are speaking to you.
(A) False
(B) True
- 237.** Which of the following is NOT a type of non-verbal communication mentioned in the document?
(A) Facial expressions
(B) Body language
(C) Written emails
(D) Tone of voice
- 238.** Everyone ____ at the manager in amazement when he announced what the new project would be.
(A) Smirked
(B) Shrugged
(C) Gaped
(D) Pouted

239. Saying "That's funny," but not laughing is an example of ____
(A) Incongruity.
(B) Congruity.
(C) Facial recognition.
(D) Effective nonverbal communication.
240. Confidence during interaction is indicated by
(A) Appropriate eye contact
(B) Avoiding gaze
(C) Silence
(D) Closed posture
241. Using body language is ____ communication.
(A) Verbal
(B) Non verbal
242. When someone says "I'm fine" but crosses their arms and frowns, what's sending the real message?
(A) Tone
(B) Words
(C) Nonverbal/body language
(D) Volume
243. This is the so-called nervous energy from which a 'spinner' was even invented.
(A) Nodding
(B) Mismatched expressions
(C) Hands on the back
(D) Fidgeting
244. When you fake attention when your mom asks you to do something you should probably try what?
(A) Making eye contact and responding with a nonverbal
(B) Interrupting her with your own ideas
(C) Recording her on your phone
(D) Tuning her out
245. All kind of human responses that are not expressed in words are classified as ____
(A) Verbal communication
(B) Non verbal communication
(C) Both A and B
(D) Neither A nor B
246. Choose the correct option to complete the sentence: People from different cultures use different forms of non-verbal ____
(A) Communicate
(B) Communication
(C) All the above
(D) None of the above
247. In Brazil, showing the thumb held upwards, means everything "OK" and in France means ____
(A) Yes
(B) Ok
(C) Number "One"
(D) No
248. Body language is a powerful form of ____ communication that most of us express and interpret without thinking twice.
(A) Aggressive
(B) Nonverbal
(C) Verbal
(D) None of above
249. True or false actions speak louder than words?
(A) True
(B) False
250. A public speaker can use movement to signal a new idea or major point, a transitional statement, or change of subject.
(A) True
(B) False
251. May it be a face-to-face meeting or a virtual meeting, a participant must rely only on the verbal messages.
(A) True
(B) False
(C) Maybe
(D) None of the choice s

252. Which of the following is an example of a reinforcing nonverbal message?
- (A) Smiling when you really feel bad
 - (B) Smiling when you give someone a compliment
 - (C) Giving a thumbs up when you are not okay
 - (D) Rolling your eyes when you answer positively
253. Tone of voice can change the meaning of words because it:
- (A) Has no real impact
 - (B) Conveys emotions and attitudes
 - (C) Replaces all verbal content
 - (D) Is always the same in all cultures
254. Arjun noticed that ever since his team started using email for communication, there was a disadvantage regarding social interaction. What is it?
- (A) It increases face-to-face meetings
 - (B) It enhances personal tone
 - (C) It lacks social interaction and personal tone
 - (D) It improves team collaboration
255. A firm handshake usually represents ____
- (A) Disinterest
 - (B) Nervousness
 - (C) Confidence
 - (D) Confusion
256. A ____ part of our communication is nonverbal.
- (A) Non-existing
 - (B) Small
 - (C) Medium
 - (D) Large
257. Personal space is an aspect of ____
- (A) Etiquette
 - (B) Informal communication
 - (C) Formal communication
 - (D) Nonverbal communication
258. Morse code may use long and short flashes of light instead of long and short beeps
- (A) Right
 - (B) Wrong
259. What is the role of non-verbal communication in the workplace?
- (A) It helps to clarify verbal communication
 - (B) It is irrelevant
 - (C) It's the most effective face-to-face communication
 - (D) Its role is not as vital as verbal communication
260. Gesture "biting nails" shows ____
- (A) Boredom
 - (B) Insecurity
 - (C) Confidence
 - (D) Defensiveness
261. Sign language is an example of verbal communication.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
262. In communication we can't express different emotions anger, happiness, guilt, etc.
- (A) True
 - (B) False
263. The message is ____ % body language
- (A) 7
 - (B) 38
 - (C) 55
 - (D) 6
264. ____ symbols allow us to communicate without using words, such as facial expressions and gestures
- (A) Nonverbal
 - (B) Verbal
 - (C) All the above
 - (D) None of the above

- 265.** What is an important aspect of non-verbal communication?
- (A) Using technical jargon
 - (B) Maintaining eye contact
 - (C) Speaking loudly
 - (D) Ignoring body language
- 266.** Study that involves the sense of touch in any form of interaction
- (A) Vocalics
 - (B) Artifacts
 - (C) Haptics
 - (D) Proxemics
- 267.** Refers to an interaction where behavior is used to convey and represent meanings.
- (A) Verbal Communication
 - (B) Non-verbal Communication
 - (C) Linear Communication
 - (D) Behavioral Communication
- 268.** Why is it important to be aware of nonverbal behaviors?
- (A) They are always the same as verbal messages
 - (B) They can convey different messages than verbal expressions
 - (C) They are less important than verbal communication
 - (D) They are only used in formal settings
- 269.** The ambiguity of nonverbal communication occurs only because people use a variety of codes to communicate the same meaning.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 270.** How does non-verbal communication impact the message?
- (A) It has no impact
 - (B) It reinforces the message
 - (C) It distracts from the message
 - (D) It has no role
- 271.** How did Lily show that she liked Sam's ideas?
- (A) By smiling and nodding
 - (B) By clapping her hands
 - (C) By drawing a picture
 - (D) By writing a note
- 272.** Kinetic Behavior refers to communication through body movements like posture, gestures, facial expressions, and eye contact
- (A) Verbal Communication
 - (B) Non Verbal Communication
 - (C) All Answer is TRUE
 - (D) All Answer is FALSE
- 273.** As a speaker our facial expression, gestures, and movements must be appropriate with line that we deliver.
- (A) True
 - (B) False
- 274.** Rolling your eyes, slouching, crossing your arms are all characteristic of ____ communication.
- (A) Child-like
 - (B) Adult-like
 - (C) Parent-like
 - (D) Non-verbal
- 275.** People use signals to communicate.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 276.** Emoticons in business emails help the reader to understand our mood
- (A) True
 - (B) False
- 277.** Chance, George, and Joel are participating in a group discussion. Chance believes that in a business meeting, observing the body language of the participants is as crucial as listening to their words. Do you agree with Chance's viewpoint?

- (A) Yes, I agree with Chance
(B) No, I disagree with Chance
- 278.** Which form of communication primarily involves body language and gestures?
(A) Verbal communication
(B) Mass communication
(C) Non-verbal communication
(D) Intrapersonal communication
- 279.** Which part of communication is usually non-verbal?
(A) Words
(B) Facial expressions
(C) Emails
(D) Articles
- 280.** Which one is not a function of Non-verbal communication?
(A) Non-verbal cues can emphasize or underscore a verbal message.
(B) Non-verbal cues can regulate or control person-to-person interaction.
(C) Non-verbal cues can impede the flow of communication.
(D) Non-verbal cues can contradict or negate verbal messages.
- 281.** When trying to communicate with a resident who speaks a different language than the nurse aide, the nurse aide should
(A) Assume when the resident nods his/her head that the message is understood.
(B) Use pictures and gestures.
(C) Repeat words often if the resident does not understand.
(D) None of above
- 282.** Only words matter in communication.
(A) True
(B) False
(C) All the above
(D) None of the above
- 283.** Nonverbal communication is usually less conscious and more ____
(A) Indirect
(B) Deliberate
(C) Explicit
(D) Intentional
- 284.** What is the importance of nonverbal communication?
(A) Nonverbal communication is important because it helps convey messages and emotions without using words.
(B) Nonverbal communication is only important for extroverted individuals.
(C) Nonverbal communication is only important in certain situations.
(D) Nonverbal communication is not important at all.
- 285.** Hey Krish, Viaan, and Anika! Let's have some fun! Which of the following is an example of non-verbal communication?
(A) Email
(B) Body language
(C) Text message
(D) Speech
- 286.** Facial Expression is ____
(A) Act of making gestures or moving one's body parts
(B) The people who are listening and/or viewing a presentation or speaker.
(C) Communicating ideas and emotions non-verbally by contorting one's face.
(D) Word choice.
- 287.** More than 65% of communication is ____
(A) Verbal
(B) Nonverbal
- 288.** Nonverbal communication doesn't include
(A) Gestures
(B) Words
(C) Expression
(D) Postures

- 289.** Sign language is a form of:
- (A) Verbal
 - (B) Written
 - (C) Non-verbal
 - (D) Oral
- 290.** Which of the following can silence convey in nonverbal therapeutic communication?
- (A) Disrespect
 - (B) Understanding
 - (C) Anger
 - (D) Confusion
- 291.** When communicating with someone, what should you watch for to better understand their non-verbal communication?
- (A) Only their words
 - (B) Their facial expressions, eye contact, hand and foot movements, back and arms, and how they move their body
 - (C) Ignore their body language
 - (D) Only their tone of voice
- 292.** True or False: Non-verbal communication enhances and emphasizes the message of your speech, thus making it more meaningful, truthful, and relevant.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 293.** Why are communication specialists interested in nonverbal communication?
- (A) It is a rare form of communication that only exists in certain cultures.
 - (B) It helps reinforce ongoing verbal communication and reveals emotional states.
 - (C) It is easier to study compared to verbal communication.
 - (D) It is only used by people who are unable to speak.
- 294.** How do we communicate most?
- (A) Verbally
 - (B) Nonverbally
- 295.** What is a high context communication style characterized by?
- (A) Explicit and straightforward language
 - (B) Relying heavily on verbal messages
 - (C) Emphasizing nonverbal cues and implicit meanings
 - (D) Avoiding ambiguity in communication
- 296.** It's important when you're communicating with someone to not send mixed messages. A mixed message is when your words say one thing but, your body language says another:
- (A) True
 - (B) False
- 297.** True or False: Non-verbal Communication can destroy connection with listeners and makes you a credible speaker.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 298.** What should be avoided when using pauses in a presentation?
- (A) Pausing after important points
 - (B) Pausing to allow information to sink in
 - (C) Patterned pauses
 - (D) Pausing for emphasis
- 299.** Attitudes, actions and appearances in the context of classroom communication are considered as: [2015-DECEMBER]
- (A) Verbal
 - (B) Non-verbal
 - (C) Impersonal
 - (D) Irrational
- 300.** Anything people communicate with beyond words being spoken is referred to as
- (A) Body language
 - (B) Nonverbal communication
 - (C) Emphatic gestures
 - (D) Descriptive gestures

- 301.** When Josh got home, his mom asked him how his math test went. Josh's eyes widened and his face turned bright. A small smile formed as he started to talk to his mom. Can you infer how Josh did on his math test?
- (A) Josh failed the test.
 - (B) Josh does not know his grade on the test.
 - (C) Josh did excellent on his test.
 - (D) None of the above
- 302.** What type of communication is exemplified when a general manager gives a chef a thumbs-up gesture?
- (A) Verbal
 - (B) Visual
 - (C) Written
 - (D) Nonverbal
- 303.** A smile and bow while saying "thank you" show both verbal and ____ communication.
- (A) Non-Verbal
 - (B) Written
 - (C) Oral
 - (D) Verbal
- 304.** This AAC strategy requires only the body to produce communication
- (A) Unaided communication
 - (B) Aided communication
 - (C) Speech generating device
 - (D) Direct selection
- 305.** Olfaction is a form of nonverbal communication. True/ false?
- (A) True
 - (B) False
- 306.** What shows engagement when looking at the speaker?
- (A) Confidence
 - (B) Clarity
 - (C) Eye contact
 - (D) Respect
- 307.** What is the purpose of using silence as a communication technique?
- (A) To show disapproval
 - (B) To allow the patient space to express themselves
 - (C) To avoid difficult conversations
 - (D) To save time during patient interactions
- 308.** People with special needs use sign language to communicate
- (A) Right
 - (B) Wrong
- 309.** What percentage of communication is attributed to non-verbal cues, such as body language?
- (A) 52%
 - (B) 55%
 - (C) 58%
 - (D) 53%
- 310.** In some cultures it's not acceptable to look another person in the eyes. They consider it rude.
- (A) True
 - (B) False
- 311.** Nonverbal communication can be defined as:
- (A) Non-word human responses such as gestures and facial expressions
 - (B) The perceived characteristics of the environment through which human verbal and nonverbal messages are transmitted
 - (C) The quality of an individuals' voice
 - (D) The manner in which an individual speaks
- 312.** According to the Police Executive Forum (2016), non-verbal communication should be:
- (A) Aggressive and hostile
 - (B) Ambiguous
 - (C) Friendly and helpful
 - (D) None of the above

313. He didn't say much, but his silence ____
(A) Spoke volumes
(B) Broke the ice
(C) Was lost in translation
(D) Talked the talk
314. We use expressions, words, actions and ____ to communicate.
(A) Cars
(B) Motorbike
(C) Gestures
(D) None of above
315. You should use nonverbal signals that match up with your words
(A) True
(B) False
316. Forms of NON-VERBAL COMMUNICATION are hand gestures, facial expressions and road signs
(A) False
(B) True
317. Looking at someone while communicating is called ____
(A) Tone of voice
(B) Co-worker
(C) Eye-contact
(D) Posture
318. The nurse is caring for a young child who appears frightened. What activity can the nurse perform with the child to determine what the child is feeling?
(A) Play dominoes
(B) Draw pictures
(C) Read a story
(D) Watch a movie
319. What is the role of non-verbal communication in intercultural interactions?
(A) It is irrelevant and rarely used
(B) It often leads to misunderstandings
(C) It complements verbal communication and conveys cultural nuances
(D) It is only important in formal settings
320. In a video call, Maria waves to greet her classmates. This is an example of:
(A) Online communication
(B) A gesture
(C) Synchronous communication
(D) A broadcast
321. In Non-Verbal modes of communication we use:
(A) Symbols
(B) Written Words
(C) TV Channel
(D) Speech
322. When resolving conflict it is essential to make the most eye contact in which of the following circumstances:
(A) When you are brainstorming
(B) When you are problem-solving
(C) When you are listening
(D) When you are assertively stating your point
323. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across ____
(A) Languages
(B) Cultures
(C) Habits
(D) People
324. Which of the following non-verbal cues can indicate discomfort or dishonesty in communication?
(A) Leaning forward
(B) Avoiding eye contact
(C) Smiling
(D) Nodding
325. Which choice reflects a realistic disadvantage of non-verbal cues?

- (A) Guaranteed clarity without context
 - (B) Universal understanding across cultures
 - (C) Automatic creation of written records
 - (D) High potential for misinterpretation
- 326.** Michael notices that his teammate is behaving unusually during a team meeting. If Michael is trying to interpret his teammate's unusual behavior, which of the following should he consider?
- (A) Your personal experience, your knowledge of the teammate, and your relationship to your teammate
 - (B) Only your personal experience
 - (C) Only your relationship to your teammate
 - (D) Only your knowledge of the teammate
- 327.** Culture bound; some are universally known.
- (A) Purposive Communication
 - (B) Non Verbal Communication
 - (C) Ethical
 - (D) Verbal Communication
- 328.** — is the wordless form of communication which takes the form of postures, body language, facial expressions, eye contacts, tension, breathing and tones etc.
- (A) Verbal communication
 - (B) Garbage communication
 - (C) Informal communication
 - (D) Non-Verbal communication
- 329.** Which element of physical delivery helps maintain audience involvement by moving across the stage?
- (A) Gesturing
 - (B) Eye contact
 - (C) Movement
 - (D) Facial expression
- 330.** By watching for nonverbal cues, you can better understand the —
- (A) Speech
 - (B) Weather
 - (C) Mathematics
 - (D) Technology
- 331.** Scenario: Joe asked his co-worker, Taylor, if she can help him with a client. She crossed her arms and rolled her eyes but did not say anything. Have they communicated?
- (A) Yes, there is communication here.
 - (B) No, there is no communication here.
- 332.** What is the potential impact of non-verbal cues on interpersonal relationships?
- (A) No impact at all
 - (B) Negative impact only
 - (C) Positive impact only
 - (D) Both positive and negative impacts
- 333.** It is a type of communication that uses sign language and body gestures.
- (A) Distance
 - (B) Non-verbal
 - (C) Verbal
 - (D) Informal
- 334.** Your tone of voice is:
- (A) Verbal
 - (B) Nonverbal
- 335.** Tone provides?
- (A) Time
 - (B) Meaning
 - (C) Knowledge
 - (D) Explanation
- 336.** Excessive gestures may
- (A) Improve clarity
 - (B) Distract audience
 - (C) Increase confidence
 - (D) Enhance meaning always
- 337.** Facial Expression is an example of —
- (A) Verbal Communication
 - (B) Non Verbal Communication
 - (C) Visual Communication
 - (D) Written Communication

338. When people use ____, they set the tone for the conversation and can provide feedback on the information being communicated. They can include a look of confusion, a smile or frown.
- (A) Gestures
 - (B) Eye-Contact
 - (C) Facial Expressions
 - (D) Posture & Body Orientation
339. Aria walks into a meeting with slouched posture but says, "I'm excited for this!" What does this say about her communication?
- (A) Incongruent (doesn't match)
 - (B) Persuasive
 - (C) Synchronized
 - (D) Formal
340. A stop sign or a fire alarm are examples of:
- (A) Signal
 - (B) Body language
 - (C) Gesture
 - (D) Facial expression
341. Which is not a type of non-verbal language?
- (A) Body language
 - (B) Paralanguage
 - (C) Word choice
 - (D) Appearance
342. The speaker should always give non-verbal cues while giving a speech?
- (A) True
 - (B) False
343. Personal space is part of ____ communication
- (A) Verbal
 - (B) Nonverbal
344. What is a key issue with nonverbal communication?
- (A) It isn't always noticed
 - (B) It doesn't always mean the same thing
 - (C) They are insulting
 - (D) They are difficult to remember to do
345. During a speech, the speaker should never give nonverbal cues
- (A) True
 - (B) False
346. Nonverbal skills are less important than verbal skills in interpersonal communication.
- (A) True
 - (B) False
347. Which of these isn't an element of non-verbal communication?
- (A) Personal appearance
 - (B) Posture
 - (C) Eye contact
 - (D) Name of the speaker
348. Which of the following is NOT a method of nonverbal communication?
- (A) Lay terms
 - (B) Touch
 - (C) Physical appearance
 - (D) Facial expressions
349. Which of these is not an appropriate non-verbal communication at work?
- (A) Putting arm around a coworker's shoulder
 - (B) Shaking hands firmly
 - (C) Looking at the speaker with a smile
 - (D) Standing with an upright posture
350. What is the main takeaway regarding non-verbal communication from the text?
- (A) It is only for specific cultures
 - (B) It is not important in communication
 - (C) It is not effective
 - (D) It is essential for human interaction
351. It refers to the delivering of message without the use of words.
- (A) Lexical
 - (B) Elements
 - (C) Non-lexical
 - (D) Gestures

352. What is a communication strategy that requires a communication partner to teach symbol meaning and symbolic communication by pairing speech with graphic symbols or other forms of aided AAC?

- (A) Aided Language Input
- (B) Symbolic Pairing
- (C) Graphic Communication
- (D) Partner-Assisted Scanning

353. It takes place between the sender and the receiver with the use of signs.

- (A) Verbal Communication
- (B) Non-verbal Communication

354. Listening with your eyes involves:

- (A) Paying attention to the speaker's words
- (B) Avoiding distractions
- (C) Observing nonverbal cues
- (D) Taking notes

Functions of Non-Verbal Communication

"Reducing attention, removing emphasis." (i.e., reducing volume, speeding up, being incoherent)

- (A) Accenting
- (B) Moderating
- (C) Complementing
- (D) Substituting

355. Which of the following is an example of a nonverbal communication cue?

- (A) Speaking in different languages
- (B) Making eye contact
- (C) Sending an email
- (D) Written words

356. Which of the following is a disadvantage for emails?

- (A) Limited number of recipients
- (B) Difficult for the receiver to determine the tone of the email
- (C) Speed
- (D) Lack of possible detail

357. Nonverbal communication refers to:

- (A) Communication involving observing a person and inferring meaning
- (B) Filtering what we see and hear to suit our own needs
- (C) The distortion or withholding of information to manage a person's reactions
- (D) When the information processing demands on an individual's time to perform interactions and internal calculations exceed the supply or capacity of time available for such processing

358. Non-verbal communication can stand-alone by itself and it is not linked to verbal cues.

- (A) True
- (B) False

359. When the voice and role conflict, people will more often believe the ____?

- (A) Voice
- (B) Role
- (C) Body language
- (D) Content

360. How can non-verbal cues enhance communication?

- (A) By contradicting verbal messages.
- (B) By reinforcing the spoken words and conveying emotions.
- (C) By being irrelevant to the conversation.
- (D) By making the conversation more confusing.

361. Non-verbal cues can show how someone really feels.

- (A) True
- (B) False
- (C) All the above
- (D) None of the above

362. Silence gives you time to look at nonverbal responses.

- (A) True
- (B) False

- 363.** Non-Verbal Communication makes our message
(A) Stronger
(B) Weaker
- 364.** You can guess this man's job by his ____
(A) Use of time
(B) Facial expression
(C) Use of space
(D) Clothing & artefacts Edit
- 365.** Non-violence means not hurting anyone by ____
(A) Body
(B) Mind
(C) Speech and words
(D) All of these
- 366.** It is a discipline concerned with the study of a person's use of time in communication.
(A) Oculistics
(B) Kinesics
(C) Chronemics
(D) Olfactics
- 367.** Delivering a message by means other than speaking or writing is called ____
(A) Non verbal
(B) Verbal
(C) Oral
(D) Written
- 368.** Which of the following is not a key feature of Non-Verbal Communication?
(A) It takes place at every level and in all age groups.
(B) It depends heavily on the power of observation.
(C) It has restrictions in terms of reach.
(D) All of the above
- 369.** I do listen. I just wait for the words to stop and your eyes to speak.
(A) Oral
(B) Written
(C) Non Verbal
(D) Electronic
- 370.** Which choice should not be used for answering this question "How to introduce yourself impressively?"
(A) Make eye contact.
(B) Smile
(C) Use appropriate body language.
(D) Stare at one interviewer.
- 371.** ____ is communicating ideas and emotions non verbally by changing one's face.
(A) Vocal variety
(B) Gestures
(C) Facial expressions
(D) Eye contact
- 372.** To show that a speaker is interested in the audience and wants to talk to them, he or she has to establish eye contact.
(A) True
(B) False
- 373.** Company Logo is one of ____ communication
(A) Formal
(B) Informal
(C) Verbal
(D) Non Verbal
- 374.** When verbal and non-verbal messages contradict each other, people believe the non-verbal message
(A) True
(B) False
(C) All the above
(D) None of the above
- 375.** Actions speak louder than words ever will.
(A) True
(B) False
(C) All the above
(D) None of the above

376. Non verbal communication ____ the message of your speech.
(A) Enhances
(B) Emphasizes
(C) Both A and B
(D) Neither A nor B
377. What are the automatic nonverbal gestures & cues we use subconsciously to add emphasis to our words?
(A) Emblems
(B) Illustrators
(C) Songs
(D) Symbols
378. Nonverbal communication is not as effective as verbal communication.
(A) True
(B) False
379. Which of the following is not considered a non-verbal anxiety behavior?
(A) Gross Bodily Movement
(B) Fidgeting
(C) Lack of emphasis
(D) Shuffling feet
380. Tone of voice is:
(A) A person who has a tendency to give up, or give in without standing up for their rights and needs
(B) A type of verbal communication
(C) A type of nonverbal communication
(D) The communication style which is the most effective
381. Touching as an element of communication
(A) Kinesics
(B) Oculesics
(C) Proxemics
(D) Haptics
(E) Vocalics
382. NON VERBAL CUES INCLUDE
(A) EYE CONTACT
(B) OPEN ARMS
(C) NODDING
(D) ALL OF THE ABOVE
383. Congruity is when ____
(A) Your facial expressions are too enthusiastic.
(B) Your facial expressions are not enthusiastic enough.
(C) Your nonverbal communication and your verbal communication DO NOT match.
(D) Your nonverbal communication and your verbal communication DO match.
384. In the silent way the teachers will use gestures, expressions, and objects in order to give explanations to the classroom making students responsible for the productions of the language.
(A) TRUE
(B) FALSE Edit
385. Smiling while speaking on phone helps because
(A) It increases speed
(B) It improves voice tone
(C) It reduces call duration
(D) It avoids silence
386. People often judge the sincerity of a speaker by his or her
(A) Clarity
(B) Tone
(C) Gestures
(D) Jargon
387. Which is the most common form of non-verbal communication?
(A) Aesthetic
(B) Physical
(C) Signs
(D) Symbols

388. What are some common signs of disinterest in a conversation?
- (A) Lack of eye contact, short responses, checking phone, turning away, not engaging.
 - (B) Asking open-ended questions
 - (C) Nodding in agreement
 - (D) Maintaining eye contact
389. In order for communication to occur, information must be put into words.
- (A) TRUE
 - (B) FALSE
390. What is the relationship between furniture arrangement and conversation in public spaces?
- (A) Furniture arrangement has no impact on conversation.
 - (B) Sociopetal spaces encourage conversation, while sociofugal spaces discourage it.
 - (C) Sociopetal spaces discourage conversation, while sociofugal spaces encourage it.
 - (D) Furniture arrangement only affects the aesthetic of public spaces.
391. Which of the following represent the CORRECT meaning of their respective characteristic about communication.
- (A) Accurate speech-means judging the customer
 - (B) Be professional-means wearing tidy cloths
 - (C) Open posture-means being aware of words used
 - (D) Be aware of non-verbal message-Displaying positive body language
392. Non-verbal communication involves language
- (A) True
 - (B) False
393. Voice: Tone, rate, and volume affect the ____ message being sent. (Fill in the blank)
- (A) Nonverbal
 - (B) Written
 - (C) Mathematical
 - (D) Visual
394. In the Silent Method the rules of the language are learnt:
- (A) By direct translation.
 - (B) By means of non-verbal language.
 - (C) By explicit analysis of the structures.
 - (D) None of above
395. Typing emails in ALL CAPS is the same as what?
- (A) Messaging
 - (B) Browsing
 - (C) Shouting
 - (D) Making a point
396. Nonverbal signals can influence how messages are interpreted.
- (A) True
 - (B) False
397. What is an example of a gesture in communication?
- (A) Sending an email
 - (B) Writing a report
 - (C) Facial expressions
 - (D) Reading a magazine
398. Kevin learned ____ as a means of communication with his deaf friend, using his hands and body to convey meaning.
- (A) Sign language
 - (B) Verbal language
 - (C) Native language
 - (D) Silent language
399. The following is (are) non-verbal communication
- (A) Facial Expression
 - (B) Posture
 - (C) Appearance
 - (D) All of the above

- 400.** In a classroom discussion, Aria is trying to communicate with her peers. Which of the following "nonverbal" cues could she be using?
- (A) Maintaining eye contact with Charlotte
 - (B) Keeping her arms open while talking to Kai
 - (C) Nodding in response to a point made by a classmate
 - (D) All of the above
- 401.** Body language and gestures are an example of
- (A) Context
 - (B) Nonverbal communication
 - (C) Medium
 - (D) Compassion
- 402.** When communicating with others at work, you should
- (A) Not pay attention to the speaker's body language or gestures
 - (B) Try and do most of the talking
 - (C) Pay attention to the speaker's language and gestures
 - (D) None of the above
- 403.** These individuals have an intimidating and overbearing posture.
- (A) Passive
 - (B) Assertive
 - (C) Aggressive
 - (D) Passive-Aggressive
- 404.** Communication also considers gestures and contacts that add to the meaning of the idea being conveyed.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 405.** Explain the importance of nonverbal communication in interpersonal interactions.
- (A) Interpersonal interactions are solely based on verbal communication
 - (B) Nonverbal communication has no impact on interpersonal interactions
 - (C) Nonverbal communication is only important in professional settings
 - (D) Nonverbal communication helps to convey emotions, attitudes, and intentions in interpersonal interactions.
- 406.** Read each behavior. Identify what style of communication it might be. Tina slouches down when a friend disagrees with her point of view.
- (A) Passive
 - (B) Aggressive
 - (C) Assertive
 - (D) None of above
- 407.** Is the statement true or false "Smile even though you are on the telephone"?
- (A) True
 - (B) False
- 408.** "The listener must also concentrate on the non verbal cues of the speaker." True or False?
- (A) TRUE
 - (B) FALSE
- 409.** Over 90% of our communication is ____
- (A) Child-like
 - (B) Adult-like
 - (C) Parent-like
 - (D) Non-verbal
- 410.** Olivia tells you "I'm fine" in a monotone, quiet voice with her shoulders slumped after a long day at school. Which communication element should you trust more?
- (A) The non-verbal cues (tone and body language)
 - (B) The actual words ("I'm fine")
 - (C) Their clothing choice
 - (D) The last thing they texted you
- 411.** What are three characteristics of non verbal communication?
- (A) Body Language

- (B) Eye Contact
 - (C) Facial Expressions
 - (D) All of the above
- 412.** Non-verbal communication is not a communication skill.
- (A) True
 - (B) False
- 413.** Giving someone the middle finger
- (A) Non-verbal communication
 - (B) Verbal Communication
 - (C) Neither
 - (D) None of above
- 414.** The functions of nonverbal language are ____
- (A) To agree with or contradict verbal messages
 - (B) To replace verbal messages
 - (C) To emphasize verbal messages
 - (D) All of the above
- 415.** The most appropriate/common way to get the attention of a deaf person is to
- (A) Stomp on the floor
 - (B) Tap him/her on the shoulder
 - (C) Flash the lights
 - (D) Yell loudly in his/her direction while waving
- 416.** The non-verbals that we use often cause messages to be misunderstood as we tend to believe that we see more than what we hear.
- (A) YES
 - (B) NO
- 417.** Which of the following is not a function of communication in the context of Business Communication?
- (A) Chair meetings
 - (B) Resolve conflict
 - (C) Motivate Employees
 - (D) Proxemics
- 418.** Visual communication is also known as ____ (1 Mark)
- (A) Verbal communication
 - (B) Non-verbal communication
 - (C) Traffic communication
 - (D) None
- 419.** Which of the following is NOT a form of communication?
- (A) Signing
 - (B) Winking
 - (C) Touch
 - (D) Sleeping
- 420.** Which refers to gestures, body movements, facial expressions and the like?
- (A) Emblems
 - (B) Context
 - (C) Communication
 - (D) Nonverbal communication Edit
- 421.** How is Gestures defined in non verbal communication:-
- (A) A movement of part of the body, especially a hand or the head, to express an idea or meaning.
 - (B) The use of technology that stimulates the senses of touch and motion
 - (C) The branch of knowledge that deals with the amount of space that people feel it necessary to set between themselves and others.
 - (D) The way that someone or something looks.
- 422.** Nonverbal cues, which can be used to minimize behavior problems, include all of the following except ____
- (A) Proximity-teacher moving near to the student
 - (B) Engaging students in a discussion
 - (C) Dimming the lights in the classroom momentarily
 - (D) Looking directly at a student
- 423.** Which of these is not an impression you leave in 30 seconds?

- (A) Your body language
 - (B) Your style of dress
 - (C) Your relative level of intelligence
 - (D) Your conclusion about the topic
- 424.** Nonverbal communication is only unintentional transmission of meaning through an individual's unspoken physical and behavioral cues.
- (A) True
 - (B) False
- 425.** During a group project discussion, Harper, Elijah, and David are communicating with each other. Which of the following actions by David is NOT a form of non-verbal communication?
- (A) David's facial expressions while listening to Harper
 - (B) David's body posture while presenting his part
 - (C) David speaking loudly to get his point across
 - (D) David's hand gestures while explaining a concept
- 426.** Leo's coworkers thought he was angry because:
- (A) He was frowning and not talking much.
 - (B) He was laughing loudly.
 - (C) He was working efficiently.
 - (D) He was helping others.
- 427.** Gestures are:
- (A) Verbal
 - (B) Nonverbal
- 428.** A manager wants to improve the professional image of their team by focusing on attire. Which type of non-verbal communication are they addressing?
- (A) Appearance
 - (B) Haptics
 - (C) Paralinguistic
 - (D) Chronemics
- 429.** What are some nonverbal communication cues that vary across cultures?
- (A) Whistling, clapping, and pointing
 - (B) Gestures, facial expressions, eye contact, personal space, and body language
 - (C) Handshakes, hugs, and kisses
 - (D) Nodding, shaking head, and thumbs up
- 430.** When meeting a client, the very first thing you should do is ____
- (A) Brush your teeth
 - (B) Clean your work area
 - (C) Wear a smile
 - (D) Inform the client of the fees
- 431.** Kinesics and paralanguage are two kinds of:
- (A) Communication channels
 - (B) Perceptual errors
 - (C) Verbal communication
 - (D) Non-verbal communication
- 432.** How can one improve their nonverbal communication skills?
- (A) Practice good posture, maintain eye contact, use appropriate facial expressions, and be aware of body language.
 - (B) Use inappropriate facial expressions
 - (C) Slouch and have poor posture
 - (D) Avoid making eye contact
- 433.** Smiling.
- (A) Verbal
 - (B) Non-verbal
- 434.** The use of ALL-CAPS for phrasing in an e-mail message is often read as
- (A) Positive emphasis
 - (B) Deadline oriented
 - (C) Shouting
 - (D) Humor or sarcasm
- 435.** Nonverbal communication has no impact on the meaning of a message.
- (A) True
 - (B) False

- 436.** Can you communicate without speaking?
(A) Yes, you can communicate without speaking
(B) No, you must speak to communicate
(C) All the above
(D) None of the above
- 437.** In an impromptu speech, there is no need for nonverbal cues.
(A) TRUE
(B) FALSE
- 438.** Which of the following is an example of non-verbal communication in a scientific presentation?
(A) Body language
(B) Data tables
(C) Graphs
(D) Equations
- 439.** What is the act of expressing thoughts without spoken words called?
(A) Verbal communication
(B) Nonverbal communication
(C) Group discussions
(D) Individual presentations
- 440.** What is the 7-38-55 rule in communication?
(A) 7% words, 38% tone, 55% body language
(B) 7% tone, 38% words, 55% gestures
(C) Equal distribution of all elements
(D) 55% words, 38% tone, 7% body language
- 441.** Chronemics shares important information based on your use of what?
(A) Crows
(B) Money
(C) People
(D) Time
- 442.** Sitting or standing with your back straight, head and shoulders held high, neck balanced, and the chest opened up and out are guidelines for good work ____
(A) Ethics
(B) Attitude
(C) Image
(D) Posture
- 443.** A firm handshake and direct eye contact are examples of effective nonverbal strategies.
(A) True
(B) False
- 444.** Which of the following nonverbal behaviors does not demonstrate responsiveness?
(A) Attentive Posture
(B) Enthusiasm
(C) Nodding to show understanding
(D) Avoiding eye contact
- 445.** An example of how a nonverbal message has a different meaning in various cultures is:
(A) The use of punctuation.
(B) The number of people in a meeting.
(C) The use of eye contact or a specific hand gesture (e.g., the "OK" sign).
(D) The definition of a preposition.
- 446.** Your classmate looks sad, and you smile and pat her on the back without saying a word. What type of communication is this?
(A) Informative
(B) Motivational
(C) Nonverbal
(D) Verbal
- 447.** The use of emojis falls under which type of communication?
(A) Verbal
(B) Written
(C) Non-verbal
(D) Auditory
- 448.** Which of the following lists the six main types of nonverbal communication?

- (A) Kinesics, Proxemics, Haptics, Chronemics, Paralanguage, Appearance
(B) Verbal cues, Written language, Digital messages, Gestures, Posture, Tone
(C) Reading, Writing, Speaking, Listening, Observing, Touching
(D) Facial expressions, Texting, Emailing, Calling, Posture, Smiling
- 449.** Nonverbal communication's meaning can vary tremendously according to:
(A) Patient's symptoms
(B) Culture, gender, age, and other variables
(C) Financial responsibilities
(D) The SPIKES protocol
- 450.** Eldridge was facing the most difficult project management challenge in his career. He would be heading up a team to design a complicated new software application. His team would be a "virtual" team. Thus, his team would
(A) Being a mediator
(B) Be physically dispersed and typically communicate electronically
(C) An autonomous work group.
(D) Forming
(E) False
- 451.** How much of our communication is non-verbal?
(A) 7%
(B) 38%
(C) 43%
(D) 55%
- 452.** What term did the author coin to describe the interrelated observations and theories of man's use of space as a specialized elaboration of culture?
(A) Proxemics
(B) Linguistics
(C) Anthropology
(D) Semiotics
- 453.** The following are the classification of Non-Verbal Communication, Except:
(A) Kinesics or Body Motion
(B) Proxemics
(C) Haptics
(D) Chronemics
(E) Micronics
- 454.** Nonverbal communication, such as gestures and facial expressions, plays a minor role in a memorized speech.
(A) TRUE
(B) FALSE
- 455.** It is the way one holds up himself when standing or sitting.
(A) Gesture
(B) Posture
(C) Stress
(D) Movement
- 456.** When communicating with a deaf or hard of hearing individual, you should face the light and speak clearly.
(A) True
(B) False
- 457.** A pictorial representation of a facial expression typically used in social media.
(A) Avatar
(B) Emoji
(C) Drawing
(D) Photograph
- 458.** Which of the following is NOT an example of a nonverbal signal?
(A) Eye contact.
(B) Gestures.
(C) Tone of voice
(D) E-mail message.
- 459.** Avoiding eye contact may be interpreted as:
(A) Confidence
(B) Nervousness or dishonesty
(C) Active listening
(D) Agreement

- 460.** Which of the following is a nonverbal cue often associated with deception?
- (A) Maintaining eye contact
 - (B) Open body posture
 - (C) Inconsistent gestures
 - (D) Relaxed facial expressions
- 461.** Friendly facial expressions, attentive body language, and a warm tone of voice can enhance the customer experience and build ____
- (A) Misunderstanding
 - (B) Loyalty
 - (C) Confusion
 - (D) Distance
- 462.** What are some common nonverbal cues that indicate someone is not listening?
- (A) Responding appropriately, asking clarifying questions, showing interest
 - (B) Engaging in active listening, mirroring body language, providing feedback
 - (C) Maintaining eye contact, nodding in agreement, smiling
 - (D) Lack of eye contact, distracted body language, lack of appropriate responses, disinterested facial expressions
- 463.** If less than 35% of social meanings are transmitted by words, what channel conveys at least 65% of the meaning in a conversation?
- (A) Non-verbal channel
 - (B) Written channel
 - (C) Digital channel
 - (D) Visual channel only
- 464.** How can 'nonverbal cues' contribute to effective communication?
- (A) Nonverbal cues are not important in communication
 - (B) Nonverbal cues can help in conveying emotions and intentions, enhancing the message, and ensuring the message is understood as intended.
 - (C) Nonverbal cues can lead to misunderstandings in communication
 - (D) Nonverbal cues are used to confuse the receiver
- 465.** What are parts of nonverbal communication?
- (A) Voice pitch, tone, and speed
 - (B) Body language, facial expressions, and gestures
 - (C) Emails, letters, and memos
 - (D) Text messages, phone calls, and video chats
- 466.** The message we communicate to others without using ____ is known as non-verbal communication.
- (A) Word
 - (B) Body Sign
 - (C) Facial Expression
 - (D) All of the above
- 467.** High-context cultures typically emphasize:
- (A) Explicit and detailed communication
 - (B) Direct confrontation
 - (C) Nonverbal cues and implicit understanding
 - (D) Legal contracts over personal relationships
- 468.** Facial Expression is an example of verbal communication
- (A) True
 - (B) False
- 469.** It is a type of communication that does NOT use words in expressing a message.
- (A) Non-verbal Communication
 - (B) Oral Communication
 - (C) Verbal Communication
 - (D) Non-communication
- 470.** A symbol that represents an emotion in casual messages.
- (A) Blog
 - (B) Street sign
 - (C) Collaboration
 - (D) Emoticon

471. Movement of your head or hand is not way of communication with your friends
(A) Right
(B) Wrong
472. When you speak, your listener gets messages from ____
(A) What you say and your vocabulary
(B) How you look and your words
(C) What you say, how you act, and your accent
(D) What you say, how you act, and how you look
473. Which non-verbal communication skill is universal, that is, they are the same across cultures?
(A) Facial expressions
(B) Body movements and posture
(C) Gestures
(D) Voice
474. You can communicate non-verbally through gestures, facial expressions, eye contact and body language.
(A) TRUE
(B) FALSE
475. American parents may say, "Don't cry. Be a man!" This explains, in part, why men and women don't always express sadness in the same way.
(A) True
(B) False
476. If you are talking to someone, what might they do to show they are NOT listening.
(A) Eye contact
(B) Nodding their head
(C) Texting
(D) Asking questions
477. Which of the following is NOT true about non-verbal communication?
(A) It can be both intentional and unintentional
(B) It is always conscious
(C) It can contradict verbal communication
(D) It varies with culture
478. To communicate effectively with non-verbal communication, you must be able to ____
(A) Monitor your own nonverbal communication
(B) Observe multiple nonverbal cues before drawing any conclusions about a person's communication
(C) Try to match nonverbal and verbal communication to avoid mixed messages
(D) All of the above
479. Which of the following is a common non-verbal cue for agreement?
(A) Frowning
(B) Nodding
(C) Crossing arms
(D) Looking away
480. Why should you focus on body language and behaviors when communicating?
(A) Body language depends on culture
(B) Very few messages are conveyed through behavior
(C) Body language is often difficult to understand
(D) Gestures and behaviors convey important messages
481. The most important nonverbal communication skill is:
(A) Appropriate hand gestures.
(B) Good posture.
(C) Good eye contact.
(D) Pleasant facial expressions.
482. What percentage do experts say that communication is nonverbal
(A) 50-60
(B) 60-70
(C) 70-93
(D) None of the above

- 483.** Not using any spoken or written language to communicate with another person
(A) Non-verbal communication
(B) Verbal communication
(C) Listening
(D) Telepathetic
- 484.** A Japanese student avoids direct eye contact with his teacher as a sign of respect. This reflects:
(A) Nonverbal cues vary across cultures
(B) Universal communication principle
(C) Lack of clarity
(D) Ineffective communication
- 485.** Think of an expression linked to nonverbal communication, please pick the correct answer
(A) Its written all over your arms
(B) Its written all over your face
(C) Its written all over your body
(D) None of the above
- 486.** Explain the concept of non-verbal communication.
(A) Non-verbal communication involves only verbal cues.
(B) Non-verbal communication is the process of conveying meaning through gestures, facial expressions, and body language rather than verbal communication.
(C) Non-verbal communication is only about written messages.
(D) Non-verbal communication is limited to tone of voice.
- 487.** Is an example of non-verbal communication.
(A) Talking
(B) Shouting
(C) Emailing and texting
(D) Facial expressions
- 488.** The way you dress, the way you walk, and the way you act could be also considered as communication.
(A) True
(B) False
- 489.** When communicating with individuals who are blind or visually impaired, what should you do when you approach them?
(A) Speak to the individual when you approach him or her.
(B) Touch the individual to get their attention.
(C) Stand silently and wait for them to notice you.
(D) Walk away if they do not respond immediately.
- 490.** Situation: You are applying for a job, what is the best thing you should do at the beginning of the interview?
(A) Smiling
(B) Pouting lips
(C) Frowning
(D) None of the above
- 491.** Our dress code is an example of ____ communication.
(A) Verbal
(B) Written
(C) Non verbal
(D) Spoken
- 492.** When we communicate, the words we speak make up only what percentage of how we interpret messages?
(A) 7%
(B) 17%
(C) 27%
(D) 37%
- 493.** A student stays in the library to study her lessons for the quarter test. While she is in the library she is disrupted by the talkative students. The librarian tap the table that caught the attention of the noisy students. What dimension of communication is exhibited by the librarian?
(A) Informal

- (B) Nonverbal
 - (C) Unintentional
 - (D) Written
- 494.** How can we say that non-verbal communication is predominantly relational?
- (A) Emotions are easily conveyed nonverbally
 - (B) It is always subject to misinterpretation
 - (C) It has no single meaning
 - (D) It doesn't inherent meaning
- 495.** A teacher uses proximity to correct off task behavior during group work assignments. This is an example of which of the following?
- (A) Non-verbal communication
 - (B) Informal assessment
 - (C) Modeling appropriate behavior
 - (D) Intrinsic motivation
- 496.** How can you show respect for a person you're speaking with?
- (A) Avoid listening to his/her opinions.
 - (B) Prepare your response while they are talking
 - (C) Interrupt when you have a point.
 - (D) Be polite and maintain eye contact.
- 497.** The majority of non-verbal communication is done by using ____
- (A) Body movements (face, arms, movements, etc)
 - (B) Voice control (voice, tone, pauses, etc.)
 - (C) Both A) and B)
 - (D) None of the above
- 498.** Non-verbal communication is never effective.
- (A) True
 - (B) False
- 499.** Sophia is in a debate competition and she wants to express an idea or emphasize a point. Which of the following should she use?
- (A) Gesture
 - (B) Facial Expression
 - (C) Message
 - (D) Tone of Voice
- 500.** How can direct eye contact affect a conversation?
- (A) Direct eye contact can make the other person uncomfortable.
 - (B) Eye contact is only important in formal settings.
 - (C) Direct eye contact positively affects a conversation by enhancing engagement and trust.
 - (D) It has no impact on the flow of conversation.
- 501.** Communication with the help of expressions on face
- (A) Verbal
 - (B) Non verbal
 - (C) Written
 - (D) None of above
- 502.** Ben is auditioning for a part in the school play. He's been fine all day, but right before the audition he says he feels sick. You might infer that Ben ____
- (A) Is happy about the play
 - (B) Never gets sick
 - (C) Is allergic to peanuts
 - (D) Is nervous about the audition
- 503.** Ethan, Noah, and Sophia are traveling the world and trying to communicate using only their faces and gestures. Which statement about nonverbal expressions is true?
- (A) People blind from birth cannot exhibit common facial expressions
 - (B) The meaning of gestures is the same across cultures
 - (C) Facial signs of emotion are generally understood across world cultures
 - (D) Nonverbal expressions are not reliably interpreted within a culture

- 504.** Refers to an interaction where behavior is used to convey and represent meanings. All kinds of human responses that are not expressed in words
(A) Verbal Communication
(B) Non-Verbal Communication
(C) Brevity
(D) Vividness
- 505.** How many messages are delivered through facial expression & body Language:
(A) 7 %
(B) 38 %
(C) 55 %
(D) None
- 506.** A sound which is not pleasing your ears.
(A) Music
(B) Audible sound
(C) Noise
(D) Soft sound of nature
- 507.** What is communication without words?
(A) Sign language
(B) Gestures
(C) Non-verbal communication
(D) Telepathy
- 508.** It is possible for verbal and nonverbal cues to contradict each other.
(A) True
(B) False
(C) All the above
(D) None of the above
- 509.** What sort of communication involves the use of facial expressions, body language, gestures, eye contact, and touch to convey messages or ideas?
(A) Verbal
(B) Non-verbal
(C) Tone
(D) Electronic
- 510.** It includes facial expressions, gestures, time, and space
(A) Verbal
(B) Non-verbal
(C) All the above
(D) None of the above
- 511.** A type of communication that involves the five senses and everything that does not involve spoken or written word.
(A) Verbal communication
(B) Nonverbal communication
(C) Therapeutic communication
(D) Non-therapeutic communication
- 512.** INTERPRET THE SIGNSTapping or drumming fingers
(A) Defensiveness
(B) Authoritative
(C) Impatience
(D) Evaluation, thinking
- 513.** Communicating without the use of spoken words or voice, mainly using gestures.
(A) Verbal
(B) Visual
(C) Written
(D) Nonverbal
- 514.** Larry is in love with Sarah. You can tell this then he tells her, brings flowers, etc. Larry is using — to convey his feelings.
(A) Abstraction
(B) Connotation
(C) Discourse
(D) Metamessages
- 515.** Sounds such as alarms siren and whistles are also part of
(A) Nonverbal communication
(B) Communication
(C) Written communication
(D) None of above

- 516.** People understand majority of our communication through:
- (A) Reading
 - (B) Speaking
 - (C) Body language / facial expression
 - (D) Writing
- 517.** Not using spoken or written language to communicate
- (A) Verbal communication
 - (B) Non-verbal communication
 - (C) Speaking
 - (D) Listening
- 518.** Having good body language and having a good appearance
- (A) Good Non-Verbal Communication
 - (B) Appearance
 - (C) Body Language
 - (D) None of the above
- 519.** Which aspect of our communication is most likely to convey our true feelings and beliefs?
- (A) Nonverbal communication
 - (B) Verbal communication
 - (C) Increased use of slang
 - (D) Spoken words only
- 520.** Name one form of communication that does not make any noise.
- (A) Sounds
 - (B) Gestures
 - (C) Language
 - (D) None of above
- 521.** Matching; Interactional Synchrony
- (A) Artifacts
 - (B) Appearance
 - (C) Environment
 - (D) Olfatics
 - (E) Synchrony
- 522.** Listening to a speech involves paying attention to the speaker's nonverbal messages.
- (A) True
 - (B) False
- 523.** To understand other people, it is necessary to understand their verbal communication only.
- (A) True
 - (B) False
- 524.** What should you do to be authentic in non-verbal communication?
- (A) Use inappropriate facial expressions
 - (B) Use excessive gestures
 - (C) Avoid eye contact
 - (D) Ensure your cues align with your messages
- 525.** It refers to the actions and attributes that have socially shared meaning and have the potential feedback from the receiver.
- (A) Verbal Communication
 - (B) Non-verbal Communication
 - (C) Communication
 - (D) All of the above
- 526.** A situation where you smile but are speaking angrily is a type of:
- (A) Clear message.
 - (B) Mixed message.
 - (C) Honest message.
 - (D) None of above
- 527.** In literature, how can non-verbal communication be used to develop a character?
- (A) Through their dialogue
 - (B) Through their actions and gestures
 - (C) Through their thoughts
 - (D) Through their background story
- 528.** Nonverbal communication is essential for navigating the complex interpersonal dynamics of the modern workplace. True or False?
- (A) True
 - (B) False

529. Communicate with others without using words, but actions. designation of?
(A) Cultural adaptation
(B) Involve
(C) Non-verbal Behaviour
(D) Interpretation
530. Communication that uses factors other than words, such as gestures, facial expressions, eye contact, and body language
(A) Verbal communication
(B) Body language
(C) Movement
(D) Nonverbal communication
531. An individual at a concert flashes a friend the "peace sign" using her index and middle finger to form a V. Example of
(A) A symbol
(B) A word
(C) An emoji
(D) Mediated communication
532. Skylar shrugs her shoulders in response to a question asked of her.
(A) Electronic communication
(B) Nonverbal communication
(C) Verbal communication
(D) Written communication
533. Eye contact does not help in
(A) Developing rapport
(B) Getting feedback
(C) Building confidence
(D) Denoting gestures
534. It is also called the language of touch.
(A) Proxemics
(B) Haptics
(C) Gestures
(D) Paralanguage
535. What is the role of non-verbal communication in human interaction?
(A) It is not important
(B) It plays a critical role
(C) It is rarely used
(D) It is only for professionals
536. When there is a conflict between one's words and body language, you should believe the ___?
(A) Words
(B) Paralinguistic language
(C) Body language
(D) None of the other answers
537. Body language fits into this category of communication
(A) Verbal Communication
(B) Nonverbal Communication
(C) Written Communication
(D) None of above
538. Communication using facial expressions and gestures is known as
(A) Verbal communication
(B) Non-verbal communication
(C) Language
(D) Spoken communication
539. In facial expressions, lowered brows and cheeks raised suggests ___
(A) Surprise
(B) Fear
(C) Disgust
(D) Anger
(E) Happiness
540. What signals might be best employed by a nocturnal forest animal seeking to identify its territory?
(A) Visual and olfactory
(B) Visual and auditory
(C) Auditory and olfactory
(D) Tactile and auditory
541. Game in which you act out cues
(A) Pictionary
(B) Charades

- (C) Pantomime
(D) Scrabble
542. When ants follow pheromones left by other ants, this is an example of — communication.
(A) Visual
(B) Auditory
(C) Tactile
(D) Chemical
543. It is acceptable to applaud at the conclusion of a speech or performance. TRUE or FALSE
(A) True
(B) False
544. What does the "thumbs up" gesture signify in the US and much of Europe?
(A) Approval or "good job"
(B) Disapproval
(C) A greeting
(D) A warning
545. What communication is the primary means of expression for all cultures?
(A) Verbal
(B) Nonverbal
(C) Visual
(D) Written
546. It is the first step in managing off-task behavior and is manifested by the clearing of the throat to show disapproval or putting of index finger in the front of the lips to signal silence.
(A) Direct appeal
(B) Signal interference
- Functions of Non-Verbal Communication
"Replacing words with non-verbal language." (i.e., Shall we? (Wagging eyebrows and grinning)
(A) Accenting
(B) Moderating
(C) Complementing
(D) Substituting
547. Silence during a conversation is always a bad thing
(A) True
(B) False
548. The transmission of messages through non-verbal instances such as eye contact, gestures, posture, and body language.
(A) Literary voice
(B) Ellipsis
(C) Non-verbal language
(D) Functions of the narrator
549. Saying I love you in a monotone voice best represents which function of non-verbal communication?
(A) Regulating conversational flow
(B) Complementing verbal content
(C) Contradicting verbal content
(D) Deceiving with leakage cues
550. Gestures are largely influenced by culture.
(A) True
(B) False
551. A basic speaking skill that demonstrates confidence and credibility is:
(A) Reading directly from a script.
(B) Maintaining consistent eye contact with the audience.
(C) Using a dangling modifier.
(D) Avoiding all pauses.
552. Messages sent through body language and facial expressions
(A) Communication
(B) Non Verbal Communication
(C) Verbal Communication
(D) None of above
553. What is a key aspect of learning how to listen?
(A) Avoiding questions
(B) Talking more
(C) Reading body language
(D) Ignoring body language

554. What does a person use to get the most information?
- (A) Feeling and seeing
 - (B) Smell and hearing
 - (C) Hearing and taste
 - (D) Sight and taste
 - (E) Hearing and seeing
555. The Talking Drum is used for communication.
- (A) Only for dancing
 - (B) Used in cooking
 - (C) Used for communication
 - (D) Used as a musical instrument only
556. Smiling is one of the verbal responses
- (A) True
 - (B) False
557. In digital communication, the term "tone" can be easily misunderstood because:
- (A) The internet connection is slow
 - (B) Phone calls distort emotions
 - (C) Emojis are no longer relevant
 - (D) Text lacks facial and vocal cues
558. According to linguistic anthropologist Susan Philips, which of the following is NOT a function of nonverbal communication?
- (A) Imparting information about the emotional state of participants.
 - (B) Indicating social relationships among participants.
 - (C) Replacing verbal communication entirely.
 - (D) Facilitating the beginning of verbal communication.
559. Using body movements is an ____ communication
- (A) Verbal
 - (B) Non-verbal
 - (C) Oral
 - (D) Written
560. Which of the following is a key guideline for effective communication during an interview?
- (A) Using complex language and industry-specific jargon to appear knowledgeable.
 - (B) Asking only closed-ended questions for precise answers.
 - (C) Interrupting the interviewee to keep the conversation on track.
 - (D) Maintaining eye contact and nodding to convey engagement.
561. Symbols to express emotions in an email:
- (A) Attachment
 - (B) Emoticons
562. % of meaning comes from words, 55% comes from facial expression/posture, 38% from vocal intonation and inflection
- (A) True
 - (B) False
563. When Mom picked me up from school today she was later than usual. Normally, she is one of the first parents in the car rider line, but today she was almost last. When I got in the car the only thing she said was, "Hi." Normally she asks 101 questions! Then I noticed her eyes were wet and her cheeks were red. You can infer that Mom:
- (A) Is sleepy
 - (B) Ran out of gas on the way to school
 - (C) Had a bad day
 - (D) Is really excited about tonight's big plans
564. Suggestion for communicating expressiveness include giving only verbal feedback.
- (A) TRUE
 - (B) FALSE
- Functions of Non-Verbal Communication
- "Indicating that you want them to stop so you can speak (or perhaps that you want them to respond)." (i.e., Giving final and firm nod)
- (A) Contradicting
 - (B) Regulating

- (C) Repeating
(D) Deceiving
565. She gave me a strange look, so I tried to ____ and figure out what she meant.
(A) Beat around the bush
(B) Put it in a nutshell
(C) Read between the lines
(D) Talk someone's ear off
566. What action did the gifted English architect take to improve the performance of the malfunctioning committee?
(A) Replaced the chairman with a new one.
(B) Brought in line the auditory and visual aspects of the conference chamber.
(C) Increased the reverberation time of the room.
(D) Added more hard walls and rugless floors to the room.
567. During the speech, you should
(A) Never have props or visuals
(B) Stand in one place the entire time
(C) Maintain eye contact and address the entire audience with your movements
(D) Provide a bunch of handouts to keep the audience busy
568. True or False: Communication always requires words to be effective.
(A) True
(B) False
(C) All the above
(D) None of the above
569. A gesture is the use of ____ to communicate.
(A) Language
(B) Writing
(C) Movements
(D) Talking
570. Changes in facial expression and body position when communicating are examples of nonverbal cues.
- (A) True
(B) False
571. Why is it important to have a nuanced understanding of non-verbal communication?
(A) To ignore cultural differences
(B) To navigate social situations effectively
(C) To enhance personal biases
(D) To avoid all misunderstandings
572. Nonverbal messages cannot stand alone or accompany verbal messages.
(A) True
(B) False
573. Stating that you are fine, but your body or facial expressions show otherwise is an example of
(A) Substituting
(B) Regulating
(C) Contradicting
(D) Objectics
574. Objectics is the study ____
(A) Of the human use of clothing as verbal codes
(B) Of the human use of clothing and artifacts as nonverbal codes.
(C) Of the human use of artifacts as nonverbal codes.
(D) Of the human use of artifacts and clothing as verbal codes.
575. If you meet Jane who is deaf and comes with her translator, you ____
(A) Talk directly to her
(B) Just look at the translator
(C) Freak out
(D) None of above
576. The international symbol for "No Entry" is a picture of a minus sign (-). Which of the following is the MOST important reason why this symbol is used on roads throughout Europe?
(A) Symbols take up less space on a sign than words

- (B) European countries have many different languages
- (C) One factory can make signs used by many European countries.
- (D) Small children can understand symbols better than words
- 577.** What is one of the difficulties in interpreting nonverbal codes?
- (A) Observers can easily distinguish meaning from specific nonverbal cues
- (B) Each nonverbal cue has only one perceived meaning
- (C) No two nonverbal codes communicate the same meaning
- (D) One code may communicate several different meanings
- 578.** All are examples of communicating non-verbally except ____
- (A) Gestures
- (B) Voice
- (C) Posture
- (D) Touch
- 579.** Scenario: You ask a co-worker if they can help you with a client, they cross their arms and roll their eyes but do not say anything. Have they communicated?
- (A) Yes, they have used non-verbal communication
- (B) No, when they answer you they will have communicated back, completing two-way communication
- (C) Sort of, you won't really know until they answer though
- (D) No, at this stage it is one-way communication
- 580.** Non verbal communication refers to an interaction where ____ is used to convey and represent meanings.
- (A) Words
- (B) Behavior
- (C) Both A and B
- (D) Neither A nor B
- 581.** Nonverbal and Verbal Communication
- (A) Verbal communication is always more effective than nonverbal communication
- (B) Nonverbal communication can complement verbal communication
- (C) Nonverbal communication is only used when verbal communication is not possible
- (D) Verbal communication does not rely on nonverbal cues
- 582.** Symbols are a part of nonverbal communication.
- (A) True
- (B) False
- (C) Sometimes
- (D) In other cultures
- 583.** Non-Verbal Communication & Body Language-Gestures belong to
- (A) Non-verbal communication
- (B) Verbal communication
- (C) Written communication
- (D) Digital communication
- 584.** Eye contact is part of:
- (A) Verbal
- (B) Written
- (C) Non-verbal
- (D) Audio
- 585.** Anything people communicate with beyond the words that they are saying (more than the meaning of words)
- (A) Nonverbal communication
- (B) Descriptive gestures
- (C) Emphatic gestures
- (D) Body language
- 586.** When communicating, nonverbal messages can ____ with verbal messages in some ways.
- (A) Act
- (B) Interact
- (C) Mix
- (D) Go

587. Smiling and wearing neat clothes at an interview shows:
- (A) Anger
 - (B) Confidence and professionalism
 - (C) Nervousness
 - (D) Disrespect
588. Eye contact and nodding are:
- (A) Barriers
 - (B) Non-verbal feedback
 - (C) Semantic cues
 - (D) Written communication
589. Silence is ____ Communication.
- (A) Written
 - (B) Oral
 - (C) Non verbal
 - (D) None of the above
590. Words, gestures, actions, and facial expressions all convey messages to others.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
591. Being a good listener is important, characteristics of a good listener are ____
- (A) Avoiding eye contact, constantly nodding your head and slouching
 - (B) Upright posture, eye contact and appropriate nonverbal feedback
 - (C) Daydreaming, tapping your foot, and checking your watch
 - (D) Interrupting them with a new topic, looking down and fidgeting
592. What type of communication involves using fire to deliver messages?
- (A) Phone calls
 - (B) Smoke signals
 - (C) Emails
 - (D) None of above
593. When considering platform movement, how should a speaker move across the speaking space?
- (A) Slowly
 - (B) One step per word
 - (C) Only when speaking
 - (D) With purpose
594. What are the three basic components to non-verbal communication?
- (A) Smile, Open posture, Forward lean
 - (B) Strategy, Summary, Empathy
 - (C) Visual/Eye Contact, Vocal Qualities, Body Language
 - (D) Emails, Letters, Memos
595. In India, tilting one's head from side to side means:
- (A) I'm listening
 - (B) I would like to say something
 - (C) No
 - (D) Hurry up
596. If a speaker wants to improve their effectiveness in personal communication, which aspect should they focus on the most, based on the 7-38-55% Rule?
- (A) Expanding vocabulary
 - (B) Enhancing body language
 - (C) Speaking louder
 - (D) Using more complex sentences
597. In olden days, people used ____ to send messages.
- (A) Telephone
 - (B) Drum beats
 - (C) Fax machine
 - (D) None of above
598. Sky is going to bang with a metal spoon on a pot to let Tawaba know when she is done. What is she doing?
- (A) Communicating with sound
 - (B) Communicating with light
 - (C) Communicating with light and sound
 - (D) None of the above

- 599.** Body language, gesture, and facial expression are all examples of ____ communication
- (A) Verbal
 - (B) Nonverbal
 - (C) Other
 - (D) None of above
- 600.** We can say that nonverbal communication is
- (A) Communicating using gestures
 - (B) Using body language to convey information
 - (C) Getting messages across through facial expressions
 - (D) All of the above
- 601.** Nonverbal communication is universal.
- (A) True
 - (B) False
- 602.** How can nonverbal cues such as nodding and smiling demonstrate active listening?
- (A) By checking the time and tapping fingers
 - (B) By frowning and crossing arms
 - (C) By yawning and looking away
 - (D) By showing engagement and attentiveness.
- 603.** Communication can happen even without verbal cues.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 604.** In facial expressions, raised brows and a relaxed open mouth suggest ____
- (A) Surprise
 - (B) Fear
 - (C) Disgust
 - (D) Anger
 - (E) Happiness
- 605.** Observation can be used by the MA as a form of nonverbal communication with a patient by:
- (A) Noticing changes in the patient's appearance or behavior.
 - (B) Speaking loudly to get the patient's attention.
 - (C) Ignoring the patient's body language.
 - (D) Only relying on written communication.
- 606.** Components of Nonverbal Communication: Maintaining eye contact during conversation shows respect and willingness to listen.
- (A) Personal appearance
 - (B) Posture and gait
 - (C) Facial expressions
 - (D) Eye contact
- 607.** These individuals use facial expressions that don't match how they feel.
- (A) Passive
 - (B) Aggressive
 - (C) Passive-Aggressive
 - (D) Assertive
- 608.** When talking with someone you are advised to
- (A) Look at them all the time
 - (B) Don't meet their eyes
 - (C) Make eye contact but don't stare
 - (D) Look at their nose
- 609.** What is the purpose of using non-verbal language in communication?
- (A) To replace verbal communication entirely
 - (B) To add emphasis and clarity
 - (C) To confuse the listener
 - (D) To make the conversation longer
- 610.** One of the following is not a non-verbal communication.
- (A) Eye contact
 - (B) Body movement
 - (C) Gestures
 - (D) Verbally talking

- 611.** Why must written communication be organized even more carefully than oral communication?
- (A) Written documents usually deal with more important subjects.
 - (B) The sender has more time to prepare written documents
 - (C) It lacks nonverbal clues, because there is no real-time interaction between the sender and the receiver.
 - (D) Grammatical errors are more obvious.
- 612.** This communication type is characterized by a certain look or gaze.
- (A) Non-verbal Communication
 - (B) Oral Communication
 - (C) Verbal Communication
 - (D) Written Communication
- 613.** Non-Verbal Channels of communication primarily involve:
- (A) Detailed documents
 - (B) Spoken language
 - (C) Gestures, body language, and facial expressions
 - (D) Technical jargon
- 614.** Elephants use which of the following to communicate over long distances?
- (A) Rays
 - (B) Lights
 - (C) Sounds
 - (D) Smells
- 615.** Reciprocal interaction can occur with and/or without language.
- (A) True
 - (B) False
- 616.** Around 70 to 80% of communication is non-verbal!
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 617.** What is the primary purpose of using gestures in communication?
- (A) To distract the listener
 - (B) To avoid interaction
 - (C) To enhance verbal messages
 - (D) To confuse the audience
- 618.** Nonverbal communication conveys more of what a person feels, thinks, and means than what is stated in words.
- (A) True
 - (B) False
- 619.** People communicate without words through
- (A) Their facial expressions.
 - (B) Gestures
 - (C) Posture
 - (D) All of the above
- 620.** It is easy to misunderstanding the cues from facial expressions made by other because ____
- (A) There is no way to understand someone else's facial expression
 - (B) Facial expressions do not add anything to the communication process
 - (C) It is too difficult to pay attention to someone else's facial expression while communicating
 - (D) People can express facial cues that aren't true
- 621.** Avoiding someone's personal space is important because it shows:
- (A) Respect for their comfort
 - (B) Disrespect
 - (C) Ignorance
 - (D) Laziness
- 622.** When you are making a video chat with your friend, your emotions will be ____
- (A) A-visible
 - (B) B-invisible
 - (C) C-no correct answer
 - (D) None of above

Functions of Non-Verbal Communication

"Calling attention to a key part of the message." (i.e., Stamping, Increasing Volume)

- (A) Accenting
- (B) Moderating
- (C) Complementing
- (D) Substituting

623. TRUE OR FALSE: Nonverbal communication are the parts of communication that do not involve words.

- (A) True
- (B) False

624. A. a combination of symbols, e.g.:) used in an email to express a particular emotion.

- (A) An attachment
- (B) An emoticon

625. Which of the following is NOT a form of non-verbal communication mentioned in the text?

- (A) Eye contact
- (B) Gestures
- (C) Facial expressions
- (D) Text messages

626. Intonation, gestures, body movement are all examples of which communication channel?

- (A) Electronic
- (B) Oral
- (C) Non verbal
- (D) Visual

627. It is NOT possible for non-verbal messages to ever contradict verbal messages.

- (A) True
- (B) False

628. The process of communication through sending and receiving wordless (mostly visual) cues between people that includes gestures, facial expressions, and body language is called

- (A) Conflict management style
- (B) Reframing

- (C) Verbal communication
- (D) Nonverbal communication

629. Which of the following is not a characteristic of non-verbal communication?

- (A) Facial expressions that can reveal someone's emotions
- (B) Using sign language to communicate with people who are deaf or can't speak verbally
- (C) Whispering a secret
- (D) Making eye contact with someone

630. A teacher frequently uses gestures, eye contact, and facial expressions to maintain attention. This mainly improves:

- (A) Written interaction
- (B) Non-verbal interaction
- (C) Examination performance
- (D) Memorization

631. Which is a non-verbal sign that you're listening to someone?

- (A) Repeating what they say
- (B) Shaking their hand
- (C) Eye contact
- (D) Putting your hand on their shoulder

632. Paying attention to a person's nonverbal messages is another way to listen to them.

- (A) True
- (B) False

633. This is the instance where big, obvious non-verbal signals are appropriate.

- (A) Situation
- (B) Attention
- (C) Place
- (D) Matter

634. Paralanguage can give ____

- (A) Emotional context
- (B) Information about people's tastes
- (C) All the above
- (D) None of the above

- 635.** What is the key feature of social communication disorder?
- (A) Difficulty with voice resonance
 - (B) Difficulty understanding nonverbal communication
 - (C) Difficulty producing speech sounds correctly
 - (D) Rapid speech
- 636.** Arriving on time, being courteous, and dressing appropriately are examples of positive nonverbal messages you should aim to send during an interview.
- (A) True
 - (B) False
- 637.** Good posture during speaking indicates:
- (A) Boredom
 - (B) Confidence
 - (C) Tiredness
 - (D) Rudeness
- 638.** True or False: The silent treatment is a form of communication
- (A) True
 - (B) False
- 639.** Which of the following is a tip for understanding non-verbal communication?
- (A) Ignore how people move their body
 - (B) Remember that people communicate in different ways
 - (C) Only focus on words
 - (D) Avoid eye contact
- 640.** What is the term used to describe the invisible bubble of space that constitutes each person's "territory"?
- (A) Proxemics
 - (B) Anthropology
 - (C) Urban Renewal
 - (D) Architecture
- 641.** Hand and arm movements and facial expressions that help express an idea or emotion
- (A) Isolation
 - (B) Rotation
 - (C) Click
 - (D) Gesture
- 642.** Which style makes up the majority of our communication?
- (A) Non-verbal
 - (B) Verbal
 - (C) Written
 - (D) Listening
- 643.** Rolling your eyes, raising your brows, or using sign language are not examples of communication.
- (A) TRUE
 - (B) FALSE
- 644.** A person's clothes is an important aspect of nonverbal communication.
- (A) True
 - (B) False
- 645.** Drag the following non-verbal cues to the correct category: Facial Expression: (a) Body Language: (b) Gestures: (c)
- (A) Smile, Frown
 - (B) Crossed arms, Open posture
 - (C) Waving, Pointing
 - (D) None of the above
- 646.** ____ Communication involves using body language, expressions, and gestures to communicate.
- (A) Nonverbal
 - (B) Verbal
 - (C) Written
 - (D) Digital
- 647.** What is an important aspect of effective communication for rapport building?
- (A) Being inconsistent in speech
 - (B) Using appropriate non-verbal communication
 - (C) Avoiding eye contact
 - (D) Ignoring the other person's viewpoint

- 648.** One solution to solve a communication issue due to misinterpretation of nonverbal communication is being sensitive to the physical setting, occasion, and situation. This means that you are being ____
- (A) Sensitive to the audience
 - (B) Sensitive to the context
 - (C) Sensitive to the feedback
 - (D) Sensitive to yourself
- 649.** Crossed arms can be interpreted as ____
- (A) Excitement
 - (B) Openness
 - (C) Defensiveness
 - (D) Agreement
- 650.** Which of the following is not the sense of communication?
- (A) See
 - (B) Touch
 - (C) Hear
 - (D) Mind
- 651.** The non-verbal behaviours projecting good 1st impression, including ____
- (A) Facial expression and eye contact
 - (B) Punctuality
 - (C) Grooming
 - (D) All
- 652.** What are the three types of non verbal communication?
- (A) Body language, gestures, facial Expressions
 - (B) Facial Expression, Eye contact, posture
 - (C) Posture Gestures, smiling
 - (D) None of above
- 653.** Nonverbal communication
- (A) Sending and receiving wordless messages
 - (B) Exchange of information using words
- 654.** Your appearance, language, and nonverbal communication are part of your brand.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 655.** What role does non-verbal communication play in TV programs and movies?
- (A) It has no significance
 - (B) Enhances the overall communicative impact
 - (C) Confuses the audience
 - (D) Should be avoided
- 656.** Unaided communication can include sign language, facial expressions, words or mouth stick
- (A) True
 - (B) False
- 657.** Name 2 types of nonverbal skills
- (A) Typing and talking
 - (B) Talking and yelling
 - (C) Gestures and facial expressions
 - (D) Screaming and yelling
- 658.** COMMUNICATION WITH HAND GESTURES, EYE CONTACT AND BODY LANGUAGE ONLY.
- (A) VERBAL
 - (B) NON-VERBAL
 - (C) EMOTIONS
 - (D) GESTURES
- 659.** Non-verbal communication is communicating without the use of words.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 660.** Intentionally or unintentionally sending messages through physical and behavioral expressions is called ____
- (A) Verbal Communication
 - (B) Non-Verbal Communication

- (C) Digital Communication
(D) Expressive Communication
- 661.** To establish credibility with the audience and an inviting atmosphere, the speaker should maintain steady ____
(A) Handshake
(B) Facial expression
(C) Eye contact
(D) Body posture
- 662.** Which of the following is a characteristic of effective non-verbal communication?
(A) It avoids interaction
(B) It is always planned
(C) It is spontaneous
(D) It is always verbal
- 663.** Verbal or nonverbal communication: body language
(A) Verbal
(B) Nonverbal
- 664.** You notice a patient's nonverbal cues (fidgeting, avoiding eye contact) contradict their verbal report of "I'm fine." Best response:
(A) Ignore nonverbal cues and accept the verbal statement.
(B) Confront the patient: "You're lying."
(C) Gently explore: "I notice you look upset—tell me about that."
(D) Immediately call social work.
- 665.** Facial expressions, hand movements, and references to a visual aid are examples of
(A) Gestures
(B) Posture
(C) Inflection
(D) Pace
- 666.** The transmission of messages without the use of words (e.g., by gestures, the use of space).
(A) Nonverbal communication
(B) Interpersonal communication
(C) Value(s)
(D) Empathic listening
(E) Leadership
- 667.** Which of the following is true about nonverbal communication?
(A) It is universal across all cultures
(B) It can vary depending on context and culture
(C) It is more reliable than verbal communication
(D) It should be ignored during serious conversations
- 668.** The way in which we communicate without using words is called
(A) Nonverbal communication
(B) Passive communication
(C) Hearing beyond words
(D) Maslow's Hierarchy
- 669.** Which of the following seating arrangements is best for maintaining eye contact with the students?
(A) Rows
(B) Horseshoe
(C) Individual desks
(D) Closed circle
- 670.** What is the definition of 'reading' body language as described in the text?
(A) The act of listening to spoken words
(B) The process of writing down thoughts
(C) The definition of 'reading' body language is the interpretation of non-verbal signals to gauge emotions and intentions.
(D) The ability to memorize written text
- 671.** Figure out the components of non-verbal communication in a classroom from the following:
(A) Facial expression, kinesics and personal space
(B) Speed of utterance, feel good factor and acoustics

- (C) Facial expression, cultural space and seating arrangement
(D) High sound, physical ambience and teacher-learner distance
- 672.** Using the right gestures while speaking makes our Message more effective.
(A) True
(B) False
- 673.** One of the best ways to show customers you are listening is ____?
(A) Asking them to repeat what they said
(B) Appropriate amount of eye contact
(C) Frowning at the customer
(D) Talking to the person next to you
- 674.** Why is it important to be aware of your own nonverbal communication signals?
(A) To ensure effective communication and avoid misunderstandings.
(B) To confuse others intentionally
(C) To create misunderstandings
(D) To make communication more difficult
- 675.** Research studies indicate that human beings communicate less through nonverbal means than through a verbal means. Some estimate that nonverbal communication accounts for about 15 percent of human communication.
(A) True
(B) False
(C) All the above
(D) None of the above
- 676.** What aspect of public speaking involves staying in stillness or moving within the speaking space?
(A) Gesture
(B) Platform movement
(C) Posture
(D) Emphasis
- 677.** Which of the following is NOT a sign of dismissive behavior?
(A) Not acknowledging their presence
(B) Showing interest in what they're saying
(C) Not answering their questions
(D) Excluding them from a conversation
- 678.** Most of our communication is:
(A) Verbal
(B) Nonverbal
- 679.** Pointing to your wrist while asking for the time is an example of a(n) ____
(A) Regulator
(B) Emblem
(C) Illustrator
(D) Adaptor
- 680.** Which claim about non-verbal versus verbal information is highlighted in the material?
(A) Nearly all is sent through written text
(B) Exactly half is sent through gestures
(C) Only 7 percent is sent through words
(D) Only 7 percent is non-verbal content
- 681.** This non-verbal communication often determines the level of trust and trustworthiness.
(A) Posture
(B) Body Movements (Kinesics)
(C) Facial Expressions
(D) Eye Contact
- 682.** The closer, the more likely, the smell will be more relevant
(A) Artifacts
(B) Appearance
(C) Environment
(D) Olfactics
(E) Synchrony
- 683.** How can non-verbal communication enhance a spoken message?
(A) By contradicting the spoken words
(B) By reinforcing the spoken words
(C) By confusing the listener
(D) By replacing the spoken words

- 684.** Juan is drumming his fingers on the table while his mother gives him directions for cleaning the house. This gesture communicates
- (A) Worried
 - (B) Impatience
 - (C) Contempt
 - (D) Disgust
- 685.** ADVANCED: A patient with aphasia due to a stroke is having difficulty expressing themselves verbally. Which communication approach would be MOST appropriate?
- (A) Speak louder to ensure they hear you
 - (B) Use only written communication
 - (C) Use picture cards and gestures to supplement verbal communication
 - (D) Ask only yes/no questions
- 686.** Nonverbal communication is very powerful.
- (A) True
 - (B) False
- 687.** Which of the following best describes the purpose of gestures in public speaking?
- (A) To distract from verbal mistakes
 - (B) To make the speaker appear more authoritative
 - (C) To communicate a feeling or idea
 - (D) To mesmerize
- 688.** In literature, how can non-verbal communication be effectively described?
- (A) Through dialogue
 - (B) Through character actions
 - (C) Through setting description
 - (D) Through plot development
- 689.** In literature, how can nonverbal communication be effectively described?
- (A) Through detailed dialogue
 - (B) By describing characters' actions and expressions
 - (C) Using complex vocabulary
 - (D) By focusing on the setting
- 690.** A particular look or gesture is an example of
- (A) Oral communication
 - (B) Written communication
 - (C) Verbal communication
 - (D) Non-verbal communication
- 691.** While your physical appearance delivers an important nonverbal message to your customers, the physical appearance of your documents delivers an important nonverbal message as well.
- (A) True
 - (B) False
 - (C) Only verbal communication matters in documents.
 - (D) Document appearance does not affect communication.
- 692.** Feeling objects in the environment and sensing words through a writing instrument are appropriate for ____ learners
- (A) Visual
 - (B) Reflective
 - (C) Tactile
 - (D) Auditory
- 693.** Your clothing is:
- (A) Verbal
 - (B) Nonverbal
- 694.** Non-verbal communication includes:
- (A) Emails
 - (B) Facial expressions
 - (C) Letters
 - (D) Reports
- 695.** Nora is having a conversation with her teacher. Which non-verbal cue should she use to show she is listening and paying attention?
- (A) Making reasonable eye contact
 - (B) Looking at the clock
 - (C) Tapping your foot loudly
 - (D) Nodding every single second

- 696.** Something communicated without words, as through facial expressions and gestures.
- (A) Verbal message
 - (B) Open-ended question
 - (C) Nonverbal message
 - (D) Thesis statement
- 697.** Body language is:
- (A) Verbal
 - (B) Nonverbal
- 698.** Discuss the impact of body language on public speaking in Model United Nations (MUN) debates.
- (A) Body language only affects the speaker's confidence in MUN debates
 - (B) Body language has no impact on public speaking in MUN debates
 - (C) Body language is irrelevant in MUN debates
 - (D) Body language impacts public speaking in MUN debates by influencing how the speaker is perceived and the message is received by the audience.
- 699.** Paying attention to a speaker involves making eye contact, putting aside distracting thoughts, and:
- (A) Focusing on the speaker's clothing.
 - (B) Taking note of the speaker's body language.
 - (C) Writing down questions to ask the speaker.
 - (D) Preparing responses to the speaker's comments.
- 700.** Which of the following is NOT a principle of non-verbal communication?
- (A) It is continuous
 - (B) It is culturally universal
 - (C) It is ambiguous
 - (D) It complements verbal communication
- 701.** What is the primary purpose of nonverbal communication in business?
- (A) To convey information
 - (B) To build relationships
 - (C) To persuade others
 - (D) To resolve conflicts
- 702.** Which of the following best describes the main idea of the communication mix discussed in the material?
- (A) Most communication is nonverbal, involving body language and tone.
 - (B) All communication is verbal.
 - (C) Communication is equally split between verbal and nonverbal.
 - (D) Only words matter in communication.
- 703.** In evaluating nonverbal timing, what indicates effective exchange?
- (A) No variation because only one speaks
 - (B) Long pauses that stall every reply
 - (C) Rapid responses that always interrupt
 - (D) Easy back-and-forth flow without rushing
- 704.** Body language includes which of the following?
- (A) Posture
 - (B) Facial expressions
 - (C) Gestures
 - (D) All of these
- 705.** Type of communication where message is conveyed through mass media.
- (A) Loyalty program
 - (B) Market segments
 - (C) Non-personal communication
 - (D) Revenue management software Edit
- 706.** Which is not an example of non verbal communication?
- (A) Movement
 - (B) Manner of walking
 - (C) Sitting and standing
 - (D) Telephone call
- 707.** Which of the following is NOT a way to communicate without using words?

- (A) Smiling
 - (B) Waving your hand
 - (C) Crying
 - (D) Speaking
- 708.** Non-Verbal Communication is getting messages across without using words.
- (A) True
 - (B) False
- 709.** Sending or receiving of wordless messages.
- (A) Verbal communication
 - (B) Formal communication
 - (C) Non-verbal communication
 - (D) Informal communication
- 710.** Which advantage is common to non-verbal communication in relationships?
- (A) Enhances persuasion and understanding
 - (B) Eliminates cultural communication gaps
 - (C) Ensures immediate written verification
 - (D) Provides immutable legal evidence
- 711.** True or False: How we sit, stand, and use facial expressions all send nonverbal messages.
- (A) True
 - (B) False
- 712.** It is the configuration of eyes, eyebrows, lips, cheeks, nose, and forehead to show how the person feels.
- (A) Artifacts
 - (B) Paralanguage
 - (C) Facial expression
 - (D) Personal appearance
- 713.** Nonverbal cues directly linked with words (example gesturing when you speak) are known as:
- (A) Displays
 - (B) Illustrators
 - (C) Verbal Signals
 - (D) Signs
- 714.** What is nonverbal communication?
- (A) Using facial expressions, gestures, etc.
 - (B) Using your words
 - (C) Talking face-to-face
 - (D) Being silent
- 715.** True or False: Music is one way to send messages with sound.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 716.** Non-verbal communication primarily relies on which elements?
- (A) Detailed written procedures
 - (B) Encrypted digital protocols
 - (C) Formal contractual clauses
 - (D) Gestures and facial expressions
- 717.** Gusdhur is in a face-to-face interview. Which is an example of positive nonverbal communication?
- (A) Looking around the room.
 - (B) Talking about why he is the best candidate for the job.
 - (C) Sitting up straight and making eye contact.
 - (D) Reading his resume' out loud.
- 718.** Olivia visits a country where she notices that people are speaking quietly in public places. What should Olivia do to show respect?
- (A) Speak loudly to stand out
 - (B) Continue speaking at your normal volume
 - (C) Speak quietly to fit in
 - (D) Avoid speaking altogether
- 719.** According to Edward T. Hall, what percentage of social meanings in a normal conversation are actually transmitted by words?
- (A) 35%
 - (B) 50%
 - (C) 65%
 - (D) 80%

720. This is one of the most universally understood human gestures.
- (A) Posture
 - (B) Nodding
 - (C) Eye contact
 - (D) All of the above
721. When verbal and nonverbal cues are incongruent, what typically happens?
- (A) People tend to believe the nonverbal cues over the verbal message.
 - (B) People always believe the verbal message.
 - (C) There is no effect on communication.
 - (D) The message becomes clearer.
722. What is the main reason Iris's favorite story was difficult to put into writing?
- (A) The story was too long.
 - (B) The paper was too small.
 - (C) The English words do not have the same shapes as sign language.
 - (D) Iris did not remember the story well.
723. Why should you not type in all caps when writing an email?
- (A) Because it will damage the keyboard
 - (B) Because it consume more space
 - (C) Because it's considered "yelling"
 - (D) None of above
724. Nonverbal communication is mostly visual.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
725. What is a helpful tool to use when communicating with someone who has hearing loss?
- (A) A sign language interpreter
 - (B) A loudspeaker
 - (C) A flashlight
 - (D) A mirror
726. Which is NOT a non-verbal cue?
- (A) Gesture
 - (B) Tone
 - (C) Vocabulary
 - (D) Facial expression
727. All intentional and unintentional means other than writing or speaking by which a person sends a message
- (A) Feedback
 - (B) Code
 - (C) Paralanguage
 - (D) Nonverbal cues
728. Non-verbal communication primarily includes which set?
- (A) Body language, gestures, posture, facial expressions
 - (B) Emails, memos, reports, instant messages
 - (C) Tone, volume, pitch, speech rate
 - (D) Agendas, minutes, schedules, deadlines
729. It is a nonverbal communication that suggests that you need to be attractive or look attractive to be listened to. What is it?
- (A) Personal appearance
 - (B) Physical environment
 - (C) Proxemics
 - (D) Haptics
730. Which percentage of meaning is conveyed through facial expressions according to Prof. Albert Mehrabian?
- (A) 7%
 - (B) 38%
 - (C) 55%
 - (D) 100%
731. Communication that involves exchanging of information without use of words is called?
- (A) Verbal communication
 - (B) Written communication
 - (C) Non verbal communication
 - (D) Pictorial communication

732. Which term describes the communication that is expressed through body language or pictures?
- (A) Verbal Communication
 - (B) Nonverbal Communication
 - (C) Text
 - (D) Media
733. Nonverbal communication includes ____
- (A) Body language and verbal fillers
 - (B) Posture and facial expression
 - (C) Words
 - (D) Sign language
734. An aspect of nonverbal communication dealing with smells.
- (A) Artifacts
 - (B) Environment
 - (C) Synchrony
 - (D) Olfactics
735. What does non verbal language include
- (A) Talking to people
 - (B) Shouting at people
 - (C) Using gestures and body language
 - (D) Singing with the children
736. The use of gestures would be classified as
- (A) Formal communication
 - (B) Verbal communication
 - (C) Non-verbal communication
 - (D) Informal communication
737. A student notices that their classmate is avoiding eye contact and has crossed arms during a discussion. What should the student do to improve communication and interaction?
- (A) Observe and try to understand the non-verbal signals to adjust their approach
 - (B) Ignore the classmate's behavior and continue talking
 - (C) Speak more quickly to finish the conversation
 - (D) Only focus on their own body language
738. What does the physical term 'facial expression' mean?
- (A) Non verbal communication through gestures, facial expression, behaviours and posture.
 - (B) Using the different parts of your face to communicate emotion.
 - (C) The motion of hands to emphasise or help to express a thought or feeling.
 - (D) How you move around the stage.
739. Nonverbal communication can be interpreted differently across cultures. Which of the following nonverbal messages can be used safely?
- (A) A smile
 - (B) A thumbs-up gesture
 - (C) Nodding and shaking the head for yes and no
 - (D) Continuous direct eye contact
740. The ____ on a person's face and other gestures communicate a message to us.
- (A) Expression
 - (B) Glow
 - (C) Lines
 - (D) None of above
741. It consists of actions, tone or way of speaking, appearances etc.
- (A) Purposive Communication
 - (B) Non Verbal Communication
 - (C) Verbal Communication
 - (D) Paralanguage
742. Emotional intelligence in nonverbal communication involves the ability to ____
- (A) Ignore others' cues
 - (B) Read and respond to others' nonverbal cues
 - (C) Focus only on verbal communication
 - (D) Avoid emotional expressions.

743. If nonverbal cues and verbal messages conflict, the receiver will likely
(A) Believe the verbal message.
(B) Believe the nonverbal cue.
(C) Stop believing anything that is said
(D) Leave the room.
744. Facial expressions and body movements
(A) Inflection
(B) Nonverbal message
(C) Feedback
(D) Channels
745. When a message is expressed using gestures or signs, it is ____ communication.
(A) Oral
(B) Verbal
(C) Non-verbal
(D) None of above
746. Communication without the use of words
(A) Verbal communication
(B) Nonverbal communication
747. A key component in communication is ____ communication.
(A) Talking
(B) Hopscotch
(C) Nonverbal
(D) Repeatable
748. When Jeremy extended his hand toward Hank as they were introduced, Hank said "Hello Jeremy." However, he ignored Jeremy's hand and kept his own in his pockets. What kind of non-verbal message was Hank sending?
(A) We have met before
(B) I am glad to meet you.
(C) We have a lot in common
(D) I don't want to know you
749. In presentation, presenters should use their body language such as hand gesture, eye contact to communicate with the audience ____
(A) Effective
(B) Effectively
(C) More effective
(D) More effectively
750. In which country does nodding the head up and down mean 'no' rather than 'yes'?
(A) Russia
(B) Thailand
(C) Bulgaria Edit
(D) None of above
751. Which posture best shows that a person is actively listening?
(A) Slouching
(B) Crossing your arms
(C) Sitting up straight
(D) Standing with your back to the speaker
752. What is a disadvantage of text-based technologies in lean media?
(A) They provide too many social cues
(B) They block the transmission of status cues
(C) They enhance face-to-face interaction
(D) They are less immediate
753. Nonverbal communication is contextual because it:
(A) Is always the same in every situation
(B) Depends on the situation in which it occurs
(C) Is always deliberate
(D) Is always subconscious
754. THIS IS VERY ESSENTIAL AS THEY ARE THE HINTS AND SIGNALS THAT GUIDE US TO THE NEXT THING TO SAY OR DO.
(A) Reading Social Cues
(B) Greeting
(C) Empathizing
(D) Understanding the listener

755. What is the function of non-verbal communication known as accenting?
- (A) Accenting the verbal message
 - (B) Repeating the verbal message
 - (C) Contradicting the verbal message
 - (D) Substituting the verbal message
756. Which of the following is not considered a nonverbal cue?
- (A) Tone and rate of voice
 - (B) Eye contact
 - (C) Use of touch
 - (D) Jargon
757. What is the purpose of phonetic mouth chart in animation?
- (A) To plot action and sound effect
 - (B) To sketch rough motion of the character
 - (C) To show different mouth shapes based on sounds
 - (D) To measure field size for layout
758. When a rattlesnake shakes its tail sensing danger, it is communicating through which 2 methods?
- (A) Chemical and visual
 - (B) Visual and auditory
 - (C) Auditory and chemical
 - (D) Tactile and chemical Edit
759. What is a key consideration when communicating with someone who has advanced dementia?
- (A) Using medical terminology to explain their condition.
 - (B) Speaking loudly to ensure they can hear you.
 - (C) Assuming they cannot understand you and not speaking directly to them.
 - (D) Focusing on non-verbal communication and the emotional tone of the conversation.
760. Morse Code uses dots and dashes to ___ letters and numbers.
- (A) Invent
 - (B) Telephone
 - (C) Telegraph
 - (D) Represent
761. If nonverbal cues are not consistent with the verbal message, it will most likely be the ___ message that is received.
- (A) Nonverbal
 - (B) Written
 - (C) Recorded
 - (D) Electronic
762. Which is not the element of voice?
- (A) Tone
 - (B) Voice Modulation
 - (C) Gesture
 - (D) Pronunciation
763. Body language is crucial for effective communication.
- (A) The most effective way to convey messages
 - (B) Easily interpreted by everyone
 - (C) Crucial for effective communication
 - (D) Always conscious and deliberate
764. A good public speaker establishes eye contact with the entire audience, not just with those in the front row or only one or two people.
- (A) True
 - (B) False
765. When communicating with individuals with mobility impairments, where should you position yourself if possible?
- (A) At the wheelchair user's eye level.
 - (B) Standing above them.
 - (C) Behind them.
 - (D) Far away from them.
766. What is the right gesture
- (A) Pointing at the other person
 - (B) Having a open palm
 - (C) Folding your arms Edit
 - (D) None of above

1.2.6 Visual Communication

1. Video conferencing can use both audio and video?
(A) True
(B) False
2. Auditory(A) Visual(V) Tactile(T) Chemical
(C) A Wolf Showing its sharp teeth
(A) A
(B) V
(C) T
(D) C
3. Visual Communication does not provide information in an appealing and attractive way
(A) True
(B) False
4. The combined use of more than one media such as image, sound, video, etc., is known as ____
(A) Transition.
(B) Design Template.
(C) Multi Media.
(D) All the above.
5. Choose the correct type of communication here: Reading a road sign with clear symbols and graphics to navigate and follow directions while driving.
(A) Visual Communication
(B) Written Communication
6. Posters fall under ____ communication.
(A) Oral
(B) Visual
(C) Written
(D) Spoken
7. Which type of digital communication is primarily used for sharing information in a visual format?
(A) Audio
(B) Collaboration Tools
(C) Leaflets
(D) Infographics
8. A device that inputs moving images into a computer which is mainly used for video conferencing.
(A) Digital camera.
(B) Video camera.
(C) Web cam.
(D) Film camera.
9. Audio Visual communication combines
(A) Auditory only
(B) Visual only
(C) Both auditory & visual
(D) Written
10. Infographics are ____ (Saxena, 2015)
(A) Educational cartoon pictures
(B) Educational videos
(C) Brainstorming sessions
(D) Tools that represent data in an engaging way
11. What type of communication is involved when you use a chart to show data in a report?
(A) Verbal
(B) Written
(C) Nonverbal
(D) Visual
12. Which is an example of communicating with light?
(A) A secret knock on the door
(B) Blowing a whistle
(C) Quickly turning on and off a flashlight
(D) None of the above
13. Video conferencing uses audio and video telecommunication to bring people from different places together for a meeting.
(A) True
(B) False

14. Photojournalism allows the world to see through the eyes of the photographer
(A) True
(B) False
15. Used for presenting video graphics during business conferences or in classroom discussion
(A) Automated Teller Machine
(B) Tablet computer
(C) Portable Media Player
(D) Projector
16. A(n) ____ is a digital representation of nontext information such as a drawing, chart, or photograph.
(A) Applet.
(B) Pic.
(C) Keyframe.
(D) Graphic.
17. These are more abstract representations of the concept or the information.
(A) Visual Symbols
(B) Verbal Symbols
(C) Television and Motion pictures
(D) Exhibits
18. Photo journalism is about reaching people and understanding things that are going on around the world.
(A) True
(B) False
19. Signs, symbols, and pictures
(A) Visual Communication
(B) Verbal communication
(C) Aural communication
(D) None of above
20. It is a collection of visual representations of information and data such as charts and graphs with minimal text compared to a traditional presentation or reports.
(A) Blog
(B) Video
(C) Infographics
(D) Vlog
21. Where were emojis originally developed?
(A) United States
(B) South Korea
(C) Japan
(D) China
22. Alma is preparing a presentation about her department's budget to make to the company president. She wants to use a visual representation of the budget that shows parts in relation to the whole. Alma should consider using a
(A) Pie chart
(B) Line graph
(C) Table
(D) Bar graph
23. The dots that compose the image of a digital photograph are called ____
(A) Points.
(B) Resolution Points.
(C) Digital Points.
(D) Pixels.
24. Visual communication is one type of communication through ____ (1mark)
(A) Mouth
(B) Ear
(C) Sight
(D) Hand
25. Below are the advantages of visual communication EXCEPT
(A) Gives an overview of an candidate's experience
(B) Clarify and simplify text
(C) Illustrate relationship between points
(D) Emphasize and summarize points
26. The output produced by a monitor.
(A) Visual display.

- (B) Audible display.
 - (C) Sounds.
 - (D) Movement.
27. Visual communication is based on ____
- (A) Images
 - (B) Voice
 - (C) Eye Contact
 - (D) Talk
28. You use it to see people while talking to them on the Internet.
- (A) Webcam.
 - (B) Mouse.
 - (C) Either (A) or (B).
 - (D) Neither (A) nor (B).
29. How are tablets used in graphic design?
- (A) Can edit audio
 - (B) Can add animation to characters
 - (C) Can edit video
 - (D) Can draw graphics
30. An edit in a news package that interrupts continuity
- (A) B-Roll
 - (B) Correspondent
 - (C) Ethics
 - (D) Jump Cut
31. Showing a variety of pictures to make a story move smoothly
- (A) Screening
 - (B) Newsflashing
 - (C) Sequencing
 - (D) Flowing
32. Which type of digital communication is most effective for presenting data and statistics in a visually appealing way?
- (A) Audio
 - (B) Collaboration Tools
 - (C) Infographics
 - (D) Presentations
33. Sign design is ____
- (A) Creating a billboard
 - (B) Creating posters and ads for companies or productions
 - (C) Creating websites, newspaper articles or magazines
 - (D) Use of signs and symbols to communicate a message to a specific group, usually for the purpose of marketing or a kind of advocacy.
34. What feature on PowerPoint can be used for communicating information rather than using text alone?
- (A) Smart art
 - (B) Animation
 - (C) Transition
 - (D) Design
35. These are moving visual images usually recorded digitally or by videotape
- (A) Audio
 - (B) Video
 - (C) Conference
 - (D) Internet
36. Students draw a jungle scene after reading a passage from The Jungle Book. Which strategy is best illustrated here?
- (A) Graphic organizer
 - (B) Visualization
 - (C) Close reading
 - (D) Skimming
37. Adding a ____ to your presentation gives you extra support or evidence.
- (A) Picture
 - (B) Diagram
 - (C) Graph
 - (D) Drawing
38. True or False. Video can be used to advertise.
- (A) True
 - (B) False

39. Art-music, dance, fables, etc were used in the olden days to send information.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
40. One reason to use written communication to present complex information is that ____
(A) The reader may want it presented in another way
(B) You may want to include charts, graphs, etc.
(C) You may not have the time to present it orally
(D) You must present it in a binding format
41. Flashing car lights is an example of using ____ to communicate.
(A) Sound
(B) Music
(C) Light
(D) Singing Edit
42. The ambient sound from the background/foreground of a video
(A) Audio
(B) VO (voice over)
(C) NAT (natural sound)
(D) White Balance
43. A chart showing the amount of rain each month in a region is an example of a scientist's
(A) Controlled variables or constants
(B) Data
(C) Away from all people.
(D) Analyze data
44. In a business meeting, how can the manager communicate the new strategies to the team?
(A) Through graphic presentations and emails
(B) Only by shouting in the meeting
(C) Solely by thinking about the strategies
(D) Only through interpretive dance and music
45. A DOVE represents PEACEWhat tool was used?
(A) Symbols
(B) Caricatures
(C) Stereotype
(D) Analogy
46. A sentence under a photo that explains what is happening in a picture
(A) Beat
(B) Fact
(C) Caption
(D) Byline
47. How does the use of visuals enhance business presentations?
(A) They distract the audience
(B) They help clarify complex information
(C) They are unnecessary
(D) They should be avoided
48. A digital video camera that is used to capture moving images and is connected to the internet so the video can be seen by others remotely. They are often included as part of the screen in computers or bought separately and connected to a USB port.
(A) Webcam.
(B) Tracker ball.
(C) Touchscreen.
(D) TFT (thin film transistor).
49. Which is not a visual aid you should use for a presentation?
(A) Handouts
(B) PowerPoint
(C) Notes
(D) Brochure
50. In which of the following learning activities would a visual learner be most engaged?
(A) Reading instructions
(B) Listening to a lecture
(C) Participating in practical exercises
(D) Watching a video tutorial

51. What skills do Visual Communication & Photography students develop?
- (A) Creative thinking
 - (B) Problem-solving
 - (C) Analytical thinking
 - (D) All of the above
52. When you require your students to create a visual plan prior to working with computers.
- (A) Storyboarding
 - (B) Effective research strategies
 - (C) Effective computer scheduling
 - (D) Flow chart
53. The sales manager is trying to present information on the performance of the business and predictions based on trends. Which communication channel might be best suited?
- (A) Written
 - (B) Visual
 - (C) Oral
 - (D) Electronic
54. What is a page called in a presentation?
- (A) Paper
 - (B) Words
 - (C) Slide
 - (D) Document
55. Facial expressions are very important in ASL.
- (A) True
 - (B) False
56. Below are some communication tools that commonly used in hotel, except ____
- (A) Telephone
 - (B) Email
 - (C) Memo
 - (D) Poster
57. Auditory(A) Visual(V) Tactile(T) Chemical (C)The bright colors can be used to warn predators that they are poisonous like the Gila Monster
- (A) A
 - (B) V
 - (C) T
 - (D) C
58. To present your ideas that you have come up with in a way that is characterized by the effects of sound and movement, you need ____ program.
- (A) Word processor software
 - (B) Paint
 - (C) PowerPoint
 - (D) None of above
59. When using visual aids, it is NOT important to explain them to the audience.
- (A) True
 - (B) False
60. It enables video recording and to be able to see the other person.
- (A) Webcam
 - (B) Microphone
 - (C) Headset
 - (D) Internet access
61. Which of these is NOT a strength of visual communication?
- (A) More interactive
 - (B) Demands attention
 - (C) Often easier to remember
 - (D) Allows for feedback
 - (E) Creates interest
62. People using video conferencing on Microsoft Teams can change their ____ to either blur or replace it completely.
- (A) Forms
 - (B) Virtual backgrounds
 - (C) Conversation
 - (D) None of above
63. We use the screen to ____
- (A) Type
 - (B) Display information
 - (C) Click
 - (D) Store data

64. Among the advantages of using visuals are as follows, except ____
- (A) To improve the audience's perception of the presenter
 - (B) So that the presentation is more effective
 - (C) To increase the confidence of the presenter
 - (D) To point to the audience
65. An.mp4 file would be for?
- (A) Text
 - (B) Image
 - (C) Music
 - (D) Video
66. A visual image such as a chart or diagram used to represent information or data
- (A) Slideshow
 - (B) Podcast
 - (C) Media
 - (D) Infographic
67. The slides we created to help give the information of an event in a visual way were called support graphics.
- (A) True
 - (B) False
68. Why should you make use of visuals in web-based writing?
- (A) It looks nice
 - (B) People process visual information much faster
 - (C) A picture paints a thousand words
 - (D) It has been shown that people like to look at pictures
69. If you wanted to help viewers visualize a story or situation which medium would you use?
- (A) Words on a page or screen
 - (B) Drawings or photos on a page or screen
 - (C) Text read aloud
 - (D) Sound effects or music
70. What is the main disadvantage of using presentations as a communication tool?
- (A) Adaptable and accessible to all
 - (B) Limited by the location to show the information
 - (C) Tailored to suit the audience
 - (D) Can be combined with other communication tools
71. What is video conferencing?
- (A) Sending texts messages
 - (B) Pre-recorded meetings to bring businesses together
 - (C) Communicating using video and audio with special equipment
 - (D) In-person interactive session
72. Which communication aid uses simple drawings to show meaning?
- (A) Voice Amplifier
 - (B) Symbols and Pictures
 - (C) Voca Device
 - (D) Webcam
73. Communicating through the use of symbols or images,
- (A) Visual
 - (B) Oral
 - (C) Written
 - (D) None of the above
74. Why do people use video conferencing?
- (A) To avoid meetings completely
 - (B) To talk with people far away
 - (C) To play video games
 - (D) To watch movies
75. Video conference in Team Workspace can include customers or other third parties
- (A) Yes
 - (B) No
76. What is the recommended background for a video conference?

- (A) Plain and uncluttered background with good lighting
(B) Busy and messy background with poor lighting
(C) Dark and dimly lit background
(D) Bright and colorful background with lots of distractions
77. The effective means in education communication is
(A) Audio means
(B) Visual means
(C) Audio-Visual means
(D) Black Board Writing
78. Choose the correct type of communication here: Watching a documentary film that effectively uses visuals, animations, and diagrams to convey complex concepts or historical events.
(A) Visual Communication
(B) Verbal Communication
79. Infographics are primarily used for:
(A) Displaying complex information in an engaging way
(B) Writing research papers
(C) Conducting scientific experiments
(D) Reading novels
80. Explains a photo
(A) By-line
(B) Caption
(C) Opinion
(D) Quotation
81. Which of the following is a visual method of communication?
(A) Phone call
(B) Photograph
(C) Memo
(D) Silence
82. A digital representation of nontext information such as a drawing, chart, or photograph is called what?
(A) An email
(B) A Webmaster
(C) A graphic
(D) A network
83. Visual communication clarifies meaning to our oral or written discussion by visual means.
(A) True
(B) False
84. Drawings that are made to offer an opinion or
(A) Interview
(B) Quote
(C) Cartoon
(D) Business section
85. Which means of communication allows us to see and hear the other person in real time?
(A) Letter
(B) Email
(C) Video call
(D) Postcard
86. Visual representations of objects such as a circle or triangle are known as:
(A) Documents or files.
(B) Shapes or graphics.
(C) Word processors.
(D) Pictures or images.
87. Posting pictures in Instagram can be classified as ___ communication
(A) Effective
(B) Written
(C) Visual
(D) Non-verbal
88. Which of these methods is best suited for a visual learner when learning new vocabulary?
(A) Listening to audiobooks
(B) Using flashcards with pictures
(C) Role-playing
(D) Group discussions

89. Which platform enables face-to-face communication through computers?
- (A) Twitter
 - (B) E-mail
 - (C) Video conferencing software like Zoom
 - (D) Google
90. Through video conferencing you can transmit ____
- (A) Physical products
 - (B) Audio, video, and text
91. The recording, reproducing, or broadcasting of moving images refers to
- (A) Audio
 - (B) Video
92. Earlier people used ____ to send signals to communicate with people who stayed far away.
- (A) Electronic
 - (B) Radio
 - (C) Magnetic
 - (D) Smoke
93. What is usually used for displaying information at public places?
- (A) Monitors.
 - (B) Overhead.
 - (C) Monitor and overhead projection.
 - (D) Touch screen kiosks.
94. Visual Communication is sending messages through
- (A) Words
 - (B) Voice
 - (C) Pictures
 - (D) None of above
95. A dog showing his teeth to another dog is a form of ____ communication.
- (A) Visual
 - (B) Auditory
 - (C) Pheromones
 - (D) Tactile
96. Asher is preparing a presentation on data visualization. Which of the following are the visual representation of data?
- (A) Graphs
 - (B) Maps
 - (C) Flowchart
 - (D) All of these
97. Which of the following is a visual communication tool used to show the hierarchy of an organization?
- (A) Organizational Menu
 - (B) Organizational Hierachy
 - (C) Organizational Chart
 - (D) Organizational Display
98. Digital video consists of a series of ____
- (A) Captures.
 - (B) Frames.
 - (C) Pictures.
 - (D) None of these.
99. What is the purpose of videoconferencing in electronic communication?
- (A) To work remotely from the office
 - (B) To transmit printed documents electronically
 - (C) To allow people in different locations to talk and see each other
 - (D) To send short text messages
100. Which of the following is least likely to be an advantage of using visual communication?
- (A) It is time consuming
 - (B) It grabs attention
 - (C) It rises above language barriers
 - (D) People feel more involved and connected
101. Which of the following is the first to bring in visual communication?
- (A) Radio
 - (B) Internet
 - (C) Television
 - (D) Telephone

- 102.** Why is it important to use the required amount of animations and colors?
(A) Helps the audience to pay attention to the animations and colors.
(B) Helps the audience to pay attention to the speaker.
(C) Helps the audience to get distracted from the presentation.
(D) Helps the audience to pay attention to the presentation.
- 103.** Which of the following is an example of visual communication in animals?
(A) A peacock displaying its feathers
(B) A dog barking
(C) A cat purring
(D) A frog croaking
- 104.** Visual communication uses
(A) Pictures
(B) Written words
(C) Technology
(D) Spoken word
- 105.** Where can you talk to a person seeing his face when he is away?
(A) Skype.
(B) Chrome.
(C) Safari.
(D) Youtube.
- 106.** What language does a browser typically interpret to display information from the World Wide Web?
(A) Machine Code.
(B) Assembly Language.
(C) HTML.
(D) C++.
- 107.** Picture, gadgets, and other paraphernalia in front of the stage engage the audience in listening to the speaker
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
- 108.** What is the primary function of a poster?
(A) To serve as a mode of transportation
(B) To store digital data
(C) To act as an audio entertainment medium
(D) To serve as a visual medium for promotion or information
- 109.** What is the main benefit of using visuals in communication?
(A) Improves recall
(B) Adds humor
(C) Replaces speech
(D) Shortens content
- 110.** “A picture is worth ____”
(A) Nothing because anyone can take one
(B) Your time
(C) A lot of value
(D) A thousand words
- 111.** Which activity would NOT help a visual learner?
(A) Coloring notes in bright colors
(B) Drawing graphs and diagrams
(C) Reading the chapter or article
(D) Write outlines of the chapter
- 112.** When you are on a ____ your emotion will be visible to every one.
(A) Message
(B) Video call
(C) Sound clip
(D) None of above
- 113.** What is the purpose of using visuals in business communication?
(A) To distract the audience
(B) To clarify complex information
(C) To replace written content
(D) To make the presentation longer

- 114.** Symbols
- (A) ORAL COMMUNICATION
 - (B) WRITTEN COMMUNICATION
 - (C) VISUAL COMMUNICATION
 - (D) ELECTRONIC COMMUNICATION
- 115.** “A collection of images, charts, graphs, statistics and text” describes which type of digital communication
- (A) Audio
 - (B) Leaflets
 - (C) Social media
 - (D) Infographics
- 116.** Videoconferencing should be used when you want to
- (A) Send a digital copy of a file to employees
 - (B) Call more than one of your suppliers
 - (C) See and hear each other and share visual information
 - (D) Share a lot of information at once
- 117.** Maria is doing her homework while talking to her mom on a video call.
- (A) Text Material
 - (B) Photo & Still Images
 - (C) Audio Files
 - (D) Video Presentation
 - (E) Infographic
- 118.** Tick the advances in communication
- (A) Man-made islands
 - (B) Computers
 - (C) Smartphones
 - (D) Genetic testing
 - (E) Video calls
- 119.** When you draw a picture to describe your weekend, what type of communication are you using?
- (A) Written
 - (B) Nonverbal
 - (C) Verbal
 - (D) Visual
- 120.** The smallest element of an image.
- (A) Bit.
 - (B) Dot.
 - (C) Point.
 - (D) Pixel.
- 121.** The visual information in the scene is converted to an electrical signal and then transmitted to home viewers
- (A) True
 - (B) False
- 122.** Sketching new ideas for a new product is a form of communication.
- (A) True
 - (B) False
- 123.** What is a benefit of video conferencing?
- (A) Requires physical presence
 - (B) Conducts meetings without internet
 - (C) Allows meetings that would normally take place in the office
 - (D) Increases travel requirements
- 124.** It is an internet service where two people or more engage in a live audio-visual call.
- (A) Email
 - (B) Online Shopping
 - (C) Video Conferencing
 - (D) None of above
- 125.** What does “a picture is worth a thousand words” mean?
- (A) You should draw instead of talk
 - (B) Art is more important than language
 - (C) Images can communicate complex ideas better than words
 - (D) Words are boring
- 126.** Yachi’s children live in USA. She wants to talk to them face to face. Which internet service you will suggest her to use for communication?
- (A) VoIP
 - (B) Video Conferencing
 - (C) Flipkart
 - (D) Chatting

127. Which choice is NOT an example of stored information outside of your body
- (A) Road Sign
 - (B) Graffiti
 - (C) Emergency Siren
 - (D) Billboard
128. TRUE OR FALSE The leader can talk to other members in other country about businesses with the use of video conferencing.
- (A) TRUE
 - (B) FALSE
129. Graphic Communication is ____
- (A) The exchange of information in a visual form
 - (B) The exchange of information through computers or phones
 - (C) The verbal exchange of information
 - (D) None of above
130. What is a visual?
- (A) An interpretation of the meaning of a visual message
 - (B) An entry of a unique numbering system
 - (C) A list that explains the set of symbols used
 - (D) Any image that represents an idea, concept, or information
131. Picture Talk is an essential element of public speaking
- (A) True
 - (B) False
132. Graphs is an example of ____ type of non verbal communication
- (A) Visual
 - (B) Para language
 - (C) Proxemics
 - (D) Aural language
133. Do Infographics tells a story?
- (A) True
 - (B) False
134. What is the purpose of visual communication?
- (A) To avoid speaking
 - (B) To use only words
 - (C) To convey messages through images
 - (D) To confuse the audience
135. Which device is used for video conferencing as input?
- (A) Webcam
 - (B) Microphone
 - (C) Monitor
 - (D) Speaker
136. Auditory(A) Visual(V) Tactile(T) Chemical(C) A birds bright feathers to attract a mate
- (A) A
 - (B) V
 - (C) C
 - (D) T
137. A billboard
- (A) ORAL COMMUNICATION
 - (B) WRITTEN COMMUNICATION
 - (C) VISUAL COMMUNICATION
 - (D) ELECTRONIC COMMUNICATION
138. What aspect of videoconferencing do many people find uncomfortable?
- (A) The ease of use
 - (B) The cost of technology
 - (C) Being on display
 - (D) The audio quality
139. What distinguishes television from radio in terms of the content it broadcasts?
- (A) Sound
 - (B) Interactive
 - (C) Visual
 - (D) Digital
140. Because of video conferencing, people found a way to talk to their loved ones who are far away from home.
- (A) TRUE
 - (B) FALSE

141. What tool is commonly used for semaphore communication?
- (A) Whistle
 - (B) Flag
 - (C) Pencil
 - (D) Mirror
142. Some people consider the sight of a large number of wind generators to be — pollution.
- (A) Air
 - (B) Water
 - (C) Visual
 - (D) Soil
143. In a slide presentation, a typical slide does not have —
- (A) Clip arts.
 - (B) Audio Clips.
 - (C) Content.
 - (D) Full motion video.
144. What is the primary function of signage?
- (A) To provide aesthetic enhancements to the environment.
 - (B) To serve as a decorative element in public spaces.
 - (C) To inform or warn about risks, guide behavior to avoid dangers, indicate exits and protective elements, or mandate specific actions.
 - (D) To facilitate advertising and commercial messaging.
145. Charts and graphs are difficult for some to interpret in Visual Communication
- (A) True
 - (B) False
146. Which sentence uses environmental print in a metaphorical sense?
- (A) The city was a book, with environmental print on every corner.
 - (B) Environmental print is a type of pollution.
 - (C) Environmental print is only found in urban areas.
 - (D) Environmental print is a new language.
147. Early human beings used —, such as cave drawings or paintings, and boulder art, to relay messages.
- (A) Symbols
 - (B) Numbers
 - (C) Letters
 - (D) Tools
148. What type of communication would you use when making a poster for a school project?
- (A) Nonverbal
 - (B) Written
 - (C) Verbal
 - (D) Visual
149. Visual Communication allows gain and regain of attention of the audience.
- (A) True
 - (B) False
150. What is a caption and where do you find it in a newspaper article?
- (A) It is another word for the headline of a news article
 - (B) It is under the headline and summarizes the article in one sentence
 - (C) It is under a photograph in a news article and explains the photo
 - (D) It is the dialogue in a comic strip and is in the speech bubbles
151. Jasmine joins a virtual meeting and realizes that her coworkers can only see the top of her head. What should she do to improve her camera framing?
- (A) Lower her chair so that her face is completely out of the frame
 - (B) Move the camera too high so it looks down on her face
 - (C) Adjust the camera so that her face and shoulders are visible at eye level
 - (D) Turn off the camera and only use audio

152. A peacock displays his colorful feathers to attract a mate (a peahen). This is an example of ____ communication.
- (A) Visual because the peahen is attracted to the beautiful colors.
 - (B) Auditory because the peahen is listening for the mating call.
 - (C) Visual because the peacock is ready to fight for his mate.
 - (D) Auditory because the peahen is attracted to the beautiful colors.
153. Multi-media presentations
- (A) ORAL COMMUNICATION
 - (B) WRITTEN COMMUNICATION
 - (C) VISUAL COMMUNICATION
 - (D) ELECTRONIC COMMUNICATION
154. If two persons communicate with each other by Morse code using light flashes this means that the sender and the receiver will depend on the sense of ____ in the communication
- (A) Hearing
 - (B) Sight
 - (C) Taste
 - (D) Smell
155. This is an image or visual representation of an object.
- (A) Video
 - (B) Audio
 - (C) Text
 - (D) Graphics
156. A form of communication over long distances used by Native Americans and Chinese soldiers.
- (A) Morse code
 - (B) Hieroglyphics
 - (C) Smoke signals
 - (D) Drums
157. What is an example of visual communication?
- (A) Podcast
 - (B) E-mail
 - (C) Photos
 - (D) None of above
158. Visual communication means
- (A) Using an alphabet to write messages
 - (B) Using pictures or colors to send messages
 - (C) Using sound to send messages
 - (D) None of above
159. Which technology uses light to transmit data through optical fibers?
- (A) Infrared communication
 - (B) Microwave communication
 - (C) Fiber-optic communication
 - (D) Radio wave communication
160. What is a “breaking news ticker”?
- (A) A tool used by reporters to break into a live broadcast
 - (B) A scrolling message on the TV screen that provides updates on a breaking news event
 - (C) A type of camera used to capture footage of breaking events
 - (D) A news anchor who specializes in covering breaking news stories
161. Graphic communication is often ____, which means you rarely receive direct feedback.
- (A) A one way process
 - (B) A 2 part process
 - (C) A lost art
 - (D) All of the above
162. How is technological knowledge and processes conveyed in a software company?
- (A) Only through oral tales and legends
 - (B) Using symbols, measurements, conventions, icons, images, and various stimuli
 - (C) Solely via tactile touch
 - (D) Through culinary dishes and recipes
163. A company creates an infographic to share information. What type of communication is this?

- (A) Nonverbal
 - (B) Verbal
 - (C) Visual
 - (D) Written
- 164.** What best describes an infographic?
- (A) A detailed narrative with structured paragraphs
 - (B) A numerical chart filled with statistics
 - (C) A visual representation that communicates information clearly and quickly
 - (D) A lengthy report with embedded images
- 165.** Which type of communication uses charts, graphs, and images?
- (A) Verbal
 - (B) Visual
 - (C) Non-verbal
 - (D) Written
- 166.** What are the benefits of using graphics or visuals in business documents?
- (A) Make documents look longer
 - (B) Make documents more visually appealing and easier to understand
 - (C) Hide important information
 - (D) Increase the difficulty for readers to understand information
- 167.** Visual techniques of presenting new lexical units do not include:
- (A) Translation
 - (B) Demonstration of pictures
 - (C) Use of body language
 - (D) Demonstration of objects
 - (E) Use of video
- 168.** Julieth is flicking the lights on and off in the classroom. Which way is she communicating?
- (A) With sound
 - (B) With light
 - (C) With light and sound
 - (D) None of the above
- 169.** Using one of these contains lots of information about a specific place or location.
- (A) Chart
 - (B) Map
 - (C) Photograph
 - (D) Diagram
- 170.** Video conferencing enables:
- (A) Audio and visual interaction
 - (B) Text only
 - (C) Written communication
 - (D) Faxing
- 171.** A pie chart in a presentation is a form of:
- (A) Verbal communication
 - (B) Visual communication
 - (C) Written communication
 - (D) Non-verbal
- 172.** True or False: Video and multimedia communications are not typically used both internally and externally within an organization.
- (A) True
 - (B) False
- 173.** For Video conferencing over the internet, what input device would you use?
- (A) Graphics Tablet
 - (B) Barcode reader
 - (C) Touch screen
 - (D) Webcam
- 174.** Images are made of millions of tiny dots called:
- (A) Morse code
 - (B) Binary
 - (C) Bits
 - (D) Pixels
- 175.** An example of this method in teaching literature are slides, transparencies, film, VCD, DVD
- (A) Lecture Methods
 - (B) Audio-Visual Methods
 - (C) Public Speaking Methods

- (D) Project Methods
- (E) Discussion Methods

176. The teacher gave the pupils a task in using the information from the table to make a bar

- graph.
- (A) Observing
 - (B) Predicting
 - (C) Communicating
 - (D) None of the above

1.2.7 Intrapersonal Communication

1. Communication within oneself.
 - (A) Interpersonal
 - (B) Intrapersonal
 - (C) Group
 - (D) None of the above
2. Communication with oneself is called
 - (A) Intrapersonal Communication
 - (B) Interpersonal Communication
 - (C) Metacommunication
 - (D) Mass Communication
3. What is a key characteristic that distinguishes intrapersonal communication from other forms of communication?
 - (A) It involves multiple participants.
 - (B) It takes place only inside our heads.
 - (C) It uses external vocalization.
 - (D) It always requires a physical audience.
4. Which type of communication is used when you talk to yourself to analyze your own feelings and experiences?
 - (A) Intrapersonal
 - (B) Interpersonal
 - (C) Group
 - (D) Organizational
5. The 3 aspects of intrapersonal communication are ____
 - (A) Self Concept, Persuasion, Education
 - (B) Self Esteem, Identity, Confidence
 - (C) Self Concept, Perception, Expectations
 - (D) None of above
6. If someone is talking to themselves to solve a problem, what type of communication are they using?
 - (A) Intrapersonal Communication
 - (B) Interpersonal Communication
 - (C) Directive
 - (D) Pseudolistening
7. Mumbling, thinking aloud, reflecting, remembering, analyzing, and evaluating are examples of?
 - (A) Intrapersonal
 - (B) Interpersonal
 - (C) Public
 - (D) None of above
8. Intrapersonal communication takes place ____
 - (A) Inside someone
 - (B) Between two people
 - (C) In society
 - (D) In public
9. ____ is communication with oneself using internal vocalization or reflective thinking.
 - (A) Interpersonal Communication
 - (B) Intrapersonal Communication
10. "Communicating with oneself". This is referring to
 - (A) Intrapersonal Communication
 - (B) Interpersonal Communication
11. Which category of verbal communication is most often used for self-reflection and personal decision-making?
 - (A) Interpersonal
 - (B) Intrapersonal

- (C) Group
(D) Public
12. For Intra-Personal Communication minimum ____ persons are needed
(A) One
(B) Two
(C) Three
(D) Four
13. When in a tense situation, self motivating and self talk is considered?
(A) Motivation
(B) Intrapersonal Communication
(C) Interpersonal Communication
(D) Communication Apprehension
14. Communication Process within an individual
(A) Intrapersonal Communication
(B) Interpersonal Communication
15. Dialogue conducted with oneself to assess one's own thoughts.
(A) Written communication
(B) Intrapersonal communication
(C) Oral communication
(D) Interpersonal communication
16. Julie had a self pep talk before her exam. This self pep talk would be an example of which form of communication?
(A) Interpersonal Communication
(B) Intrapersonal Communication
(C) Group Communication
(D) Mass Communication
17. Communicate with our self about what we want to eat due to the internal stimulus of hunger
(A) Intrapersonal communication
(B) Interpersonal communication
(C) Public communication
(D) None of above
18. What type of communication occurs within a person?
(A) Non-Verbal Communication
(B) Interpersonal Communication
(C) Intrapersonal Communication
(D) Group Communication
19. The self is engaging in inner talk or internal discourse.
(A) Intrapersonal
(B) Interpersonal
(C) Public
(D) None of above
20. Which type of communication centers on one person, where the speaker acts as both the sender and the receiver of the message?
(A) Interpersonal
(B) Intrapersonal
(C) Group
(D) Mass
21. Communication within ourselves
(A) Intrapersonal communication
(B) Interpersonal communication
(C) Person to group communication
(D) Mass media
22. Communication within yourself ____
(A) Interpersonal
(B) Intrapersonal
(C) Impersonal
(D) Small group
23. Which of the following statements is true about intrapersonal communication?
(A) It is always spoken
(B) It can occur silently in one's mind
(C) It requires a written format
(D) It is only used in professional settings
24. Which of the following best describes Intrapersonal communication?
(A) Occurs between two or more people with a goal to exchange messages

- (B) Self-talk; communication within a person
(C) Small-group communication
(D) Organizational communication
25. Communication can involve only one person.
(A) TRUE
(B) FALSE
26. When you have an internal conflict and are trying to decide what you should do or so, you often "talk" to yourself and play different scenarios out in your head to help you decide. This is an example of ____ communication.
(A) Interpersonal
(B) Intrapersonal
(C) Dyad
(D) Introverted
27. When you think, you communicate with yourself.
(A) True
(B) False Edit
28. Talking to yourself to calm down before a test is an example of:
(A) Interpersonal
(B) Intrapersonal
(C) Group
(D) Public
29. Mark spent the night thinking and analyzing why a student from the other class talked to him on his way home and decided that it probably meant nothing. What type of speech context is evident in this situation?
(A) Intrapersonal
(B) Interpersonal
(C) Public
(D) Mass Communication
30. Intrapersonal communication occurs between two or more people.
(A) TRUE
(B) FALSE
31. Intrapersonal communication can help improve which of the following skills?
(A) Public speaking
(B) Self-awareness
(C) Team collaboration
(D) Language translation
32. Type of communication where it means talking to oneself.
(A) Interpersonal
(B) Intrapersonal
(C) Extended
(D) None of above
33. Communication with oneself, inner speech or self talk describes the ____ context of communication.
(A) Small group
(B) Organizational
(C) Intrapersonal
(D) Interpersonal
34. The first step for effective communication is
(A) Engaging in Self-Awareness
(B) Knowing others
(C) Regulating your emotions
(D) Being Positive
35. In intrapersonal communication, you can speak to yourself.
(A) True
(B) False Edit
36. This type of communication is when you talk to yourself.
(A) Intrapersonal
(B) Interpersonal
(C) Small Group
(D) Public Speaking
37. Which type of communication involves self-reflection and internal dialogue?
(A) Intrapersonal Communication
(B) Interpersonal Communication
(C) Small Group Communication
(D) Directive

38. It can be defined as communication with one's self, and that may include self-talk, acts of imagination and visualization, and even recall and memory (McLean, 2005).
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Non-verbal
 - (D) Verbal
39. The ability to understand one's self. What Strategies did used for varied types of Learners?
- (A) Interpersonal Intelligence
 - (B) Intrapersonal Intelligence
 - (C) Musical Intelligence
 - (D) Bodily Kinesthetic Intelligence
40. The type of communication in which the speaker is talking to "oneself", meditating and encouraging in making life's choice s.
- (A) Self-talk
 - (B) Intrapersonal
 - (C) Interpersonal
 - (D) Self-motivation
41. A nurse's internal self-talk before giving report is:
- (A) Interpersonal
 - (B) Therapeutic
 - (C) Intrapersonal
 - (D) Assertive
42. What distinguishes intrapersonal verbal communication from other types?
- (A) Internal dialogue or self-talk
 - (B) Dialogue between two colleagues
 - (C) Discussion among several friends
 - (D) Address to a large auditorium
43. Intra-
- (A) Within or inside
 - (B) Entrance
 - (C) To enter
 - (D) None of above
44. Which one of the following is NOT an example of intrapersonal communication?
- (A) Sending a text message to a friend
 - (B) Talking to yourself
 - (C) Writing a note to yourself
 - (D) Thinking about a problem
45. Which of the following activities involves intrapersonal communication?
- (A) Listening to a podcast
 - (B) Meditating
 - (C) Participating in a conference call
 - (D) Watching a movie
46. They can be taught through independent study and introspection.
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Visual Spatial
 - (D) Bodily Kinesthetic
47. Which type of communication is self-talk that happens within the individual?
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Group
 - (D) Organizational
48. This child enjoys journaling, self-paced work, and reflection exercises? (think multiple intelligences)
- (A) Intrapersonal
 - (B) Spatial
 - (C) Visual
 - (D) Auditory
49. A situation in which a batsman is talking to himself while at the crease is called — communication
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Group
 - (D) Public

50. What is the primary purpose of intrapersonal communication?
- (A) To entertain others
 - (B) To inform a group
 - (C) To understand oneself
 - (D) To persuade an audience
51. A nurse reassuring oneself of being prepared to speak in front of a peer group is using which of the following types of communication?
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Group
 - (D) Organizational
52. Ahmed has always been observed as confused and having an argument with his own self.
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Formal
 - (D) Informal
53. Communication within yourself, self-talk is what?
- (A) Visualization
 - (B) Intrapersonal communication
 - (C) Be amazing
 - (D) Self talk
54. Intrapersonal communication primarily involves:
- (A) Building relationships
 - (B) Talking to a group
 - (C) Silent conversations with oneself
 - (D) Exchanging ideas with others
55. This communication is communication with oneself. It is the basic form of communication where the 'self' is the only consideration.
- (A) Formal
 - (B) Nomination
 - (C) Intrapersonal
 - (D) Interpersonal
56. Communication with one's self and is important for self-reflection, decision-making, and personal growth.
- (A) Intrapersonal communication
 - (B) Interpersonal communication
 - (C) Mass communication
 - (D) Verbal communication
57. What is the level of communication that is internal communication we have with ourselves?
- (A) Individual to group
 - (B) Group communication
 - (C) Mass communication
 - (D) Intrapersonal Communication
58. A person may use self-talk to calm himself down in a stressful situation, is an example of?
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Interrelation
 - (D) Inter-active
59. Positive Self-talk is an example of ____
- (A) Interpersonal communication
 - (B) Social communication
 - (C) Intrapersonal communication
 - (D) Public communication
60. In the context of intrapersonal communication, which term is NOT mentioned as a synonym?
- (A) Inner speech
 - (B) Self-talk
 - (C) External monologue
 - (D) Internal discourse
61. Looking down at her report card, Jasmin knew she was going to be in trouble. She spent the rest of the afternoon trying to decide how to convince her mom that she should still be allowed to go on her date Saturday night. This is an example of which communication domain?
- (A) Group

- (B) Intrapersonal
(C) Public
(D) Mass
62. ___ is the type of communication we engage when we talk to ourselves
(A) Intrapersonal Communication
(B) Interpersonal Communication
(C) Public Communication
(D) Mass Communication
63. Powerful form of communication that you use as a professional nurse. This level of communication is also called self-talk.
(A) Intrapersonal communication
(B) Interpersonal communication
(C) Small-group communication
(D) Public communication
(E) Electronic communication
64. Self talk is part of?
(A) Interpersonal communication
(B) Being a little crazy
(C) Intrapersonal communication
(D) Nonverbal communication
65. This is the internal process of forming thoughts, ideas, and messages before communicating them. It involves organizing your ideas and deciding what to convey.
(A) Thinking
(B) Monitoring
(C) Symbolizing
(D) Reacting
66. INTRAPERSONAL COMMUNICATION INVOLVES TAKING TO OTHER PEOPLE
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
67. What is intrapersonal communication?
(A) Talking to yourself
(B) Talking to other
(C) Speaking in public
(D) None of above
68. You prefer to work alone and use self-study
(A) PHYSICAL / KINESTHETIC / TACTILE
(B) VERBAL / LINGUISTIC
(C) LOGICAL / MATHEMATICAL
(D) SOLITARY (INTRAPERSONAL):
69. Intrapersonal communication is when you communicate with another person.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
70. Reflecting on what happened to you the whole day is a good example of ___
(A) Interpersonal communication
(B) Public communication
(C) Intrapersonal communication
(D) Mass communication
71. What type of communication consists of thoughts and silent conversations throughout the day?
(A) Interpersonal communication
(B) Intrapersonal communication
(C) Small group communication
(D) Public communication
72. Which is a feature of intrapersonal communication?
(A) Public speaking
(B) Talking to a group
(C) Talking to oneself silently or loudly
(D) Chatting online
73. Intrapersonal communication is most closely related to which of the following processes?
(A) Negotiation
(B) Self-analysis
(C) Persuasion
(D) Debate

74. How many individuals does intrapersonal communication involve?
(A) 1
(B) 3
(C) 10
(D) 20
75. Mike always pat himself to calm himself down, is an example of?
(A) Verbal Communication
(B) Intrapersonal Communication
(C) Non-verbal Communication
(D) Interpersonal Communication
76. What speech context is used when the speaker and listener is one and the same?
(A) Interpersonal
(B) Intrapersonal
(C) Public
(D) Dyad
77. According to the text, what can trigger intrapersonal communication?
(A) Only external stimuli.
(B) Only internal stimuli.
(C) Both internal and external stimuli.
(D) Only communication with others.
78. All the following explains about "intrapersonal communication", EXCEPT:
(A) Happens between two individuals
(B) Happens within the self
(C) Happens in critical thinking moments
(D) Happens during decision making process
79. To motivate himself, Kurt wrote a letter addressed to himself saying "You are doing just fine! It is okay not to be okay." What speech context was used in the situation?
(A) Intrapersonal
(B) Dyad
(C) Small Group
(D) Public
(E) Mass
80. One of the goals of intrapersonal communication
(A) To develop sympathy
(B) To share opinions
(C) To exchange information
(D) To understand yourself
81. Mrs. Starostka thinking to herself if she's making these questions too easy or too difficult is an example of ____
(A) Intrapersonal
(B) Interpersonal
(C) Small group
(D) Public
(E) Mass
82. Intrapersonal Communication can include ____
(A) Internal monologue (thinking to self)
(B) Talking to self
(C) Writing that isn't shared
(D) All of the above
83. In this type of communication you think and learn about yourself, talk and reason with yourself, and evaluate yourself.
(A) Public communication
(B) Interpersonal communication
(C) Online communication
(D) Intrapersonal communication
84. What type of communication are you doing when you "talk to yourself" within your own mind?
(A) Interpersonal
(B) Intrapersonal
(C) Public speaking
(D) Psychological
85. This type of speech context involves one participant only.
(A) Intrapersonal
(B) Interpersonal
(C) Public
(D) None of above

86. COMMUNICATION THAT OCCURS WITHIN ONE'S OWN MIND.
(A) INTERPERSONAL
(B) INTRAPERSONAL
(C) NON-VERBAL
(D) VERBAL
87. Thinking about the answer to this test question is an example of
(A) Intrapersonal communication
(B) Interpersonal communication
(C) Public communication
(D) Mass communication
88. How does intrapersonal communication differ from interpersonal communication?
(A) It involves more people
(B) It is focused on internal dialogue
(C) It requires external feedback
(D) It is conducted in public
89. What do you understand by the term intrapersonal communication?
(A) Communication with oneself
(B) Communication between a group
90. What type of speech context is utilized when we communicate with oneself?
(A) Interpersonal
(B) Intrapersonal
(C) Public
(D) Dyad
91. John thinks before he speaks during a debate. This is an example of:
(A) Interpersonal communication
(B) Intrapersonal communication
(C) Mass communication
(D) Group communication
92. This type of communication happens when the same person acts as both the sender and receiver of the message.
(A) Mass communication
(B) Group communication
(C) Interpersonal communication
(D) Intrapersonal communication

1.2.8 Interpersonal Communication

1. People chosen to speak or act for others
(A) Proposal
(B) Resolve
(C) Representatives
(D) None of above
2. Benefit of face to face communication: through face to face communication, you will be able to express your personal thoughts and feelings
(A) Stronger working relationships
(B) Perception of thoughts and feelings
(C) Engagement and innovation
(D) None of above
3. Why is spoken communication important in healthcare?
(A) To give medicine
(B) To do surgery
(C) To understand patient's problems
(D) To check blood pressure
4. Which is best for resolving conflict between 2 employees?
(A) Instant messaging
(B) Conference call
(C) Face to face communication
(D) None of above
5. Define inter-personal communication.
(A) Communication between two persons
(B) Non-verbal communication
(C) Group communication with 4 or more people.
(D) Communication with 3 or more people.

6. Interpersonal skills are valuable to an employer because they include the following:
 - (A) Hard Skills
 - (B) Communication & Social Awareness
 - (C) Service Breakdown
 - (D) Psychological Distracters
7. Improving your ____ communication will help you establish and build better relationships.
 - (A) Interpersonal
 - (B) Intrapersonal
 - (C) Mass
 - (D) Public
8. Interpersonal communication is important because:
 - (A) Helps to argue with people
 - (B) Helps to settle all the problem related to money
 - (C) Helps to listen and understand various people
 - (D) Helps to put people in stress
9. Let me ____ you to my colleague Paul.
 - (A) Tell
 - (B) Introduce
 - (C) Invite
 - (D) Talk
10. Interpersonal communication is between..
 - (A) People
 - (B) By email
 - (C) In writing
 - (D) By text
11. When communication is done face-to-face that means ____
 - (A) You message someone online
 - (B) You talk on the phone
 - (C) You face time someone who is far away
 - (D) You are right next to the person you are communicating with
12. You need to ask your manager for a salary increase, what's the best way to communicate this request?
 - (A) Email
 - (B) Instant message
 - (C) One-on-one meeting
 - (D) None of above
13. If hospital staff would communicate better as a team we would significantly decrease errors in the hospital
 - (A) True
 - (B) False
14. Which of the following is an example of persuasive communication?
 - (A) Explaining the steps of a math problem
 - (B) Asking students to recycle to save the environment
 - (C) Announcing class suspension due to typhoon
 - (D) Describing the parts of a cell
15. What aspect of language did Deborah Tannen's book focus on?
 - (A) Vocabulary size
 - (B) Use of slang
 - (C) Grammar differences
 - (D) Miscommunications
16. Someone who aspires to become a teacher or guidance counselor probably prefers to work with:
 - (A) Things.
 - (B) Tomatoes.
 - (C) People.
 - (D) Values.
17. Which of the following is essential for teamwork and collaboration?
 - (A) Individualism
 - (B) Mutual respect
 - (C) Competition among team members
 - (D) Working in isolation

18. Which of the following best explains why effective interpersonal communication is crucial in the workplace?
- (A) It prevents conflicts and misunderstandings.
 - (B) It ensures that only senior employees communicate.
 - (C) It eliminates the need for teamwork.
 - (D) It replaces formal business policies.
19. Shakeria always likes to do science experiments and other assignments in groups because she likes to work with other students.
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Naturalistic
 - (D) Spatial
20. What is social communication?
- (A) Social communication is the process of exchanging information and interacting with others in a social context.
 - (B) Social communication is the study of non-verbal cues in animals.
 - (C) Social communication refers to the use of technology in isolation.
 - (D) Social communication is only about verbal interactions.
21. What do we exchange in face-to-face encounters to build relationships?
- (A) Only verbal messages
 - (B) Only nonverbal messages
 - (C) Both verbal and nonverbal messages
 - (D) Written messages
22. What are the key components of interpersonal communication?
- (A) Speaking and writing only
 - (B) Speaking, listening, understanding, and responding
 - (C) Reading and writing only
 - (D) Observing and reacting
23. What are relationships built on?
- (A) Giving food
 - (B) Playing video games
 - (C) Communicating
 - (D) None of the above
24. Exchange between two or more persons in close proximity using conversation and gestures.
- (A) Interpersonal communication
 - (B) Dyad
 - (C) Policy
 - (D) Brainstorming
 - (E) Evaluative listening
25. If a person runs away from conflict instead of addressing it, it demonstrates
- (A) Compromise
 - (B) Avoidance
 - (C) Competition
 - (D) Collaboration
26. Give the definition of what interpersonal communication is?
- (A) Communication between three or more people
 - (B) A communication between two people
 - (C) Communication with a very large number of individuals
 - (D) A communication to oneself
27. Are associated with efficient teamwork.
- (A) Aggressive, competitive work
 - (B) Cooperation and respectful communication
 - (C) Independent work, uncompromising
 - (D) Accusatory and disrespect
28. When you speak to your friend using a cell phone, you are practicing what type of communication?
- (A) People to people
 - (B) People to machine
 - (C) Machine to people
 - (D) Machine to machine

29. How does "one-to-one" differ from "one-to-many"?
- (A) Personal connection between two participants
 - (B) Message transmission to a mass audience
 - (C) Group exchange without a leader
 - (D) Communication without feedback
30. What is the impact of using email inappropriately in a professional setting?
- (A) It enhances your reputation.
 - (B) It has no impact.
 - (C) It can harm your professional network.
 - (D) It is always beneficial.
31. Why is it important to know your own communication style?
- (A) So you can feel good about yourself
 - (B) To learn more about more personality
 - (C) So you can adjust your style when communicating with others who may have a very different style
 - (D) So you can change everything about your personality
 - (E) So you know if you have the "right" or "wrong" communication style
32. She is a kind of woman who does not care much of work but generally ___ only with colleagues for meals, movies or late nights at a club.
- (A) Supposes
 - (B) Socializes
 - (C) Attends
 - (D) Discusses
33. Ruby: Hi, my name is Ruby. Alex: ___
- (A) I'm fine.
 - (B) I'm doing well.
 - (C) Nice to meet you. My name is Alex.
 - (D) How are you doing?
34. An in-person, face-to-face meeting is the richest of all available media.
- (A) True
 - (B) False
35. The purpose of an elevator pitch is to:
- (A) Aggressively demand a job
 - (B) Wait passively for a job offer
 - (C) Quickly and effectively introduce yourself and your value
 - (D) Analyze a brand's visual identity
36. The best way to encourage a child's speech and language development is to:
- (A) Watch the child's favorite TV show with him/her.
 - (B) Allow a child as many hours as possible on an electronic device.
 - (C) Practice words on flash cards as often as possible with the child.
 - (D) Do lots of talking together about things that interest the child.
37. Which of the following communication styles can involve manipulation or intimidation to achieve an end goal?
- (A) Passive-assertive
 - (B) Passive-aggressive
 - (C) Passive
 - (D) Assertive
38. Which of the following is not a interpersonal/social skill
- (A) Trustworthy
 - (B) Close minded
 - (C) Appropriate contact
 - (D) Respect
39. Dialogue
- (A) In contemporary literary studies, a theme is a central topic a text treats.
 - (B) Is a written or spoken conversational exchange between two or more people, and a literary and theatrical form that depicts such an exchange.
 - (C) The organisations of thoughts and/or ideas which is used to determine organisational technique
 - (D) The unifying subject or idea Edit

40. What is an example of global communication?
- (A) Sending an email to someone in a different country
 - (B) Writing a note to a family member in the same house
 - (C) Talking to a friend in the same city
 - (D) Sending a letter to a neighbor
41. Is the complex process through which people express, interpret, and coordinate messages in order to create shared meaning, meet social goals, manage personal identity, and carry out their relationships.
- (A) Interpersonal Communication
 - (B) Encoding
 - (C) Decoding
 - (D) Interaction Coordination
42. I chat with my best friend using ____
- (A) IM (instant messaging)
 - (B) WiFi
 - (C) Digital radio
 - (D) Broadband
43. Which of the following is NOT a component of effective interpersonal communication?
- (A) Active listening
 - (B) Clear articulation
 - (C) Dominating the conversation
 - (D) Empathy
44. On Phone: We are sorry for the inconvenience, but the services aren't available right now.
- (A) Interpersonal
 - (B) Mass
 - (C) Organizational
 - (D) Intrapersonal
45. You and your fellow Emergency Medical Responders have a discussion regarding the division of cleaning duties at your station. This would be called:
- (A) Nonverbal communication.
 - (B) Effective communication.
 - (C) Interpersonal communication.
 - (D) Therapeutic communication.
46. What type of communication is this? "Why are you looking at me, you weirdo?"
- (A) Passive
 - (B) Aggressive
 - (C) Assertive
 - (D) Passive-Aggressive
47. A style of communication based on establishing relationships, connections and developing understanding
- (A) Restricted code
 - (B) Elaborated code
 - (C) Rapport talk
 - (D) Report talk
48. Having a face-to-face conversation with your friend is an example of what type of communication?
- (A) Intrapersonal communication
 - (B) Interpersonal communication
 - (C) Small group communication
 - (D) Public communication
49. When we send a text to our friend this is an example of which of the following?
- (A) Person to person
 - (B) Person to phone
 - (C) Person to text
 - (D) None of above
50. Which type of communication involves the exchange of messages between two people?
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Small group
 - (D) Public
51. Dealing with relationships or communication between people
- (A) Listening
 - (B) Obstacle
 - (C) Ergonomics
 - (D) Interpersonal

52. Which of the following is an example of assertive communication about health?
- (A) Yelling at a peer to stop pressuring you to try cigarettes
 - (B) Ignoring your feelings and going along with peer pressure
 - (C) Saying, "I don't want to smoke because I care about my health," calmly and firmly
 - (D) Avoiding the conversation altogether
53. Read each behavior. Identify what style of communication it might be. Amy doesn't like the way her group is working on a project but she just ignores it and does what they say.
- (A) Passive
 - (B) Aggressive
 - (C) Assertive
 - (D) None of above
54. ____ is NOT a component of the 'Three V's' of interpersonal communication.
- (A) Verbal
 - (B) Vocal
 - (C) Visual
 - (D) Virtual
55. Which tool involves a person directly talking to someone, face-to-face/ in person?
- (A) Advertising
 - (B) Personal Selling
 - (C) Direct marketing
 - (D) Social Media
56. Which sentence best demonstrates assertive communication?
- (A) I feel upset when you interrupt me.
 - (B) You always interrupt me!
 - (C) I don't care if you interrupt me.
 - (D) You should never interrupt me.
57. What is the most important aspect of building a rapport with your clients?
- (A) Knowing the details of the conversation
 - (B) Understanding their preferences
 - (C) Building trust
 - (D) Giving advice
58. How does effective interpersonal communication contribute to leadership success?
- (A) By enabling leaders to command rather than collaborate.
 - (B) By helping leaders inspire, motivate, and connect with their team.
 - (C) By ensuring leaders never change their perspectives.
 - (D) By limiting interaction to only necessary conversations.
59. These individuals express themselves clearly and have good eye contact.
- (A) Passive
 - (B) Aggressive
 - (C) Passive-Aggressive
 - (D) Assertive
60. Why is it useful to study Interpersonal Communication?
- (A) To learn about others
 - (B) To ignore people around you
 - (C) To be able to listen effectively
 - (D) To enhance our relationship with family, friends, and co-workers
61. How does assertive communication benefit relationships?
- (A) Creates misunderstandings
 - (B) Builds trust and respect
 - (C) Leads to more arguments
 - (D) Causes resentment
62. Which is an example of passive communication?
- (A) Speaking your truth and allowing someone else to speak their truth.
 - (B) Using sarcasm to hurt someone's feelings.
 - (C) Yelling and screaming
 - (D) Going to a seafood restaurant you don't want to go to because you are allergic to seafood because your friend says they want to get seafood.

63. What kind of skills does 21st-century learning encourage, besides critical thinking and innovation?
- (A) Interpersonal skills such as communication, organization, collaboration, sociability, empathy, and compassion.
 - (B) Memorization and recall.
 - (C) Strict adherence to prescribed content.
 - (D) Individual competition and ranking.
64. What gives hosts administrative control over certain actions during a call or conference such as muting a participant or setting conference joining instructions?
- (A) Home controls
 - (B) Visitor tools
 - (C) Guest controls
 - (D) Host controls
65. Which scenario most benefits from oral communication over written?
- (A) Distributing standard operating procedures
 - (B) Documenting terms for legal compliance
 - (C) Resolving a conflict during a meeting
 - (D) Archiving project milestones for audits
66. Bailey must evaluate each business employee yearly. What communication channel should Bailey use to convey the results of the evaluation?
- (A) Instant message
 - (B) Email
 - (C) Business letter
 - (D) Face to face conversation
67. A positive team environment encourages
- (A) Fear
 - (B) Participation
 - (C) Competition
 - (D) Secrecy
68. To do business with someone, first you should try to ___ a rapport.
- (A) Improve
 - (B) Establish
 - (C) Promote
 - (D) None of above
69. This refers to communication between and among individuals and establishes relationships between and among them.
- (A) Interpersonal communication
 - (B) Public communication
 - (C) Intrapersonal communication
 - (D) Mass communication
70. Which of the following statements about face-to-face communication is most accurate?
- (A) Face-to-face communication is the least rich communication channel.
 - (B) Face-to-face communication increases the likelihood of misunderstandings.
 - (C) Face-to-face conversations reduce cooperation and limit problem solving during the conflict.
 - (D) Face-to-face interaction is the most effective of all communication channels.
71. A leader who practices effective interpersonal communication is likely to:
- (A) Encourage employees to express their ideas and concerns.
 - (B) Keep all decisions private to maintain authority.
 - (C) Avoid giving feedback to prevent conflicts.
 - (D) Use only written communication to avoid misunderstandings.
72. Interpersonal skills only deal with the things that you actually say at work.
- (A) True
 - (B) False
73. People who aim to hurt or put down other people and show disrespect.
- (A) Assertive communicators
 - (B) Aggressive communicators
 - (C) Passive communicators
 - (D) None of above

74. Showing empathy, respect, compassion, a good attitude, good communication skills are all examples of interpersonal skills?
(A) True
(B) False
75. Smile, Greet, Listen, Build Rapport will lead to Create a WOW Experience
(A) True
(B) False
76. When interacting with customers, a professional will
(A) Use slang.
(B) Use formal language and a friendly tone.
(C) Scream back at angry customers.
(D) None of above
77. What is the goal of mirroring in one-on-one interactions?
(A) To help create a sense of connection
(B) To irritate the other person
(C) To trick the person into liking you
(D) To help keep you from being distracted
78. A student emails her teacher to clarify the deadline for a project. The teacher replies after a few hours to confirm the date and offers feedback.
(A) Aristotle
(B) Interactive
(C) Linear
(D) Transactional
79. If you have a problem with someone or something they said you should address it ____
(A) One on one with them
(B) On Group Me/On Social Media
(C) Ignore the Issue
(D) By spreading gossip about the person
80. Which one is an interpersonal skill?
(A) Working alone
(B) Sharing and listening
(C) Sleeping
(D) Writing essays
81. This is Andrew Smith.
(A) Introducing yourself
(B) Asking about jobs
(C) Introducing someone
(D) Ending conversations
82. Which of the situations shows communication as social interaction?
(A) A lecture on Subject-Verb Agreement
(B) Delivering a valedictory address
(C) A mother sharing the pain of not respected by her children
(D) Friends getting together and enjoying each other's company
(E) Telling someone to wear mask
83. Mary Musgrove helped Oglethorpe and Tomochichi communicate. She could be called a ____
(A) Mediator
(B) Linguist
(C) Interpreter
(D) Translator
84. Communication is inherent in every nurse-patient interaction.
(A) True
(B) False
85. I hate when people ____; if you have something to say about me, say it to my face.
(A) Get to the point
(B) Talk behind my back
(C) Put it in a nutshell
(D) Wrap up the discussion
86. What form of communication exercises the transfer of ideas, information, and even emotional experiences that can be conveyed between individuals?
(A) Mass Communication
(B) Interpersonal Communication
(C) Mediated Interpersonal Communication
(D) Mediated Organizational Communication

87. The most flexible method of primary data collection:
- (A) Observation
 - (B) Interview
 - (C) Schedule
 - (D) Questionnaire
88. People cannot interact with each other without ____
- (A) Communication
 - (B) Transport
 - (C) Voice
 - (D) Loudspeaker
89. As soon as you notice a discussion is getting off-track, you should:
- (A) Talk louder
 - (B) Remain silent
 - (C) Try harder to make your point
 - (D) Bring it back to the main issue
90. A Business Memo is usually addressed to ____
- (A) A customer in another country.
 - (B) Staff or colleagues within the same company.
 - (C) A family member.
 - (D) The local government.
91. Explain when interpersonal communication in a group can take place
- (A) In the case of a group video exchange
 - (B) In the case of people face to face in a large group
 - (C) In the case of people face to face with immediate response
 - (D) None of above
92. Socializing with people at work will help to strengthen your ____
- (A) Relationships
 - (B) Skills
 - (C) Ideas
 - (D) Muscles
93. What is the process of exchanging information, feelings, and meaning through verbal and nonverbal messages called?
- (A) Interpersonal communication
 - (B) Written communication
 - (C) Nonverbal communication
 - (D) Business communication
94. How would you respond to this? "I'm Javier, from the tech department, here to fix your router"
- (A) Thanks!
 - (B) It is about time, I've had no internet all day!
 - (C) Nice to meet you, Javier.
 - (D) (head nod) Hi
95. Your personal relationships depend largely on your effectiveness as an ____ communicator.
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Impersonal
 - (D) Massive
96. What is a side conversation?
- (A) Conversation that is to the group
 - (B) Conversation with everyone
 - (C) Conversation NOT to the group, but with an individual
 - (D) Conversations that are more important than learning what the teacher is making us do.
97. If you are working in a hospital, with whom you should communicate effectively?
- (A) Patients and doctor
 - (B) Hospital managers
 - (C) Hospital employees
 - (D) All of the above
98. Discussing a project with a partner.
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Public
 - (D) None of above

99. Interpersonal communication is the communication that takes place between people who are in some way ____
(A) Limited
(B) Connected
(C) Strangers
(D) Relatives
100. ____ is a form of person-to-person communication in which a seller attempts to assist and/or persuade prospective buyers to purchase the company's product or service or to act on an idea.
(A) Advertising
(B) Sales promotion
(C) Direct marketing
(D) Interactive marketing
(E) Personal selling
101. COMMUNICATION THAT OCCURS BETWEEN PEOPLE OR BETWEEN GROUPS.
(A) INTERPERSONAL
(B) INTRAPERSONAL
(C) NON-VERBAL
(D) VERBAL
102. Read each behavior. Identify what style of communication it might be. Sam calmly explains his opinion during a disagreement and listens to others' ideas.
(A) Passive
(B) Aggressive
(C) Assertive
(D) None of above
103. Our group has worked online the whole time! Now let's meet ____
(A) Face with face
(B) Online
(C) Face-to-face
(D) Face on face
104. Which of the following is NOT a context in which interpersonal communication occurs?
(A) Intercultural communication
(B) Organizational communication
(C) Health communication
(D) Intrapersonal communication
105. Being non-judgmental in the medical field is crucial for building:
(A) Treatment adherence
(B) Trust
(C) Personal history
(D) Nonverbal channels
106. James greets May; then, they start talking about their plans for the holidays.
(A) Motivation
(B) Social Interaction
(C) Information dissemination
(D) Control
107. Which communication style is characterized by expressing one's needs and feelings clearly and respectfully?
(A) Aggressive
(B) Passive
(C) Passive-Aggressive
(D) Assertive
108. All interpersonal communication is face-to-face.
(A) True
(B) False
109. Persuasion is the process of influencing your audience to agree with your point of view, recommendation, or request.
(A) True
(B) False
110. The following phrase: "It really doesn't matter that much" is common of which communication style?
(A) Passive
(B) Aggressive
(C) Assertive
(D) Passive-Aggressive

111. Transmittal of messages between two or more people.
(A) Communication barrier
(B) Interpersonal communication
(C) Intrapersonal communication
(D) Written communication
112. Great to see you! When was the last time we saw ____?
(A) Another
(B) Us
(C) Each other
(D) None of above
113. Usual meetings that are conducted in the same venue and in person
(A) Virtual meetings
(B) Online meetings
(C) Face to face meetings
(D) None of above
114. In your interpersonal communication, you should always be open, empathic, and supportive
(A) True
(B) False
(C) All the above
(D) None of the above
115. Which of the following terms best matches the following definition? Demonstrates or indicates the nature of the relationship between the speakers.
(A) High Context Talk
(B) Indexical Function of Talk
(C) Individualist Talk
(D) Instrumental Function of Talk
116. One to one communication is also known as ____
(A) Personal communication
(B) Mass communication
(C) All the above
(D) None of the above
117. Min Joo had a short discussion with her friend, William, after the lecturer finished lecturing in class. Min Joo was communicating ____
(A) Publicly
(B) Interculturally
(C) Interpersonally
(D) Intrapersonally
118. When presenting your elevator speech, it is crucial that you ____ yourself to the company in which the person you are talking to works for.
(A) Convince
(B) Research
(C) Connect
(D) Establish
119. People often use small talk to fill an uncomfortable silence.
(A) True
(B) False
120. During a meeting, you have given a report and are now answering questions posed by other members of the group. Which role are you playing?
(A) Information-seeker
(B) Information-giver
(C) Clarifier
(D) Leader
121. Conversation is an important part of interpersonal communication.
(A) TRUE
(B) FALSE
122. What is the result of exchanging verbal and nonverbal messages in face-to-face encounters?
(A) Misunderstandings
(B) Shared meanings
(C) Confusion
(D) Silence

- 123.** What is the Chief objective of Face 2 Face Meeting?
- (A) A-To make a favorable impression upon the prospect and secure favorable attention.
 - (B) B-To gain positive interest in listening to you and in the service you can provide.
 - (C) C-Both A & B
 - (D) D-Neither A nor B
- 124.** If an executive needs to fire a worker, the recommended way to do this is ____
- (A) Via e-mail
 - (B) In a private face-to-face meeting
 - (C) By leaving a voice mail
 - (D) By letter
- 125.** Which of the following is a face-to-face communication that is made possible through a computer?
- (A) E-Mail
 - (B) Google
 - (C) X
 - (D) Zoom
- 126.** "Now, it's your turn to ask questions."
- (A) Topic Control
 - (B) Repair
 - (C) Nomination
 - (D) Turn Taking
- 127.** Why is it important to practice healthy communication in relationships?
- (A) It allows both people in the relationship to express themselves and feel safe in the relationship.
 - (B) To make sure that you always get your way.
 - (C) To avoid ever having any problems or fights.
 - (D) None of above
- 128.** What is a unique benefit of using Soundtrap for English language learners?
- (A) Access to a library of classic literature
 - (B) Interactive music creation
 - (C) Real-time collaboration with peers
 - (D) Automated grammar correction
- 129.** Some jobs cannot be done alone and some can be done much better and faster if you possess the quality of ____
- (A) Cooperation
 - (B) Respect
 - (C) Teamwork
 - (D) Responsibility
- 130.** What is the role of empathy in interpersonal communication?
- (A) Empathy allows individuals to understand and share the feelings of others, fostering effective communication.
 - (B) Empathy only benefits the person showing empathy, not the person receiving it.
 - (C) Empathy hinders effective communication by clouding judgment.
 - (D) Empathy has no role in interpersonal communication.
- 131.** In a laboratory setting, which interpersonal communication skill helps in ensuring safety?
- (A) Clear instructions
 - (B) Data recording
 - (C) Hypothesis formulation
 - (D) Statistical analysis
- 132.** One way we learn to communicate is from our friends
- (A) True
 - (B) False
- 133.** Why is interpersonal communication important in logistics?
- (A) To avoid having to write reports
 - (B) To ensure smooth coordination among team members
 - (C) To increase the number of meetings
 - (D) To reduce shipping costs
- 134.** When obtaining information, you'll need to speak with a variety of people from various socioeconomic backgrounds.

- (A) Training
 - (B) Professionalism
 - (C) Interpersonal skills
 - (D) Take criticism lightly
- 135.** To argue with others about an issue
- (A) Deduce
 - (B) Debate
 - (C) Discuss
 - (D) Credible
- 136.** Ability to communicate, collaborate, and interact effectively with others, which is important for building and maintaining positive relationships
- (A) Stress management
 - (B) Soft skills
 - (C) Loyalty
 - (D) Interpersonal skills
- 137.** Interpersonal Communication is?
- (A) Communication between two more people
 - (B) Different from culture to culture
 - (C) Communication with oneself
 - (D) Includes posture, facial expressions, and gestures
- 138.** Being effective or good at communication means ____
- (A) You have skills
 - (B) You can talk well
 - (C) That you have good interpersonal communication skills
 - (D) You are a person
- 139.** Communication between two or a few people is
- (A) Mass communication.
 - (B) Feedback.
 - (C) Interpersonal communication.
 - (D) Reciprocal communication.
- 140.** Which of the following is a principle of interpersonal communication?
- (A) Communication is avoidable
 - (B) Messages are always decoded accurately
 - (C) Relationship quality stems from communication
 - (D) We judge people by intent, not behavior
- 141.** Which strategy supports interpersonal intelligence?
- (A) Solo writing
 - (B) Role playing
 - (C) Silent reading
 - (D) Watching videos
- 142.** It has been debated that the increase in ____ usage has created negative impacts on face-to-face communication.
- (A) Smartphoen
 - (B) Smratphone
 - (C) Smartpohone
 - (D) Smartphone
- 143.** Which communication method is most appropriate for sensitive information?
- (A) Group text
 - (B) Social media post
 - (C) Face-to-face conversation
 - (D) Public announcement
- 144.** This device is primarily used for communication between people.
- (A) TV
 - (B) Pen
 - (C) Telephone
 - (D) Aeroplane
- 145.** How can conflict be resolved in interpersonal communication?
- (A) By avoiding communication altogether and ignoring the conflict.
 - (B) By yelling and shouting to assert dominance.
 - (C) By blaming the other person and refusing to take responsibility.

- (D) By actively listening, expressing emotions respectfully, finding common ground, and seeking a mutually beneficial solution.
- 146.** Normally communication is ____, wherein the information or message is transferred from one person to another.
- (A) Impersonal
 - (B) Interpersonal
 - (C) Personal
 - (D) Important
- 147.** Personality variables may be a major factor only in the acquisition of:
- (A) Literacy or academic skills
 - (B) Conversational skills
- 148.** Interpersonal communication mainly involves:
- (A) Official announcements
 - (B) One-way messages
 - (C) Formal documents
 - (D) Sharing meaning between people
- 149.** Having interpersonal communication skills means ____
- (A) That you are skilled at one type of communication
 - (B) That you are skilled at using all types of communication
- 150.** If I interrupt frequently, what style of communication am I using?
- (A) Passive communication
 - (B) Aggressive communication
 - (C) Assertive communication
 - (D) Passive-aggressive communication
- 151.** Which of the following is an example of individual communication in a computer network?
- (A) Google Drive
 - (B) Email to a colleague
 - (C) Zoom meeting
 - (D) Company-wide wiki
- 152.** Disagreements between people
- (A) Communication error
 - (B) Internal conflicts
 - (C) U messages
 - (D) Interpersonal conflicts
- 153.** You can show ____ in communication by respecting the culture, values, and beliefs of your receivers
- (A) Courtesy
 - (B) Completeness
 - (C) Concreteness
 - (D) Conciseness
- 154.** What activity are Nikki and Josh performing when they read over a scenario and then act out the parts in a training class?
- (A) Experimenting
 - (B) Brainstorming
 - (C) Meditation
 - (D) Role-playing
- 155.** List examples of situations when it is appropriate to use different communication methods: Face-to-face
- (A) Sharing information to a large group
 - (B) Business plans
 - (C) Asking for a raise
 - (D) Sharing information messages
- 156.** Which of the following is the most effective way to enhance interpersonal communication?
- (A) Dominating conversations to assert control.
 - (B) Actively listening and responding thoughtfully.
 - (C) Avoiding eye contact to minimize distractions.
 - (D) Using complex vocabulary to sound intelligent.
- 157.** Oliver, Samuel, and Zoe are discussing how to improve their relationships. According to the material, which of the following best describes effective interpersonal communication?

- (A) A one-time skill learned in a single course
(B) A lifelong practice that transforms personal and professional life
(C) A set of technical rules used only in workplace settings
(D) An optional soft skill with little impact on relationships
- 158.** What is the main goal of Interpersonal communication?
(A) To communicate within a person
(B) To exchange messages between two or more people
(C) To manage group dynamics
(D) To organize communication within an organization
- 159.** What are two essential interpersonal skills?
(A) Listening and Hearing Skills
(B) Hearing Skills and Body Language
(C) Listening Skills and Body Language
(D) Body Language and Communication Skills
- 160.** Which of the following is NOT a scenario where someone would need to use professional communication skills?
(A) Talking with friends at lunch
(B) Having lunch with a client
(C) Emailing a co-worker
(D) Presenting a speech at a luncheon
- 161.** The following is an example of respectful disagreement:
(A) No! YOU are wrong!
(B) How can you even think that?
(C) I hear what you are saying and I think that —
(D) Did you even read the text?
- 162.** A type of communication which involves talking to people or limited number of people.
(A) Public
(B) Intercultural
(C) Interpersonal
(D) Intrapersonal
- 163.** What is one method for managing team conflict in healthcare?
(A) Communicate assertively
(B) Ignore the conflict
(C) Assign blame to individuals
(D) Avoid team meetings
- 164.** Spoken communication in families helps in:
(A) Watching TV
(B) Creating distance
(C) Building love and trust
(D) Making jokes only
- 165.** Respect is an important part of interpersonal communication.
(A) True
(B) False
- 166.** What is one of the key aspects of interpersonal communication?
(A) It is always intentional
(B) It is avoidable
(C) It connects us to others
(D) It is only verbal
- 167.** Interpersonal skills for the workplace is understanding the feelings of others
(A) True
(B) False
- 168.** The primary goal of interpersonal communication is to develop, maintain, or improve relationships.
(A) True
(B) False
- 169.** One reason that the importance of interpersonal relations in business is increasing is
(A) Organizations' ability to demonstrate bottom-line results.
(B) The increasing isolation of the work through the use of computer technology.

- (C) Organizations' increasing customer service orientation.
- (D) The decreasing costs of implementing human relations programs.
170. Which type of communication is most likely to occur during a one-on-one conversation?
- (A) Interpersonal Communication
- (B) Small Group Communication
- (C) Intrapersonal Communication
- (D) Directive
171. Why should you reply to comments on YouTube?
- (A) To get more videos
- (B) So viewers feel connected
- (C) To use the internet
- (D) To get more friends
172. It is common for people who are waiting together to engage in small talk.
- (A) True
- (B) False
173. When you must deliver bad news to one person or a small group, you should usually
- (A) Send a formal letter
- (B) Address the issue in a department meeting
- (C) Deliver the message in person
- (D) Wait at least one week so that you can formulate your thoughts
174. As the group leader, Janine needs to address the issue of effective communication, an important part of which of the following:
- (A) Self-management
- (B) Social awareness
- (C) Relationship management
- (D) Self-awareness
175. If two people or groups are trying to come up with a decision or a deal that is fair to both sides, what are they doing?
- (A) Negotiating
- (B) Contesting
- (C) Paraphrasing
- (D) None of above
176. Someone who aspires to become a teacher or guidance counselor probably prefers to work with:
- (A) Things.
- (B) Data.
- (C) People.
- (D) Values.
177. ____ means understanding how the other person feels
- (A) Empathy
- (B) Hurt
178. What does it mean to establish rapport with healthcare professionals?
- (A) Competing with them for authority and control
- (B) Building trust, mutual respect, and effective working relationships
- (C) Avoiding collaboration and teamwork
- (D) Disregarding their expertise and opinions
179. I'd like to ____ the next point over to Masako.
- (A) Make
- (B) Develop
- (C) Pass
- (D) Position
180. Assertive response means expressing thoughts, feelings, and needs ____ and respectfully while respecting others.
- (A) Clearly
- (B) Loudly
- (C) Hesitantly
- (D) Vaguely
181. Interpersonal communication skill refers to ____
- (A) The process or act of performing a speech to a live audience.

- (B) People exchange information, feelings, and meaning through verbal and non-verbal messages.
- (C) The ability to pay attention to and effectively interpret what other people are saying.
- (D) The acquisition of information from one or more sources.
- 182.** Interpersonal communication is key to team relationships and patient safety.
- (A) TRUE
- (B) FALSE
- 183.** They were ____ a conversation about a new research project.
- (A) Making
- (B) Checking
- (C) Having
- (D) None of above
- 184.** What word MOST NEARLY means:one in which people share their deepest feelings with each other. Such relationship is built on trust and commitment.?
- (A) Public self
- (B) Close relationships
- (C) Friendships
- (D) Paraphrasing
- 185.** Interpersonal communication is dyadic in nature but it is often extended to a small group such as family. Dyadic in nature means?
- (A) Two persons are involved in communication.
- (B) Three persons are involved in communication.
- (C) Four persons are involved in communication.
- (D) Five persons are involved in communication. Edit
- 186.** Our communication is influenced by the relationship that we have with the person we are communicating with.
- (A) True
- (B) False
- 187.** This type of communication is when you talk to another person.
- (A) Intrapersonal
- (B) Interpersonal
- (C) Small Group
- (D) Public Speaking
- 188.** Which method of communication is best to use if the message is confidential?
- (A) Email
- (B) Telephone
- (C) Face to face conversation
- (D) Fax message
- 189.** Having a face-to-face conversation with someone is an example of what type of communication?
- (A) Intrapersonal communication
- (B) Interpersonal communication
- (C) Small group communication
- (D) Public communication
- 190.** Professional communicators use interpersonal skills, which help them to relate and communicate with other people.
- (A) True
- (B) False
- 191.** Teaching Philippine indigenous dances by learning directly from cultural bearers applies which principle?
- (A) Collaborative learning
- (B) Apprenticeship model
- (C) Cognitive theory
- (D) Scaffolding
- 192.** In a scientific team, what interpersonal skill is crucial for resolving conflicts?
- (A) Negotiation
- (B) Experimentation
- (C) Observation
- (D) Data collection

- 193.** What skill would be defined as dealing with the public and the media regularly and being open and friendly to maintain a favorable image for an organization?
- (A) Organizational skills
 - (B) Speaking skills
 - (C) Interpersonal skills
 - (D) Problem-solving skills
- 194.** What tone should you use when addressing a colleague?
- (A) Casual and informal tone
 - (B) Professional and respectful tone
 - (C) Aggressive and confrontational tone
 - (D) Dismissive and rude tone
- 195.** Your teacher has not given you a grade for a paper you handed in, and you tell him or her, "I handed in that paper with everyone else. It's not my fault if you can't keep yourself organized," is an example of which of the following communication styles?
- (A) Aggressive
 - (B) Passive
 - (C) Assertive
 - (D) None of above
- 196.** Conversation between actors, persons, or groups.
- (A) Stage Script
 - (B) Dialogue
 - (C) Principals
 - (D) Ego
- 197.** Which is the best way to introduce yourself to someone new?
- (A) Say "Yo-Yo I'm ____"
 - (B) Say "Hello, it's nice to meet you. I'm the Queen of France"
 - (C) Say "Hello, it's nice to meet you. My name is ____"
 - (D) Ask if they played the latest video game Edit
- 198.** How does effective interpersonal communication improve workplace relationships?
- (A) By ensuring that employees never disagree with each other.
 - (B) By fostering trust, collaboration, and mutual respect.
 - (C) By making sure employees do not need to communicate frequently.
 - (D) By limiting communication to only formal settings.
- 199.** In professional networking, the key principle is:
- (A) Taking without giving
 - (B) Mutual benefit
 - (C) Self-promotion only
 - (D) Avoiding relationships
- 200.** According to the information, what makes a significant contribution to children's understanding and literacy competence?
- (A) Memorization of letters and numbers
 - (B) Engagement in conversations
 - (C) Strict focus on reading skills
 - (D) Exposure to nature only
- 201.** Which communication is one-on-one between nurse and patient?
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Assertive
 - (D) Handoff
- 202.** A: ____ B: Yes, I think I'll have bacon and sausages.
- (A) Would you like to see the menu?
 - (B) May I take your order, please?
 - (C) Can I do anything?
 - (D) How about your breakfast?
- 203.** Mary and her friend always talk through video call every night, is an example of?
- (A) Verbal Communication
 - (B) Intrapersonal Communication
 - (C) Non-verbal Communication
 - (D) Interpersonal Communication

- 204.** Mom: It's raining outside. — Son: Okay.
Thank you, mom
(A) 1. You should go to the swimming pool.
(B) 2. Don't forget to take an umbrella.
(C) 3. Please water the plants
(D) 4. Let's go to the beach.
- 205.** Transactional analysis focuses on:
(A) Market dynamics
(B) Communication and interpersonal relationships
(C) Financial forecasting
(D) Production processes
- 206.** Which of the following would be considered a live communication method?
(A) Blogging
(B) Desktop sharing
(C) Emailing a report
(D) Uploading files to a server
- 207.** These are the principles of interpersonal communication except for
(A) It connects each other
(B) It is irreversible
(C) It is not complicated
(D) It has rules
- 208.** Which of the following is an example of interpersonal communication in the workplace?
(A) Writing a business letter
(B) Sending a text message
(C) Having a team meeting
(D) Creating a social media post
- 209.** When delivering difficult and upsetting news, such as a person finding out the program they head for their company will be cut to save money, which would be the best way for a manager to communicate with this employee?
(A) Post the news on the company website
(B) Send the employee a text message
(C) Talk to the employee face-to-face
(D) Send the employee a formal letter
- 210.** Each of us has our own unique conversational style which changes according to our role.
(A) True
(B) False
- 211.** We often ___ face-to-face.
(A) Have
(B) Meet
(C) Send
(D) Use Edit
- 212.** As a person, the interpreter has to have good interpersonal communication skills to perform the role of the interlingual / intercultural / mediators
(A) True
(B) False
(C) All the above
(D) None of the above
- 213.** In a team meeting, one member dominates the conversation and ignores others. This reflects which communication style?
(A) Assertive
(B) Aggressive
(C) Passive
(D) Supportive
- 214.** Which type of communication is crucial for developing our communication skills?
(A) Small group communication
(B) Interpersonal communication
(C) Intrapersonal communication
(D) Public communication
- 215.** I can talk to my friends online using ___
(A) IM (instant messaging)
(B) Blog
(C) Memory stick
(D) Ebook

216. Communication with friends and other people is called ____ communication.
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Small group
 - (D) Dyad
217. A team member is upset by a decision that has been made. What form of communication should a manager use to ensure the situation is dealt with appropriately? Select one option.
- (A) Speak with them face to face.
 - (B) Speak with them via the telephone.
 - (C) Send them an email.
 - (D) Send them a letter.
218. Skills used to interact with others on a daily basis
- (A) Interactive
 - (B) Employability
 - (C) Interpersonal
 - (D) Survival
219. What skills are important for a competent interpersonal communicator?
- (A) Conflict management and listening skills
 - (B) Only public speaking skills
 - (C) Only writing skills
 - (D) Only memorization skills
220. These are an examples of conversation EXCEPT ____
- (A) Siblings recalling fond memories
 - (B) Friends talking about various topics
 - (C) Writing articles
 - (D) Family buying at the shopping malls
221. Communication which takes place between two or more persons usually face to face describes the ____ context of communication.
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Organizational
 - (D) Public
222. Sending an e-mail to your cousin is a form of Mass Communication
- (A) False
 - (B) True
223. "Two persons talking over a phone" - is an example of which of the following communication?
- (A) Written communication
 - (B) Interpersonal communication
 - (C) Small group communication
 - (D) Public communication
224. Communication and interpersonal skills
- (A) To take on board other people's feelings and express your own requirements in an unemotional clear fashion to achieve a win-win outcome.
 - (B) The ability to explain what you mean in a clear and concise way through written and spoken means. To listen and relate to other people, and to act upon key information/instructions.
225. What type of duties do customer-service professionals often perform?
- (A) Preparing ads
 - (B) Paying invoices
 - (C) Handling complaints
 - (D) Receiving shipments
226. ____ is discussing terms to reach a compromise.
- (A) Negotiation
 - (B) Celebration
 - (C) Isolation
 - (D) Competition
227. Ian: Let me introduce myself. My name is Ian. Lilia: Nice to meet you, Indra. Ian: ____
- (A) Thank you
 - (B) Have a nice day
 - (C) Nice to meet you, too
 - (D) See you

- 228.** UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). If a message requires immediate attention, the most appropriate channel is:
- (A) A direct face-to-face conversation
 - (B) A long written report
 - (C) A memo sent at the end of the week
 - (D) A poster placed in the break room
- 229.** How should employees behave during interactions with clients and co-workers?
- (A) Professionally
 - (B) Opinionated
 - (C) Judgmentally
 - (D) Disrespectfully
- 230.** Which of the following is considered an intimate style of speech?
- (A) Conversation with a loved one
 - (B) Giving instructions to athletes
 - (C) Delivering campaign speeches
 - (D) Reading school policies
- 231.** Which communication style involves avoiding conflict at all costs and putting others' needs before your own?
- (A) Assertive
 - (B) Aggressive
 - (C) Passive
 - (D) Tactful
- 232.** Personal communication involves exchange of messages between two people
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 233.** The type of conversational exchange used for initiating and maintaining conversational interactions is also known as
- (A) Trash talk
 - (B) Giving a speech
 - (C) Small Talk
 - (D) Interactive exchange talk
- 234.** ADVANCED: A healthcare worker is communicating with a patient who has a developmental disability. Which approach would be MOST appropriate?
- (A) Speak to their caregiver instead of directly to the patient.
 - (B) Use a childlike tone regardless of the patient's age.
 - (C) Treat them as an adult while adapting communication to their needs.
 - (D) Avoid complex topics entirely.
- 235.** A ___ is conversing with a person or people online?
- (A) Call
 - (B) Text
 - (C) Forum
 - (D) Chatting
- 236.** If it is meant to establish or deepen one's relationship with others.
- (A) Intrapersonal Communication
 - (B) Interpersonal Communication
 - (C) Transactional Communication
 - (D) Extended Communication
- 237.** To demonstrate tolerance and tact in the workplace, which of the following should you do?
- (A) Avoid apologizing for errors or misunderstandings because doing so calls attention to them.
 - (B) Choose writing over face-to-face interactions whenever possible.
 - (C) Work to improve your vocal quality.
 - (D) Keep your personal opinions of people private.
- 238.** Three of the types of Interpersonal Communication are:
- (A) Public, Self, Silence
 - (B) Group, Solo, Written
 - (C) Dyadic, Tribunal, Fake News
 - (D) Group, Public, Dyadic

239. Vinod met his new manager at his workplace. He had to ____ himself first.
- (A) Thank
 - (B) Introduce
 - (C) Appreciate
 - (D) Praise
240. The client consultation is the communication that determines the client's needs.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
241. What is Rapport Building?
- (A) SYNC with each other
 - (B) Understand each other feelings
 - (C) Communicate Freely
 - (D) All of the mentioned points
242. Parent-child communication helps in:
- (A) Creating silence
 - (B) Understanding each other
 - (C) Telling jokes
 - (D) Sleeping better
243. Trying to put yourself in another person's place or see the world through his or her eyes.
- (A) Critical
 - (B) Deliberative
 - (C) Empathic
 - (D) Appreciative
244. If I appear cooperative while purposely doing things to annoy and disrupt, what style of communication am I using?
- (A) Passive communication
 - (B) Aggressive communication
 - (C) Assertive communication
 - (D) Passive-aggressive communication
245. What happens once a message is out in interpersonal communication?
- (A) It can be taken back
 - (B) It cannot be taken back
 - (C) It can be edited
 - (D) It can be ignored
246. A group text to 20 members of your family is a form of:
- (A) Interpersonal Communication
 - (B) Mass Communication
 - (C) Both interpersonal and mass communication
 - (D) Neither of these
247. Which of the following is not appropriate in a job interview?
- (A) Eye contact
 - (B) Speaking clear
 - (C) Using slang words
 - (D) Professional dress
248. Complete the conversation: Sam: Hi, Kristine! (a) ____? Kristine: (b) ____, thanks. And you?
- (A) How about you b. Sure!
 - (B) How are they b. Are they?
 - (C) How are you b. Fine
 - (D) How about them b. good
249. Why is speaking English well an advantage for Indian IT workers?
- (A) IT workers are the only ones who speak English in India
 - (B) English makes you sound smart
 - (C) They are able to easily communicate with their American customers
 - (D) None of above
250. Someone who tries to get their way through bullying and intimidation is
- (A) An assertive communicator
 - (B) An effective communicator
 - (C) A passive communicator
 - (D) An aggressive communicator
251. Interpersonal communication typically involves an information gap and a purposeful back-and-forth exchange.

- (A) True
(B) False
- 252.** What is the role of emotional intelligence in effective interpersonal communication?
(A) It helps individuals manipulate others more effectively.
(B) It allows people to understand and manage their own emotions while empathizing with others.
(C) It reduces the need for verbal communication.
(D) It ensures that people only focus on logical reasoning, ignoring emotions.
- 253.** Convincing a person to change an opinion in order to get him or her to do what you want.
(A) Generalization
(B) Persuade
(C) Enumeration
(D) None of above
- 254.** Employers value interpersonal skills because they:
(A) Reduce training costs
(B) Replace technical skills
(C) Encourage independence
(D) Improve teamwork and communication
- 255.** According to the principles of interpersonal communication, how do we often judge people?
(A) By their intent
(B) By their behavior
(C) By their words
(D) By their appearance
- 256.** I don't enjoy going to lunch with my colleagues because they always ____ and never discuss anything else.
(A) Get to the point
(B) Talk shop
(C) Talk rubbish
(D) Start the ball rolling
- 257.** Which pertains to communication between two people?
(A) Dyadic communication
(B) Public communication
(C) Mass communication
(D) Small group discussion
- 258.** Turn-taking is ____
(A) Knowing when to start a conversation
(B) Knowing when to interrupt a conversation
(C) Knowing when to start and finish a turn in a conversation
(D) None of above
- 259.** Which speech style is common among peers and friends?
(A) Casual
(B) Formal
(C) Consultative
(D) Frozen
- 260.** Choose the wrong skill that doesn't belong in skills of good interpersonal personnel
(A) Mentoring
(B) Counseling
(C) Motivation
(D) Contending
- 261.** Which communication style is this: avoid conflict by not saying what is felt, thought, or desired.
(A) Assertive
(B) Active Listening
(C) Aggressive
(D) Passive Edit
- 262.** Responding appropriately to others' questions shows effective interpersonal communication.
(A) True
(B) False
- 263.** It is fun to ____ with people who have different opinions or perspectives.

- (A) Converse
 - (B) Conclude
 - (C) Translate
 - (D) Confirm
- 264.** ____ is a kind of one-on-one communication used by managers to improve an employee's on-the-job performance or behaviour.
- (A) Downward guidance
 - (B) Coaching
 - (C) Counselling
 - (D) Leading
- 265.** The primary benefit of choosing a richer medium is that ____
- (A) The message can be delivered more quickly
 - (B) Messages delivered with a richer medium require less preparation
 - (C) The richer medium allows the sender to be more concise
 - (D) The richer medium allows for greater interactivity and feedback
- 266.** Having good interpersonal skills enables to work well as part of a team and deliver quality care?
- (A) True
 - (B) False
- 267.** It is more than Perspective taking.
- (A) Planning
 - (B) Apology
 - (C) Greeting
 - (D) Empathy
- 268.** Interpersonal skills
- (A) Collaborative efforts of people to accomplish common objectives
 - (B) A commitment to the value of work and purposeful activity
 - (C) The ability to motivate individuals and groups to accomplish important goals
 - (D) Skills that promote relationships with other people; soft skills
- 269.** The type of communication that involves two or three individuals interacting.
- (A) Mediated Interpersonal communication
 - (B) Organizational Communication
 - (C) Interpersonal Communication
 - (D) None of above
- 270.** Which of the following is a use of interpersonal communication.
- (A) Builds life insurance
 - (B) To exchange information
 - (C) Promotes fights
 - (D) Enables positive feedback
- 271.** Expressing feelings and needs without blaming is called using ____
- (A) I Statements
 - (B) You Statements
 - (C) Passive Aggression
 - (D) Silent Treatment
- 272.** It is common to talk about the weather while sharing an elevator.
- (A) True
 - (B) False
- 273.** You're waiting in line and someone cuts you off and you say "get lost I was here first" is that:
- (A) Passive communication
 - (B) Aggressive communication
 - (C) Assertive communication
 - (D) None of the above
- 274.** A supervisor encouraging teamwork should:
- (A) Promote open discussion and equal participation
 - (B) Control all conversations
 - (C) Prevent employees from sharing ideas
 - (D) Assign tasks without group input
- 275.** What interpersonal skill is vital for peer review in scientific publishing?
- (A) Constructive criticism
 - (B) Data analysis

- (C) Experiment replication
(D) Variable control
276. Waiter: ___ Alfred: I'd like olive, bacon, mushroom and onion.
(A) What would you like on your pizza?
(B) Would you like to pay by cash or card?
277. A: "I'm heading to the grocery store. Can I pick up anything for you?" B: " ___ "
(A) Thanks. I need a loaf of bread.
(B) Not at all.
(C) Yes, you can.
(D) Don't worry about it.
278. Lack of comfort with interpersonal skills (e.g. making rounds, clarifying orders, and participating in team conferences)
(A) Interpersonal skills
(B) Clinical skills
(C) Organizational skills
(D) None of above
279. Which people tend to be direct and use eye contact?
(A) Passive
(B) Aggressive
(C) Passive-Aggressive
(D) Assertive
280. You're in the meeting and you want to voice for something. Chairperson: Let's move on to the next item on the Agenda, and ___ Staff A: ___ Chairperson: Sure, go ahead.
(A) I don't agree with you.
(B) Sorry, could I interrupt for a moment?
(C) No! I didn't say that ___
(D) What exactly are you trying to say?
281. What is the ideal place to have a difficult conversation?
(A) In-person
(B) Via Direct Message
(C) In Social Media Comments
(D) Via Phone
282. Which type of communication involves two people interacting with each other?
(A) Public Communication
(B) Small Group Communication
(C) Intrapersonal Communication
(D) Interpersonal Communication
283. If you have problems with a relationship, you should
(A) Yell at the other person
(B) Call the other person names
(C) Talk badly about the other person to others
(D) Talk to the person and try to work it out
284. When a manager has the ability to interact with people successfully, this is his ___ skill.
(A) Conceptual
(B) Technical
(C) Human
(D) None of above
285. Which description fits interpersonal verbal communication?
(A) Formal lecture to conference attendees
(B) Silent reflection on inner experiences
(C) Unidirectional broadcast to mass audiences
(D) Two-party exchange with listening and response
286. Communication style which is characterized by the desire to avoid conflict but still manipulates the situation to meet the end goal
(A) Aggressive
(B) Assertive
(C) Passive
(D) Passive Aggressive
287. Some examples of interpersonal political communication are mentioned below, except for ___
(A) Visual means of signification such logo design
(B) The political discussions of people in public bars

- (C) The behind-closed-doors negotiations of governments
(D) The information gleaned by journalists from face-to-face meetings with high-level sources,
- 288.** Two friends discussing their weekend plans is an example of:
(A) Intrapersonal
(B) Interpersonal
(C) Public
(D) Group
- 289.** The process of sending and receiving verbal and nonverbal messages between two or more people is known as ____
(A) Fair communication
(B) Interpersonal communication
(C) Emotional hijacking
(D) Mutual messaging
- 290.** Which type of communication occurs between and among people and helps establish personal relationships?
(A) Intrapersonal
(B) Interpersonal
(C) Group
(D) Mass
- 291.** Why are interpersonal skills important for engineers?
(A) They help engineers work independently.

(B) They allow engineers to avoid communication.
(C) They foster teamwork and problem-solving.
(D) They make engineers focus only on technical skills. Edit
- 292.** Why is finding a common ground useful when interviewing for a job?
(A) To create tension and conflict
(B) To show off knowledge and skills
(C) To dominate the conversation
(D) To establish rapport and connection with the interviewer
- 293.** You want to ask your boss for a raise. Choose the correct form of communication medium for this communication.
(A) Phone Call
(B) Face to Face
(C) Text
(D) Email
- 294.** Althea is trying to persuade her mother to let her go on a trip with friends. Althea's mother has a supportive style. To style flex, Althea should
(A) Be straightforward and present her information accurately and systematically.
(B) Get to the point quickly and avoid too much detail.
(C) Patiently draw out her mother's personal concerns and present her trip information in a quiet and nonthreatening way.
(D) Not place any emphasis on the details.
- 295.** Interpersonal communication skills can either positively or negatively impact one's health.
(A) True
(B) False
- 296.** Why is it important for a healthcare provider to place themselves at the same level as the patient?
(A) It makes the patient feel more comfortable and respected
(B) It allows the provider to look more authoritative
(C) It helps the provider finish their work faster
(D) It is required by hospital rules
- 297.** In which communication style might a person say, 'I feel upset when you interrupt me because it makes me feel unheard'?
(A) Passive
(B) Aggressive
(C) Passive-Aggressive
(D) Assertive

- 298.** What is the key to successfully forming a connection with your client?
- (A) Keep your conversations short and to the point
 - (B) Maintain a sense of humor and politeness
 - (C) Talk more about yourself
 - (D) Frequently talk about your work experience
- 299.** Engages both the speaker and the listener
- (A) Symbolic
 - (B) Powerful
 - (C) Forceful
 - (D) Active
- 300.** You see that an employee is 3 weeks behind schedule in submitting a report to you. Which method of communication would be best?
- (A) Email
 - (B) Face to face meeting
 - (C) Phone call
 - (D) None of above
- 301.** We took part in a lot of interesting ____ to make acquaintance with each other in the chat room
- (A) Communities
 - (B) Activities
 - (C) Conferences
 - (D) Contests
- 302.** An interactive exchange takes place as ____ takes place.
- (A) Intrapersonal Communication
 - (B) Interpersonal Communication
- 303.** Which processes occur in interpersonal communication?
- (A) Information exchange
 - (B) Mutual influence
 - (C) Perception and emotional awareness
 - (D) All three processes
- 304.** What is the primary focus of interpersonal communication?
- (A) To avoid misunderstandings
 - (B) To exchange information and feelings
 - (C) To create barriers
 - (D) To summarize information
- 305.** Frank: Hello, Jenny. This is Frank. Per our appointment, I'm sorry to tell you that I have a conflict on Tuesday. ____?
- (A) Can I reschedule for Wednesday morning
 - (B) Could I see you
 - (C) Can I keep an appointment next Tuesday
 - (D) Can I confirm an appointment on Tuesday
- 306.** Someone who speaks softly, has trouble saying "no", has poor eye contact and often feel anxious/sad in conversations exhibits ____ communication style.
- (A) Depressive
 - (B) Passive
 - (C) Passive-Aggressive
 - (D) Aggressive
- 307.** How does effective interpersonal communication contribute to problem-solving in a team?
- (A) It allows team members to avoid disagreements.
 - (B) It ensures that only one person makes all the decisions.
 - (C) It encourages open discussions and multiple perspectives.
 - (D) It speeds up decision-making without considering different opinions.
- 308.** Joana, could you talk us through this?
- (A) Inviting / Nominating someone to say something
 - (B) Checking if you have understood something correctly
 - (C) Stating that you are not persuaded or have doubts about something

- (D) Managing the discussion and the behaviour of the participants
(E) Summarizing / Ending the discussion
- 309.** Which communication style is this: straightforward and avoids hidden meanings or agendas.
(A) Passive
(B) Active Listening
(C) Verbal
(D) Assertive Edit
- 310.** Which communication style is most likely to say, "I feel upset when you interrupt me. Can we take turns speaking?"
(A) Passive
(B) Aggressive
(C) Assertive
(D) Passive-Aggressive
- 311.** Interpersonal communication skills is exchange of information through verbal and non-verbal methods
(A) TRUE
(B) FALSE
- 312.** Personal Application / Action Taken-Interpersonal relationships improve through application of
(A) Soft skills
(B) Technical tools
(C) Authority
(D) Control
- 313.** What shapes the meaning created in interpersonal communication?
(A) Only the speaker's intention
(B) The medium of communication
(C) Events, experiences, and thoughts of communication partners
(D) The time of day
- 314.** Talking on the phone is a form of:
(A) Interpersonal Communication
(B) Mass Communication
- (C) Both interpersonal and mass communication
(D) Neither of these
- 315.** The following statement is more likely to come from which type of communicator?"I'm sorry. I don't quite understand. Maybe you could explain again."
(A) Direct
(B) Indirect
- 316.** To build friendships, you should-
(A) Be rude
(B) Communicate kindly
(C) Stay alone
(D) Ignore people
- 317.** Waitress: Good evening and welcome to Valentino's. Do you have a reservation?Mrs. Anna: No, we don't. ___?Waitress: Yes, we do. For two?Mrs. Anna: YesWaitress: Right this way, please.
(A) Do you have any free tables?
(B) Do you have a drink?
(C) Do you have recommendation?
(D) Where is the toilet?
- 318.** Julio and Kimberly are discussing which theme to use for their parents' anniversary video. Julio is not willing to compromise on his theme idea. This is an example of which of the following communication styles?
(A) Passive
(B) Aggressive
(C) Assertive
(D) Passive-aggressive
- 319.** Which of the following is an effect of positive communication on interpersonal relationships?
(A) Builds trust and respect
(B) Increases misunderstandings
(C) Creates emotional distance
(D) Discourages cooperation

- 320.** Interpersonal Communication can happen unintentionally.
(A) Fact
(B) Bluff
- 321.** It is a communication between individuals in a personal relationship which builds through time and involves their thoughts and feelings to a certain level.
(A) Intrapersonal communication
(B) Public communication
(C) Interpersonal communication
(D) Small group communication
- 322.** Communication between 2 people
(A) Interpersonal
(B) Intrapersonal
(C) Interference
(D) Context
- 323.** The richest mode of communication among the following would be ____
(A) An e-mail, because the message can be retrieved and added to quickly if necessary
(B) A wiki, because readers can make their own changes to a group document
(C) A letter, because it provides more formality and a printed record
(D) A face-to-face interaction, because it provides both verbal and nonverbal messages
- 324.** Traits you rely on when you interact and communicate with others are called ____ skills.
(A) Transferable
(B) Resume'
(C) Technical
(D) Interpersonal
- 325.** A two-person communication system.
(A) Dyad
(B) Belief
(C) Message
(D) Theory
(E) Collaborative style
- 326.** BICS
(A) Basic Instruction in Culturally-relevant Situations
(B) Bilingual Interactive Communication Skills
(C) Basic Interpersonal Communication Skills
(D) None of above
- 327.** A sign of a healthy relationship is when ____
(A) You can share your feelings and communicate.
(B) You spend all your time together.
(C) You like all the same things.
(D) You have known them for a long time.
Edit
- 328.** What is a good way to build a healthy relationship?
(A) Always want to be right
(B) Do not compromise
(C) Communicate with the other person
(D) Do not share
- 329.** What word MOST NEARLY means:communication that occurs between two or more people?
(A) Paraphrasing
(B) Close relationship
(C) Misunderstanding
(D) Interpersonal communication
- 330.** Throughout your interpersonal life and in each interpersonal interaction, you're presented with choice points. These include..
(A) Who you communicate with
(B) What you say, and what you don't say
(C) How you phrase what you want to say
(D) All of the above
- 331.** Which is NOT a use of interpersonal communication?
(A) Making decisions
(B) Solving problems
(C) Giving support
(D) Issuing company manuals

332. What is the ability for effective communication in social intelligence?
- (A) Ignore people's emotion
 - (B) Understanding how other people's emotions work
333. When giving a compliment, it's best to:
- (A) Give a compliment to someone so that many people can hear the praise you are giving them.
 - (B) Give compliments to everyone in the office so everyone receives regular praise.
 - (C) Compliment specific behaviours regarding work, avoid personal compliments
 - (D) None of above
334. When you use the Internet you can ____ with your friends.
- (A) Chat online
 - (B) Take a selfie
 - (C) Download
 - (D) Surf
335. Which of the following words may NOT be associated with Mass Communication?
- (A) Facebook
 - (B) DZRM Balita Ngayon
 - (C) Face to face and physical chatting
 - (D) 24 Oras Edit
336. Aria is preparing for a class presentation. She pays attention to how she looks and sounds, and considers how her behavior might affect her classmates and teacher. What is Aria practicing in the context of self-concept management?
- (A) Ignoring how you look and sound
 - (B) Being aware of how you look and sound and how your behavior affects those around you
 - (C) Only focusing on your academic performance
 - (D) Relying solely on others' opinions
337. In business communication, what is the most common form of communication, involving the exchange of ideas between two or more people?
- (A) Intrapersonal communication
 - (B) Interpersonal communication
 - (C) Mass communication
 - (D) Technological communication
338. What is one of the key aspects of interpersonal communication mentioned in the text?
- (A) Building relationships
 - (B) Avoiding conversations
 - (C) Working alone
 - (D) Ignoring others
339. Set of abilities enabling a person to interact positively and work effectively with others.
- (A) Interpersonal Skills
 - (B) Soft Skills
 - (C) Hard Skills
 - (D) Skills
340. Determine which field is related to the given title: Research Title: Communicative Behaviors Associated in Different Stages of a Romantic Relationship
- (A) Anthropology
 - (B) Behavioral Sciences
 - (C) Psychology
 - (D) Education
341. Two people are in a conflict because both of them want to be the group's leader. What is the reason for the conflict?
- (A) Creativity
 - (B) Resentment
 - (C) Authority
 - (D) Motivation
342. A ____ is a feeling of understanding and a connection between two people that helps them communicate well.
- (A) Rapport
 - (B) Therapeutic
 - (C) Anxiety
 - (D) Intimidate

343. What is one way interpersonal communication rules are developed?
- (A) Through written manuals
 - (B) By observing and experiencing
 - (C) By following strict guidelines
 - (D) Through genetic inheritance
344. "Okay, let's move on to the next point of our discussion."
- (A) Topic control
 - (B) Topic shift
 - (C) Restriction
 - (D) Nomination
345. Family members can sit together to (54) — important issues and make decisions, or just have a chat
- (A) Discuss
 - (B) Argue
 - (C) Laugh at
 - (D) Enjoy
346. In this communication, you think and learn about each other, talk and reason with each other, and evaluate each other.
- (A) Intrapersonal communication
 - (B) Interpersonal communication
 - (C) Online communication
 - (D) Machine-assisted communication
347. What are the 3 basic characteristics of interpersonal communication?
- (A) Send & Receive messages, Non-verbal, Close Proximity
 - (B) Send & Receive Messages, Walkie-Talkies, Verbal Communication.
 - (C) Verbal & Non-Verbal, Distance, Send Messages
 - (D) Close Proximity, Send & Receive Messages, Verbal & Non-Verbal.
348. What is the impact of effective interpersonal communication on scientific innovation?
- (A) Fosters collaboration and idea exchange
 - (B) Increases data precision
 - (C) Enhances experimental accuracy
 - (D) Improves variable control
349. Is a one-on-one type of communication between a nurse and another person that often occurs face to face.
- (A) Intrapersonal communication
 - (B) Interpersonal communication
 - (C) Public communication
 - (D) Small-group communication
350. Complete the conversation: A: Nice to meet you. I'm Sarah Cohen. Are you with Comet Technologies? B: —
- (A) Yes, it's 11 o'clock.
 - (B) I hope we meet again sometime. Have a safe trip.
 - (C) Good to meet you.
 - (D) No, I work for Marco Supermarkets. Here, let me give you my card.
351. Which of the following is an appropriate way to introduce yourself in a business setting?
- (A) "Hey, I'm working here."
 - (B) "What's up? I'm from the finance team."
 - (C) "Hello, my name is [Your Name], and I am part of the Finance Department."
 - (D) "Yo, I'm the finance guy."
352. Turn-taking pertains to the process by which people decide who takes the conversational floor
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
353. Interpersonal communication means:
- (A) Talking to yourself
 - (B) Writing in a diary
 - (C) Speaking with others
 - (D) Whispering silently

- 354.** Type of verbal communication wherein it pertains to the process of exchanging information, ideas, feelings and meaning between two or more people through verbal and/or non-verbal methods.
- (A) Communication
 - (B) Interpersonal Communication
 - (C) Intrapersonal Communication
 - (D) Non-verbal
- 355.** A Role In A Team is ____
- (A) Joiner
 - (B) Communicator
 - (C) Structurer
 - (D) Dancer
- 356.** Rich works the cash register at a retail store. The store is unusually busy today, and Rich's line has grown long. A woman at the back of the line remarks loudly, "This is absolutely ridiculous!" Rich's customer is
- (A) Domineering/superior.
 - (B) Impatient.
 - (C) Argumentative.
 - (D) Leave-me-alone.
- 357.** Why is talking at dinner better than watching TV?
- (A) It helps families connect and share their day.
 - (B) It makes dinner more quiet and peaceful.
 - (C) TV shows help solve problems better than family talks.
 - (D) It helps children focus only on their food.
- 358.** Someone makes a comment about your org in Group Me & it offends you. What should you do?
- (A) Delete the app
 - (B) Ignore it, or tell them why it's a sensitive topic
 - (C) Tell them you're leaving the org because of their comment
 - (D) Retaliate and talk about their organization in response
- 359.** If I use facial expressions that don't match how they feel-i.e., smiling when angry, what style of communication am I using?
- (A) Passive communication
 - (B) Aggressive communication
 - (C) Assertive communication
 - (D) Passive-aggressive communication Edit
- 360.** Recognizing and helping resolve interpersonal or organizational sources of conflict involves:
- (A) Identifying issues, encouraging open communication, and facilitating solutions
 - (B) Ignoring disagreements to avoid escalation
 - (C) Assigning blame to individuals involved
 - (D) Allowing conflicts to resolve themselves without intervention
- 361.** Which of the following is a characteristic of interpersonal communication?
- (A) It does not allow feedback
 - (B) It is always formal
 - (C) It occurs between two individuals
 - (D) It is only verbal
- 362.** Scenario: Your boss asks you to stay late, while everyone else leaves. You're always the one who stays late and tonight you have plans. Response: "Could you consider someone else stay late? I have plans tonight and it would be a big help to let me attend to them."
- (A) Assertive
 - (B) Aggressive
 - (C) Passive
 - (D) None of above
- 363.** How to ask for opinions?
- (A) What do you think about ____?
 - (B) I'll start the discussion by ____
 - (C) I agree with you.
 - (D) I'm sorry. I don't like your idea.
- 364.** At 1:30, Brady asked Sevola if he needs to do a laundry run
- (A) Communication
 - (B) Learning

- 365.** A manager wishes to build a good relationship with a new customer. Which approach would start to build rapport? Select one option
- (A) Share personal experiences of working with other customers.
 - (B) Use small talk to establish common ground and shared interests.
 - (C) Repeat everything the customer says to demonstrate listening skills.
 - (D) Discuss the contract details first, then think about how to build trust.
- 366.** Dimitri has bad news for his staff that must be communicated in a short time frame. He should use:
- (A) Face-to-face communication
 - (B) Written communication
 - (C) A text message
 - (D) None of above
- 367.** The process of communicating with a potential buyer face-to-face with the purpose of selling a product or service is refers to?
- (A) Advertising
 - (B) Personal selling
 - (C) Sales promotion
 - (D) Public relations
- 368.** Which statement reflects turn-taking?
- (A) "Now it's your turn to ask questions."
 - (B) "That will be all for today. See you tomorrow."
 - (C) "We only need to discuss our roles in the event."
 - (D) "Sorry, I can't decide now."
- 369.** Identify Inter-Personal Communication
- (A) Self-Talking
 - (B) Speaking with others
- 370.** Strong interpersonal communication improves the ability to seek help and access ____
- (A) Resources
 - (B) Opinions
 - (C) Punishments
 - (D) Distractions
- 371.** The process of talking about a conflict and deciding how to reach a compromise is called
- (A) Compromise
 - (B) Negotiation
 - (C) Gossip
 - (D) Perception
- 372.** What type of communication occurs between the sender and one other person?
- (A) Public Communication
 - (B) Interpersonal Communication
 - (C) Small Group Communication
 - (D) Informal Communication
- 373.** Asking the waiter to fix a mistake in your meal order is ____
- (A) Passive communication
 - (B) Aggressive communication
 - (C) Assertive communication
 - (D) Passive-aggressive communication Edit
- 374.** Device for instant voice communication
- (A) Television
 - (B) Telephone
 - (C) Radio
 - (D) Computer
- 375.** Interpersonal skills/Communication skills are
- (A) A settled way of thinking or feeling about someone or something, typically one that is reflected in a person's behavior.
 - (B) An obligation or willingness to accept responsibility or to account for one's actions
 - (C) An employee's ability to work well with others; listening and effective speaking.
 - (D) Wearing appropriate work attire
- 376.** The telephonic conversation helps to establish relations with the guests.
- (A) True
 - (B) False
 - (C) Maybe
 - (D) Never

377. In general, people tend to talk about important issues, such as their hopes and goals, only with individuals whom they trust.
(A) True
(B) False
378. It is important to greet customers
(A) Only when they enter the store.
(B) When you feel like it.
(C) When they enter the store, call, or when you come into contact with them.
(D) None of above
379. What is the feeling of connection and mutual understanding between two or more people?
(A) Nervous
(B) Rapport
(C) Conflict
(D) Focus
380. A: This is BB cosmetics. May I help you? B: —
(A) I bought a Retro liquid matte lipstick.
(B) I am looking for Retro liquid matte lipstick.
(C) I am interested in Retro liquid matte lipstick.
(D) B and c are correct.
381. Opening lines such as “Hello, how are you?” have an important interpersonal purpose.
(A) True
(B) False
(C) All the above
(D) None of the above
382. A zoom call with 15 people is a form of:
(A) Interpersonal Communication
(B) Mass Communication
(C) Both interpersonal and mass communication
(D) Neither of these
383. Which interpersonal skill involves the ability to perceive and relate to the thoughts, feelings, and experiences of others?
(A) Empathy
(B) Listening
(C) Teamwork
(D) Negotiation
384. When a conflict arises between two coworkers, the best solution is to:
(A) Go directly to the supervisor without first discussing the problem.
(B) Communicate with the coworker to seek a solution.
385. Choose the best statement describing an information gap activity when teaching speaking skill.
(A) This is a highly motivating communicative activity for using language.
(B) A real purpose for the communication is taking place in the classroom.
(C) This is one of the most interesting forms of communicative activities.
(D) Two speakers with different information exchange or tell each other what they know.
386. Interpersonal communication happens when:
(A) Only written messages are used
(B) Communication is intentional
(C) Speech is required
(D) People are aware of each other
387. Which of the following is NOT a form of interpersonal communication in the workplace?
(A) Face-to-face conversation
(B) Phone call
(C) Email communication
(D) Written report
388. Dyadic communication.
(A) Communication between multiple individuals.
(B) Communication between a group of individuals.
(C) Communication between an individual and a group.

- (D) Communication between two individuals.
- 389.** The best communication style for building healthy relationships.
- (A) Passive
 - (B) Assertive
 - (C) Aggressive
 - (D) None of above
- 390.** Overly forceful, pushy, angry and yelling
- (A) Passive
 - (B) Aggressive
 - (C) Assertive
 - (D) None of above
- 391.** What does 'Make time for face-to-face conversation' mean? To prioritize — discussions.
- (A) In-person
 - (B) Online
 - (C) Written
 - (D) Group
- 392.** Communication Style: The inability or unwillingness to express thoughts and feelings; often do not stand up for self or defend attitudes or beliefs
- (A) Passive
 - (B) Aggressive
 - (C) Active listening
 - (D) Assertive
- 393.** Human Resources Manager Francisco Arce must inform Alice Murillo that company job changes require her to seek retraining or lose her position. The best channel for Mr. Arce to deliver this message is:
- (A) An e-mail.
 - (B) Face-to-face communication.
 - (C) Voice mail.
 - (D) Registered mail.
- 394.** Passive communication involves avoiding expressing needs or feelings, leading to —
- (A) Misunderstandings
 - (B) Better teamwork
 - (C) Increased confidence
 - (D) Clear communication
- 395.** Which outcome most directly reflects building relationships through business communication?
- (A) Automating every workflow without human input
 - (B) Reducing payroll costs across all departments
 - (C) Outsourcing all customer support to third parties
 - (D) Maintaining rapport and resolving conflicts professionally
- 396.** Interpersonal communication
- (A) A very common type of communication, it occurs whenever you hold a conversation with another person
 - (B) A online conversation
 - (C) A type of opinion
 - (D) None of above
- 397.** Assertive communication is a way of communicating that expresses our thoughts and feelings clearly and directly, but without being aggressive.
- (A) True
 - (B) False
- 398.** Involves talking with two or limited people.
- (A) Public communication
 - (B) Intrapersonal communication
 - (C) Interpersonal communication
 - (D) Intercultural communication
- 399.** In conversation between two friends,
- (A) The roles of sender and receiver switch back and forth between the two people
 - (B) The receiver never sends a message to the sender
 - (C) The receiver sends only verbal feedback
 - (D) The receiver sends only nonverbal feedback

- 400.** Conversations between two people or groups of people.
(A) Stereotypes
(B) Communication
(C) Written communication
(D) Dialogue
- 401.** At School: You should ___ to refuse involvement in risky behaviors or peer pressure.
(A) Use assertive communication
(B) Ignore your feelings
(C) Give in to peer pressure
(D) Stay silent
- 402.** If you were a medical assistant in an exam room and a patient became upset with you, how would you "keep your cool?"
(A) Be empathetic, listen and don't become defensive. Watch your tone and body language.
(B) Just walk away
(C) Tell them, "I don't need this!"
(D) All of the above
- 403.** Having a face-to-face conversation with your friend is an example of what type of communication? (IB CSI 1,2,3)
(A) Intrapersonal communication
(B) Interpersonal communication
(C) Small group communication
(D) Public communication
- 404.** A manager wants to improve relationships within their team. Based on the learning material, which skill should they focus on developing?
(A) Technical skills
(B) Interpersonal skills
(C) Mathematical skills
(D) Artistic skills
- 405.** One-on-one interaction between a nurse and another person that often occurs face to face. It is the level most frequently used in nursing situations and lies at the heart of nursing practice.
(A) Intrapersonal communication
(B) Interpersonal communication
(C) Small-group communication
(D) Public communication
(E) Electronic communication
- 406.** What is the most important factor when learning how to establish rapport with your clients?
(A) Developing your people skills
(B) Learning from past interactions
(C) Connecting on a personal level
(D) Continuing your training
- 407.** Which of the following terms is essential for the process of communication: ___, creating, understanding, and influencing, and how does this process help in applying effective interpersonal skills?
(A) Relating
(B) Sending
(C) Speaking
(D) Broadcasting
- 408.** Which of the following skills should be required of children and youth to master the greatest challenges regardless of national origin or cultural upbringing?
(A) Higher-order cognitive and interpersonal skills
(B) Psychomotor skills
(C) Social and spiritual skills
(D) Emotional and leadership skills
- 409.** Which of the following is a benefit of strong interpersonal communication in health?
(A) Reduced misunderstandings and conflicts related to health concerns
(B) Increased peer pressure
(C) Avoiding healthcare providers
(D) Ignoring mental health needs
- 410.** "The process by which people exchange information, feelings, and meaning through verbal and non-verbal messages." This statement refers to ___
(A) Intrapersonal Communication

- (B) Interpersonal Communication
(C) Public Communication
(D) Mass Communication
- 411.** Which type of interpersonal context occurs between exactly two people?
(A) Small Group Communication
(B) Dyad Communication
(C) Public Communication
(D) None of above
- 412.** What is the best way to communicate with another individual?
(A) Face to face conversation
(B) Over the phone
(C) Text messaging
(D) None of above
- 413.** Nikira is on her phone when a customer comes to the register to order. They begin giving her their order and Nikira ignores them while she continues to scroll down SnapChat. Is this good or bad customer service?
(A) Good Customer Service
(B) Bad Customer Service
- 414.** Seeing eye to eye.
(A) Same height as another person.
(B) Someone looking into your eye.
(C) You agree with someone. Edit
(D) None of above
- 415.** What are the key factors that contribute to successful interpersonal communication?
(A) Talking over others
(B) Active listening, empathy, clarity, non-verbal communication, and feedback
(C) Using complex jargon
(D) Lack of eye contact
- 416.** Building a relationship with a customer is called:
(A) Friendship
(B) Chatting
(C) Rapport
(D) Dating Edit
- 417.** Why is spoken communication important in relationships?
(A) It helps to play games
(B) It helps people understand each other
(C) It makes people quiet
(D) It creates confusion
- 418.** Interpersonal skills are the skills required to interact and build relationships with others?
(A) True
(B) False
- 419.** Appreciate the perspectives of other individuals within an organization.
(A) Ignoring others' perspectives leads to better leadership.
(B) Valuing others' perspectives fosters collaboration and innovation.
(C) Only leaders' perspectives matter in decision-making.
(D) Perspectives are irrelevant in organizational settings.
- 420.** What is one way someone might dominate a conversation? Fill in the blank: ___ over conversations and meetings.
(A) Taking
(B) Listening
(C) Ignoring
(D) Avoiding
- 421.** Even if two people are in a long-term relationship, they still need to communicate their needs or wants.
(A) True
(B) False
(C) All the above
(D) None of the above
- 422.** Which type of communication involves a two-way exchange of ideas in everyday conversations?
(A) Intrapersonal
(B) Interpersonal
(C) Public
(D) Mass

- 423.** Ability to put yourself in another's place
- (A) Confidentiality
 - (B) Empathy
 - (C) Ethics
 - (D) Morality
- 424.** Imagine Michael, Zoe, and Abigail are discussing how to stand up for themselves in a group project. Which option best shows what assertiveness looks like in their conversation?
- (A) Stating needs aggressively to ensure compliance.
 - (B) Remaining silent to keep the peace.
 - (C) Clearly expressing needs, boundaries, and opinions while being respectful—balancing passive avoidance and aggressive attack.
 - (D) Delegating all communication to a supervisor.
- 425.** A nurse sitting at eye level and maintaining eye contact is demonstrating which communication type?
- (A) Intrapersonal
 - (B) Assertive
 - (C) Therapeutic
 - (D) Handoff
- 426.** It involves the interpersonal exchange of thoughts with common ends among people. What is it?
- (A) Social Communication
 - (B) Technical Communication
 - (C) Purposive Communication
 - (D) None of above
- 427.** Read each behavior. Identify what style of communication it might be. In a group, Daniella tells her partners they are doing the project her way and starts without hearing them out.
- (A) Passive
 - (B) Aggressive
 - (C) Assertive
 - (D) None of above
- 428.** Communicating with a person or a few people is ____
- (A) Mass communication
 - (B) Personal communication
 - (C) Written communication
 - (D) None of the above
- 429.** Speaking softly, poor eye contact, lack of confidence, and not expressing your needs are examples of ____ communication.
- (A) Passive
 - (B) Assertive
 - (C) Aggressive
 - (D) None of above
- 430.** In scientific discussions, what role does questioning play in interpersonal communication?
- (A) Clarifying understanding
 - (B) Increasing data points
 - (C) Enhancing experimental design
 - (D) Improving statistical analysis
- 431.** For sensitive or complex information, which communication channel is often most effective due to its richness?
- (A) Texts or emails
 - (B) Formal documents
 - (C) Face-to-face or video conferencing
 - (D) Mass emails
- 432.** What kind of communication does video conferencing allow, which other digital communication methods do not?
- (A) Physical
 - (B) Face-to-face
 - (C) Nonverbal
 - (D) Written
- 433.** A parent tells the pediatric nurse practitioner, "I've never told anyone this information about my son." This is an example of:
- (A) Revealing
 - (B) Building trust
 - (C) Clarifying roles
 - (D) Identifying problems and goals

434. Which best represents interpersonal skills?
- (A) Writing and typing
 - (B) Leadership skills
 - (C) Technical knowledge
 - (D) Communication and listening
435. A manager should remain calm, especially during conflict, because their demeanor has what impact on the team?
- (A) It ensures all decisions are made quickly
 - (B) It guarantees the conflict will resolve immediately
 - (C) It distracts staff from the core issue
 - (D) It sets the tone for the entire team
436. Marge is resigning from her company. Which is the best way for her to communicate this information?
- (A) Text her supervisor.
 - (B) Speak to her supervisor in person.
 - (C) Send a group email to the entire company.
 - (D) Leave a sticky note of her supervisor's desk.
437. Communication between two or more people who have a relationship with each other is ____
- (A) Only verbal
 - (B) Only nonverbal
 - (C) Intrapersonal
 - (D) Interpersonal
438. Enhanced relationships with peers, family, and healthcare providers is a benefit of ____ interpersonal communication in health.
- (A) Strong
 - (B) Weak
 - (C) Occasional
 - (D) Limited
439. A nurse is about to touch a patient during an assessment. What should the nurse do first according to therapeutic communication principles?
- (A) Begin the assessment without saying anything
 - (B) Ask for permission before touching the patient
 - (C) Ask the family for permission
 - (D) Use terms of endearment to comfort the patient
440. Someone who chooses to be a teacher or salesperson works with
- (A) Data.
 - (B) People.
 - (C) Animals.
 - (D) Things.
441. Ava and Priya are having a discussion about their favorite books. They use both words and gestures to express their thoughts and feelings about the stories they love. This interaction takes place in a cozy cafe, where the ambiance adds to their conversation.
- (A) Message
 - (B) Communication
 - (C) Model
 - (D) Context
442. Greetings help you to ____
- (A) Establish a connection with someone you meet in formal and informal situations.
 - (B) Establish a connection with someone you meet in formal situations.
 - (C) Establish a connection with someone you meet in informal situations.
 - (D) Establish cordial relationship
443. An essential skill for a receptionist is:
- (A) Speed typing.
 - (B) Handling difficult visitors with tact.
 - (C) Programming.
 - (D) Designing advertisements.
444. ____ communicators tend to have difficulty acknowledging their anger and use facial expressions that don't correlate with their emotions.
- (A) Passive

- (B) Aggressive
 - (C) Assertive
 - (D) Passive-Aggressive
- 445.** Communication between sender and a receiver.
- (A) Mass
 - (B) Personal
 - (C) Both
 - (D) None of above
- 446.** You are sharing your ideas for your section of a group project. Another kid says you are wrong, but you know you are right because YOU did the research. You tell him, "Thanks for your input, but I have facts to support this."
- (A) Passive
 - (B) Assertive
 - (C) Aggressive
 - (D) None of the above
- 447.** At Hotel Naperville, managers prefer to have as much informal face-to-face communication with employees as possible, so they visit their work areas and chat about both work and personal issues. The managers at this hotel are using
- (A) Interpersonal management.
 - (B) Extreme communication.
 - (C) Management by wandering around.
 - (D) Borderless management.
- 448.** Verbal skills, such as clarity and tone, help build strong interpersonal relationships.
- (A) True
 - (B) False
- 449.** Working with someone to produce or create something-PICK ONE
- (A) Corroboration
 - (B) Collaboration
 - (C) Carbonation
 - (D) Chlorination
- 450.** An author communicates with his or her reader, who is always present as a silent audience in the author's mind while writing.
- (A) Meta-communication
 - (B) Intrapersonal communication
 - (C) Non-verbal communication
 - (D) Interpersonal Communication
- 451.** Which set best represents core interpersonal skills for resolving issues on the phone?
- (A) Listening, questioning, non-verbal cues
 - (B) Heavy lifting, machining, painting
 - (C) Tax law, audit trails, payroll
 - (D) Graphic design, copy editing, coding
- 452.** If your internship involves collaboration with external stakeholders, which skill is most critical?
- (A) Reporting skills
 - (B) Negotiation and communication
 - (C) Documenting
 - (D) Typing
- 453.** Which interaction pattern is most suited for information gap activities?
- (A) Individual work
 - (B) Pair work
 - (C) Frontal work
 - (D) Small group work
 - (E) Plenary work
- 454.** Which of the following types of communication involves two people only.
- (A) Dyadic Communication
 - (B) Intrapersonal Communication
 - (C) Public Communication
 - (D) Family Communication
- 455.** Ann is thanking Lisa for fixing her laptop.- Ann: "It's very kind of you to help me. Thank you."-Lisa: " ____ "
- (A) So do I
 - (B) You're welcome
 - (C) Yes, please
 - (D) Here you are

456. The hiring manager interviews an applicant.
(A) Intrapersonal
(B) Interpersonal
(C) Public
(D) None of above
457. Wilbur Schramm's view emphasizes understanding how people relate to each other. What capability does this mainly develop in business communication?
(A) Interpreting context and shared meaning
(B) Calculating financial break-even points
(C) Designing physical product features
(D) Scheduling warehouse deliveries
458. Social Networking involves communication between ____
(A) Two computers
(B) A computer and a router
(C) A human and a computer
(D) Two or more people
459. Benefit of face to face communication: your presence at the workplace signifies your interest and cooperation with your fellow employees
(A) Stronger working relationships
(B) Perception of thoughts and feelings
(C) Engagement and innovation
(D) None of above
460. "Do you have anything to say?"
(A) TOPIC SHIFTING
(B) TOPIC CONTROL
(C) TURN-TAKING
(D) RESTRICTION
461. You should deliver most constructive criticism in writing rather than in person
(A) T
(B) F
462. It is a spoken exchange of thoughts, opinions and feelings.
(A) Conversation
(B) Interview
(C) Dialog
(D) Communication Edit
463. When analyzing the relationship between the audience and the speaker, which basic issues should be considered?
(A) Whether the audience frequently responds to the speaker.
(B) Whether the audience is friendly or unfriendly toward the speaker.
(C) The speaker's status relative to the audience.
(D) All of the above.
464. Describe a situation where conflict resolution skills were crucial in a communication setting.
(A) During a solo project where no conflict arose
(B) At a social gathering with friends where everyone agreed on everything
(C) In a situation where conflict was ignored and not resolved
(D) During a team meeting where two colleagues had conflicting ideas and needed to find a compromise.
465. John: Good morning. Alan: Good morning. ____ John: I'm very well thank you. And you? Alan: I'm fine. Thank you for asking. John: Do you have a meeting this morning? Alan: Yes, I do. Do you have a meeting as well? John: Yes. Well. It was a pleasure seeing you. Alan: Goodbye.
(A) How are you?
(B) How's it going?
(C) What's up?
(D) What's your name?
466. What is the role of mediated communication in team management according to the text?
(A) It primarily entertains team members
(B) It helps in managing relationships and solving complex problems

- (C) It decreases the efficiency of routine decisions
- (D) It is used for social gatherings only
- 467.** What techniques should professionals use when building rapport with their clients?
- (A) Having a casual conversation
- (B) Maintaining a professional attitude
- (C) Letting the client take the lead
- (D) Trying to be too helpful
- 468.** ____ is direct, in-person interaction, such as when Baby Boomers prefer this type of communication.
- (A) Face-to-face communication
- (B) Text messaging
- (C) Email correspondence
- (D) Video conferencing
- 469.** Interpersonal skills play an important role in ____
- (A) Preventing workplace violence
- (B) Reducing medical mishaps
- (C) Improving doctor-patient communication
- (D) None of the above
- 470.** What could you say in this situation? What happened: Your spouse or roommate left their dirty dishes in the sink again
- (A) A respectful response using an 'I' statement, e.g., 'I feel stressed when the dishes pile up. Could we agree on a time to wash them?'
- (B) Yell at them for being inconsiderate and demand they clean up immediately.
- (C) Ignore the dishes and hope they eventually clean them.
- (D) Leave a passive-aggressive note about the dirty dishes.
- 471.** You overhear Zack talking badly about you at school in front of your other friends. You wait until you two are alone to confront them, express your feelings, and clearly and firmly ask them to stop. This is an example of what kind of communication style?
- (A) Passive
- (B) Aggressive
- (C) Assertive
- (D) Passive-Aggressive
- 472.** Which communication method is best for building personal relationships?
- (A) Face-to-face conversations
- (B) Emails
- (C) Phone calls
- (D) Text messages
- 473.** Why is interpersonal communication considered more structured than intrapersonal communication?
- (A) It is influenced by social expectations and is interactive.
- (B) It only happens in formal settings.
- (C) It does not involve any goals.
- (D) It is always unplanned.
- 474.** Which of the following is an example of small talk in a business environment?
- (A) "What's the budget for this project?"
- (B) "Did you catch the game last night?"
- (C) "What are the sales figures for this quarter?"
- (D) "Can you send me the report by tomorrow?"
- 475.** If you are good at dealing with other people and resolving conflicts you have strong ____
- (A) Interpersonal skills.
- (B) Leadership skills.
- (C) Analytical skills.
- (D) None of above
- 476.** Communication between 2 people is called:
- (A) Interpersonal
- (B) Intrapersonal
- (C) Intereference
- (D) Context

477. Bill is a counselor. He chose this career to match his interest in working with
- (A) Data
 - (B) Ideas
 - (C) People
 - (D) Things
478. What types of conversations can communication involve?
- (A) Only technical instructions
 - (B) Only mathematical discussions
 - (C) Plain conversations about thoughts, ideas, and feelings
 - (D) Only legal negotiations
479. A private direct message (DM) is sent:
- (A) Through public announcements
 - (B) Via radio waves
 - (C) Directly to individuals
 - (D) Using USB transfer
480. Other skills needed to work in these careers are:
- (A) Good communication
 - (B) Collaboration
 - (C) Both
 - (D) None of these Edit
481. Which of the following is not a principle of interpersonal communication?
- (A) Inescapable
 - (B) Reversible
 - (C) Complicated
 - (D) Contextual
482. The transfer of information and ideas from one person to another is called ____
- (A) Mass communication
 - (B) Personal communication
 - (C) Digital communication
 - (D) Social communication
483. ____ is the process by which people exchange information, feelings, ideas through verbal and non-verbal messages.
- (A) Intrapersonal communication
 - (B) Small group communication
 - (C) Interpersonal communication
 - (D) Public speaking
484. One-way communication is ____ in a nurse-patient relationship.
- (A) Not common
 - (B) Essential
 - (C) Always required
 - (D) The best approach
485. Great interpersonal skills give you guidance on how to develop strong relationships and get along well with others in the workplace.
- (A) True
 - (B) False
486. What is one way communication helps meet our relational needs?
- (A) To develop, maintain, and end relationships
 - (B) To solve mathematical problems
 - (C) To create scientific theories
 - (D) To design buildings
487. Not speaking up when someone is being unkind to you and it is really bothering you.
- (A) Passive
 - (B) Assertive
 - (C) Aggressive
 - (D) Passive-aggressive
488. Give an example of personal communication.
- (A) A group discussion in a meeting.
 - (B) A public speech at a conference.
 - (C) A phone call between two friends.
 - (D) An email sent to a large mailing list.
489. Which person performs best in discussions?
- (A) That person who speaks louder
 - (B) That person who is precisely right
 - (C) That person who best argues their ideas to find the reason

- (D) That person who simply participates in the debate
- 490.** Which of the following are alternative monikers for the term "interpersonal communication"?
- (A) Person to people communication and communication involving one person
 - (B) Person to person communication and communication between dyads
 - (C) Self to self communication and communication between dyads
 - (D) Person to group communication and communication between dyads
- 491.** Which of the following is NOT a good example of interpersonal communication?
- (A) Using a respectful tone
 - (B) Using messages that start with "you"
 - (C) Clearly stating your thoughts and feelings
 - (D) Using appropriate body language.
- 492.** You overhear someone at work saying something mean about you. You wait until she is alone, and then let her know that you were sad to hear her say such a thing. This is an example of which communication style?
- (A) Aggressive
 - (B) Passive
 - (C) Assertive
 - (D) None of above
- 493.** Which word best describes assertive communication?
- (A) Timid
 - (B) Confident
 - (C) Uncertain
 - (D) Submissive
- 494.** Discussing an issue in order to reach an agreement is called ____
- (A) Negotiation
 - (B) Argument
 - (C) Competition
 - (D) Dictation
- 495.** Being, relating to, or involving relations between persons
- (A) Interpersonal
 - (B) Employee
 - (C) Relatives
 - (D) Corporation
- 496.** What is one way to start a conversation with others at school?
- (A) Ask, "Can I join your game?"
 - (B) Talk loudly to everyone in the room.
 - (C) Wait until someone talks to you first.
 - (D) Say, "Goodbye" right away.
- 497.** Being friendly, sensitive, warm, genuine, courteous, and positive are signs of a medical assistant with good
- (A) Organizational skills
 - (B) Interpersonal skills
 - (C) Clinical skills
 - (D) Technical skills
- 498.** A good form of interpersonal communication is:
- (A) Information that is shared with 20 people that not everyone has access to.
 - (B) A TV show on netflix that no one watches
 - (C) Information that is shared with a large group of people that everyone has access to.
 - (D) All of these are examples of Interpersonal Communication
 - (E) None of these are examples of interpersonal communication

1.2.9 Group Communication

1. During the group project, it was essential for everyone to ___ their ideas to create a comprehensive presentation.
(A) Share
(B) Hide
(C) Complicate
(D) Dismiss
2. A device that is particularly useful for enabling multiple participants to join a conference call in what would otherwise be a two-person conversation is known as a:
(A) Voice mail
(B) Cellular phone
(C) Speakerphone
(D) Headset
3. All of the following are features of a meeting except
(A) It could either be formal or informal
(B) Meetings are often face to face
(C) All participants have their own objectives for attending the meeting
(D) Meetings are purposeful discussions on a certain matter
4. A collaborative environment is characterized by:
(A) Individual work and competition
(B) Work setting where team members are willing to listen to others, are open minded, accept critique and share a goal of improving outcomes.
(C) Isolated decision-making
(D) Working by yourself
5. On the different seating-chair arrangements, for what is the circular chair arrangement most useful?
(A) Lesson presentation
(B) Skills demonstration
(C) Concept mapping lecture
(D) Group discussion
6. Shreya has a question for one of her fellow delegates about what they just said, what should she do?
(A) Point of Inquiry
(B) Motion to Open Debate
(C) Motion to set Agenda
(D) Motion to Enter an Unmoderated Caucus
7. Define group communication.
(A) Communication between 2 people.
(B) Communication within ourselves.
(C) Communication between 3 or more people.
(D) None of the above
8. The ___ network. It could assist in solving complex problems where input from all group members is needed.
(A) Wheel
(B) Circle
(C) Integrated
(D) Chain
9. What does documented team discussions help absent team members with?
(A) Reducing their workload.
(B) Understanding what was discussed.
(C) Ignoring the team's decisions.
(D) Changing the team's decisions.
10. Four students on a university campus decide to start a club focused on volunteering. They establish the organization, promote it, and plan events together. All these activities involve communication. What type of communication best describes what these four students are doing?
(A) Small group communication
(B) Public communication
(C) Interpersonal communication
(D) Formal communication
11. 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
12. A circular is a form of ____
- (A) Visual communication
 - (B) Group communication
 - (C) Face-to-face communication
 - (D) Oral communication.
13. Group processes include decision-making, norms, conflict management, and roles.
- (A) True
 - (B) False
14. What is group communication?
- (A) Group communication is the exchange of information and ideas among members of a group.
 - (B) Group communication is the same as individual communication.
 - (C) Group communication involves only one person speaking at a time.
 - (D) Group communication is only for formal meetings.
15. The forum where people sit together and discuss a topic with the common objective of finding a solution for a problem is called ____
- (A) Interview
 - (B) Play
 - (C) Drama
 - (D) Group discussion
16. Out of the 6 C's, which is the most important C in Teamwork ____
- (A) Cooperation
 - (B) Communication
 - (C) Coordination
 - (D) Capability
17. Everyone in your group is quiet because they do not understand the information that was just presented. You begin to ask questions to clear up the confusion. What role are you playing?
- (A) Clarifier
 - (B) Initiator
 - (C) Class clown
 - (D) Blocker
18. How can one show active participation in a group discussion?
- (A) Remaining silent throughout
 - (B) Avoiding eye contact with others
 - (C) Offering relevant input and feedback
 - (D) Criticizing every idea presented
19. Understanding group dynamics can help someone participate more effectively in groups.
- (A) True
 - (B) False
20. The main purpose of a group discussion is to measure:
- (A) Knowledge
 - (B) Personality
 - (C) Group communication skills
 - (D) Leadership skills
21. Avery is organizing a formal meeting or gathering where people come together to discuss specific topics, share knowledge, and exchange ideas. What is this event called?
- (A) Conference
 - (B) Session
 - (C) Debate
 - (D) Court Hearing
22. In a meeting, exchanging ideas means ____
- (A) Only one person speaks.
 - (B) Participants share their thoughts and suggestions with each other.
 - (C) Arguing until someone cries.
 - (D) Keeping your ideas to yourself.

23. Which of the following is a characteristic of effective group communication?
- (A) It allows for direct interaction
 - (B) It is always formal
 - (C) It is time-consuming
 - (D) It avoids feedback
24. Which of these situations shows people working well together as a team?
- (A) Two people arguing and not agreeing
 - (B) A group sharing ideas and listening to each other
 - (C) One person doing all the work without any help from team members
 - (D) None of these
25. Communication with more than 2 people (3 or more) is known as ____ communication.
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Group
 - (D) Passive
26. Team planning involves
- (A) Role playing, incentives, and step-by-step instructions
 - (B) Setting goals, assigning roles and responsibilities, and communication
 - (C) Positive attitudes and delegation
 - (D) None of the above
27. Horizontal communication among workers at the same level includes
- (A) Idea generation and task coordination
 - (B) Product feedback and progress reports
 - (C) Directives and mission goals
 - (D) Policies and customer data
28. Group communication always results in consensus.
- (A) True
 - (B) False
29. During group discussions, one should-
- (A) Shout
 - (B) Wait for turn
 - (C) Interrupt
 - (D) Argue
30. What type of team allows people to connect with distant team members across borders and time zones, and to work interdependently with a shared purpose across space, time, and organizational boundaries using technology?
- (A) Face-to-face teams
 - (B) Remote teams
 - (C) Virtual teams
 - (D) Office teams
31. Three experts are speaking at a conference in no particular order. They answer questions from the audience. This is an example of ____
- (A) Panel
 - (B) Roundtable
 - (C) Forum
 - (D) Town Hall Meeting
32. One of your customer service employees, John, has not been following the proper documentation procedure. You want to send an email to the team reviewing the procedure. Who is the audience?
- (A) John the person not following the procedure
 - (B) All employees in the company
 - (C) People on the customer service team
 - (D) None of above
33. Which of the following is NOT a desirable trait in group discussions?
- (A) Active listening
 - (B) Respect for others' opinions
 - (C) Interrupting others frequently
 - (D) Constructive criticism
34. In a meeting, you ask other group members what they think about a report that was just given. What role are you playing?
- (A) Clarifier
 - (B) Information-giver
 - (C) Information-seeker
 - (D) Initiator

35. Which type of communication is most likely to occur during a team project?
- (A) Small Group Communication
 - (B) Intrapersonal Communication
 - (C) Self-Centered
 - (D) Judgmental
36. The communication context that includes more than 2 people but no more than 12 people is called ____ communication. It often includes reaching a common goal.
- (A) Mass
 - (B) Interpersonal
 - (C) Small group
 - (D) Public
37. What term means actions resulting from the communication and participation patterns within a group?
- (A) External Dynamics
 - (B) Exterior Dynamics
 - (C) Internal Dynamics
 - (D) Group Dynamics
38. You are working in a group and you want to share an answer, but a group member answers first. What do you do?
- (A) Don't share at all
 - (B) Cut the person off and speak louder so everyone hears you
 - (C) Wait until your group member is done talking and then share
 - (D) Tell the teacher
39. Each online community has its own way of communicating. Make sure you communicate the correct way for that group.
- (A) True
 - (B) False
40. Teams should actively strive to welcome and respect different ways to thinking about and completing tasks.
- (A) True
 - (B) False
41. Vida, Timmy, Sandro and Ahmed waited in line for six hours to get tickets to their favorite band. Tickets in hand, they piled into a big booth at their favorite restaurant to eat a late lunch and make plans for the night of the concert. The four teens talking excitedly is an example of which communication domain?
- (A) Interpersonal
 - (B) Mass
 - (C) Intrapersonal
 - (D) Public
 - (E) Group
42. A conference call:
- (A) Requires a specialised handset.
 - (B) Is limited to audio only.
 - (C) Involves three or more parties.
 - (D) Can be placed on a landline phone.
43. The type of communication that the teacher has in the classroom, is termed as
- (A) Group communication.
 - (B) Interpersonal.
 - (C) Mass communication.
 - (D) Face-to-face communication.
44. Imagine Avery, Scarlett, and Nora are working together in a small group. Why is it a great idea to proactively ask for input from quieter members like Nora?
- (A) To speed up decision-making
 - (B) To incorporate diverse perspectives that improve group effectiveness
 - (C) To avoid conflict by limiting participation
 - (D) To assign tasks more efficiently
45. ____ is a systematic oral exchange of information, views and opinions about a topic, issue, problem or situation among members of a group who share certain common objectives.
- (A) Presentation
 - (B) Group discussion
 - (C) Group interview
 - (D) All of these

46. You are at the first meeting of a new group. Everyone is being very polite and you're all introducing yourselves. Which stage is this group in?
- (A) Forming
 - (B) Storming
 - (C) Norming
 - (D) Performing
 - (E) Adjourning
47. We made a(n) ____ to discuss our project.
- (A) Group call
 - (B) Social network
 - (C) Emoji
 - (D) Family member
48. A group member who encourages quieter members to participate, saying things like "Sarah, what do you think?" is playing which maintenance role?
- (A) Harmonizer
 - (B) Gatekeeper
 - (C) Follower
 - (D) Coordinator
49. You meet with your group mates to talk about your project. What type of communication do you have?
- (A) Intrapersonal communication
 - (B) Interpersonal communication
 - (C) Small group communication
 - (D) Public communication
50. Which of the following is NOT a subcategory of Group communication?
- (A) Small-group
 - (B) Organizational communication
 - (C) Group dynamics
 - (D) Self-talk
51. A group is defined as two or more individuals who interact and are interdependent in achieving particular objectives.
- (A) True
 - (B) False
52. An interview with a group of potential customers who provide valuable feedback.
- (A) Survey
 - (B) Focus group
 - (C) Observation
 - (D) None of above
53. You should say kind words to help your group stay focused.
- (A) True
 - (B) False
54. Why is group communication, especially in smaller groups, often considered more focused than other types of communication?
- (A) Because participants can interact directly and concentrate on specific topics or goals.
 - (B) Because it always involves only one person speaking at a time without feedback.
 - (C) Because it is limited to self-reflection and internal dialogue.
 - (D) Because it covers a wide range of unrelated topics simultaneously.
55. When aiming to improve team collaboration, what is a fundamental practice to implement?
- (A) Encouraging competition between team members to boost performance.
 - (B) Limiting communication to written emails to avoid misunderstandings.
 - (C) Facilitating regular team meetings to ensure alignment and open dialogue.
 - (D) Assigning tasks without input to save time on decision-making.
56. Which is an example of team communication?
- (A) Classroom discussion
 - (B) Watching TV
 - (C) Reading a book
 - (D) Writing alone
57. A work group
- (A) Works to achieve individual goals.
 - (B) Introduces additional variables not found in interpersonal communication.

- (C) Is another form of interpersonal communication.
- (D) Does not use interpersonal skills to any great extent.
58. Joshua takes all the minutes for our group. This is an example of a(n) ____
- (A) Recorder
- (B) Analyzer
- (C) Secretary
- (D) Timekeeper
59. We seem to have some sort of consensus.
- (A) Inviting / Nominating someone to say something
- (B) Checking if you have understood something correctly
- (C) Stating that you are not persuaded or have doubts about something
- (D) Managing the discussion and the behaviour of the participants
- (E) Summarizing / Ending the discussion
60. List of items to be discussed and decided in a meeting is called as ____
- (A) Resolution
- (B) Minutes
- (C) Invoice
- (D) Agenda
61. Group Discussion
- (A) Gathering of people to exchange information, ideas and suggestions on a specific subject
- (B) Ways to communicate and present ideas and information to an audience for a specific purpose
- (C) Generally accepted behaviors or manners required in social relations, a profession or in life
- (D) Is a formal meeting where a person is asked to communicate skills, experiences and interests
62. 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
63. The act of sending and receiving messages to a few members of a group.
- (A) Broadcasting
- (B) Group communication
- (C) Interpersonal communication
- (D) Entertainment
64. On the different seating-chair arrangements, for what is the circular chair-arrangement most useful?
- (A) Lesson presentation
- (B) Skills demonstration
- (C) Concept mapping lecture
- (D) Group discussion
65. Which of the following communication paradigms is indirect?
- (A) Remote invocation
- (B) Group communication
- (C) Message passing
- (D) Stream-oriented
66. What is the first stage of a group discussion?
- (A) Closing a discussion
- (B) Initiating a discussion
- (C) Maintaining a discussion
- (D) None of the above
67. This is a small number of people who are brought together to discuss elements of a specific issue or problem.
- (A) Focus Group
- (B) Observation
- (C) Survey
- (D) Test Market

68. It is really important to have clear and open lines of communication when
(A) You are working on your own
(B) When you are working in a team environment Edit
69. A method of collecting primary data where a group of individuals with a shared interest interact is known as
(A) Telephone Interview
(B) Clinical Interview
(C) Group Interview
(D) Focused Interview
70. What type of educational format is a symposium?
(A) Lecture-based format
(B) Demonstration-based format
(C) Discussion-based format
(D) Inquiry-based format
71. What is the role of 'collaborative projects' in Soundtrap for language learning?
(A) To create individual essays
(B) To enhance group communication skills
(C) To provide grammar exercises
(D) To offer vocabulary tests
72. Sammie was in a group for an assignment. The group was super silent and nothing was getting done. Sammie chimed in with ideas and helped the group to get started on the project. What role did Sammie play in the group?
(A) Expert
(B) Moderator
(C) Encourager
(D) Initiator
73. The type of communication that the teacher has in the classroom, is termed as [2012-DECEMBER]
(A) Interpersonal
(B) Mass communication
(C) Group communication
(D) Face-to-face communication
74. Which is true of the difference between group and interpersonal communication?
(A) Coordinating group interaction is more complex than coordinating interpersonal interaction.
(B) Formalized roles are less likely to occur in small group communication than in interpersonal communication.
(C) Small group communication is mediated while interpersonal is face to face.
(D) All of the above.
75. In a group project, good communication means-
(A) Sharing and listening
(B) Shouting
(C) Arguing
(D) Blaming
76. A group member who praises and supports others' contributions, saying things like "Great idea!" is playing which maintenance role?
(A) Harmonizer
(B) Gatekeeper
(C) Encourager
(D) Follower
77. Which Internet communication tools are suitable for constructive academic discussions in groups
(A) WhatsApp
(B) SMS
(C) Discussion forums
(D) Telephone call
78. A communication that involves at least three but not more than ten people engaging in a face to face interaction.
(A) Interpersonal
(B) Public Communication
(C) Mass Communication
(D) Small Group

79. A group discussion is a form of ____
(A) Dyadic Communication
(B) Multiadic Communication
(C) Mass Communication
(D) None of these
80. Group presentations require coordination among team members.
(A) True
(B) False
81. Managers can facilitate effective group decision-making by:
(A) Limiting input from members
(B) Encouraging open dialogue and collaboration
(C) Making decisions unilaterally
(D) Avoiding conflict at all costs
82. What is synchronous communication primarily useful for in a team setting?
(A) Developing shared understandings and managing conflict
(B) Scheduling individual tasks
(C) Writing reports independently
(D) Conducting performance appraisals
83. How does teamwork help in the workplace?
(A) Helps employees open up and encourage each other. Open communication is key when working in a team and produces effective solutions in difficult group projects.
(B) You will finally get a boyfriend.
(C) You get invited to more things.
(D) You will have more friends.
84. Which of the following best explains how communication influences group performance?
(A) It limits creativity by standardizing decisions
(B) It removes the need for conflict management
(C) It fosters understanding, reduces errors, and encourages collaboration
(D) It increases control over employees' actions
85. Which of the following is NOT a recommended way to set up a group discussion?
(A) Choosing relevant topics
(B) Using a variety of topics
(C) Ignoring feedback
(D) Choosing a variety of group sizes
86. When dealing with a difficult group member, you should focus on controlling ____
(A) Yourself
(B) Them
(C) Everybody
(D) Nobody
87. When students have a sense of togetherness, what are they ready for?
(A) Dialogue such as conversation or guided talk
(B) Pantomime using only silent gestures
(C) Improvisation without any direction at all
(D) Grand jete with very high jumps
88. Which communication strategy aims to achieve commitment through joint decision-making?
(A) Withhold and uphold strategy
(B) Tell and sell strategy
(C) Equal dissemination strategy
(D) Consensus-building strategy
89. In a round table discussion, what is a defining feature?
(A) The leader is seated at the head of the table
(B) All participants face each other equally
(C) The discussion is highly formal
(D) There are multiple speakers giving separate speeches
90. Is a type of communication that is usually goal directed and requires an understanding of group dynamics.

- (A) Intrapersonal communication
(B) Interpersonal communication
(C) Small-group communication
(D) Public communication
91. When participating in a group it is good to take turns.
(A) True
(B) False
92. Communication with more than 2 people (3 or more).
(A) Interpersonal
(B) Intrapersonal
(C) Group
(D) None
93. When one group member tries to dominate, or control the session, they are partaking in which element of communication?
(A) Communication channels
(B) Participation
(C) Timing
(D) Use of space
94. A telephone call in which three or more people can hear and speak with one another is a
(A) Conference call
(B) Robocall
(C) Busy call
(D) None of above
95. Everyone in a group should use the same communication strategies all the time.
(A) True
(B) False
96. Which of the following types of communication involves 3 persons or more?
(A) Interpersonal Communication
(B) Intrapersonal Communication
(C) Group Communication
(D) Public Communication
97. What is the primary purpose of a group discussion?
(A) To showcase individual dominance
(B) To exchange information and ideas
(C) To criticize others' viewpoints
(D) To maintain silence and observe
98. You have been given a group project. When you get with your group, no one is saying anything to get started. What do you do?
(A) Say "does anyone have any ideas for the project"
(B) Ignore them
(C) Stare at them
(D) Tell the teacher no one likes you
99. How to start a group discussion?
(A) I agree with you.
(B) I don't like your idea.
(C) That's a good idea
(D) Let me begin. I think the best solution for the problem is ____
100. Face-to-face meeting among a small number of people who convey information, express their views, and reach conclusions about particular situations is what type of communication?
(A) Interpersonal
(B) Intrapersonal
(C) Impersonal
(D) Small group
(E) Public speaking
101. What type of discussion method is this? "This technique needs a careful planning by the teacher by including pertinent facts to the class and uniting them in the form of conclusions".
(A) Short term discussion
(B) Spontaneous discussion
(C) Planned discussion
(D) None of above

- 102.** ____ are composed of members that are dispersed in different areas, but still able work together
- (A) Functional Teams
 - (B) Problem Solving Teams
 - (C) Task Forces
 - (D) Virtual Teams
- 103.** What is the significance of Communication in the 21st century workplace?
- (A) Ignoring the input of others in group projects
 - (B) Working in isolation without sharing ideas
 - (C) Communicating and working effectively in teams
 - (D) Competing with colleagues for individual success
- 104.** A group of 6-10 mothers are asked to express their opinions about children's television programming. This type of research approach is called ____
- (A) Experimental research
 - (B) Observation research
 - (C) Survey research
 - (D) Behavioural research
 - (E) Focus group research
- 105.** A group discussion is most successful when it includes which of the following?
- (A) All of the above
 - (B) Practice
 - (C) Preparation
 - (D) Observation
 - (E) Listening
- 106.** Two members of your group are fighting. You arrange a special meeting to try to smooth over their differences. Which maintenance role are you playing?
- (A) Clarifier
 - (B) Supporter
 - (C) Mediator
 - (D) Harmonizer
- 107.** If you have a high-speed Internet connection, ____ is a piece of cake.
- (A) Meeting face to face
 - (B) Making a group call
 - (C) Protecting nature
 - (D) Picking fruit
- 108.** The purpose of a meeting determines the number of participants.
- (A) True
 - (B) False
- 109.** The chairman ensures ____ participation of all members for smooth functioning of meeting.
- (A) Active
 - (B) Passive
 - (C) Nonchalant
 - (D) None of above
- 110.** You go on holidays with a group of friends. Sarah, who is one of your friends, has brought along two other people. Mary and Jane. At the start you don't like Jane. You find her very bossy and opinionated. After a few days you get to like her and understand that although she is bossy and opinionated, she is also very generous and caring.
- (A) Forming
 - (B) Storming
 - (C) Norming
 - (D) Performing
- 111.** Which self-centered role would use a group meeting to talk about his own problems?
- (A) Confessor
 - (B) Recognition-seeker
 - (C) Blocker
 - (D) Class clown
- 112.** At group meetings, Bob always insists that there is no good solution to the problem and objects to every suggestion that is made. What role is he playing?
- (A) Objector
 - (B) Confessor
 - (C) Blocker
 - (D) Class clown

113. Choose the correct context of the given expression in group discussion.” Excuse me, I would ”
- (A) Interrupting
 - (B) Agreeing
 - (C) Summarizing
 - (D) Emphasizing a point
114. Which of the following is the best practice for a group when it begins a meeting?
- (A) Wait until all participants arrive.
 - (B) Give a quick recap to anyone who arrives late.
 - (C) Establish ground rules
 - (D) Always avoid self-introductions
115. This type of communication style works best in a group setting and feeds off other people’s ideas
- (A) Socializer
 - (B) Collaborator
 - (C) Analyzer
 - (D) Controller
116. At least once during every group meeting, Sarah reminds the group of all the things she has done to help over the years. What role is she playing?
- (A) Blocker
 - (B) Class clown
 - (C) Information-giver
 - (D) Recognition seeker
117. Which type of communication involves at least 3 but no more than 12 people engaging in face-to-face interaction to achieve a specific goal, where all participants can freely share ideas in an open discussion?
- (A) Dyad
 - (B) Small Group
 - (C) Public
 - (D) Mass
118. Which of the following is a key strategy for effective participation in groups?
- (A) Interrupting others frequently to show you’re engaged.
 - (B) Avoiding sharing any of your own ideas.
 - (C) Listening actively and understanding others before responding.
 - (D) Focusing only on your individual part of the task.
119. Elizabeth has been assigned to a group and they are trying to establish the groundrules for when they will meet and how they will interact. Elizabeth’s group is in the ____ stage
- (A) Being a mediator
 - (B) Be physically dispersed and typically communicate electronically
 - (C) An autonomous work group.
 - (D) Forming
 - (E) False
120. Conflict in groups can be managed with clear and respectful communication.
- (A) True
 - (B) False
121. “A person who joins the group in order to share information or deliver a speech” is
- (A) Participant
 - (B) Chair
 - (C) Board of director
 - (D) Guest speaker
122. The type of the communication in which a group of individuals are participating is called as:
- (A) Group communication
 - (B) Written communication
123. Horizontal communication improves:
- (A) Coordination and problem-solving
 - (B) Control over subordinates
 - (C) Top-down orders
 - (D) Bureaucratic delays
124. Effective team building focuses on:
- (A) Individual performance

- (B) Collaboration and trust
 - (C) Competition among members
 - (D) Ignoring feedback
125. Small group communication allows people to:
- (A) Develop personal insights
 - (B) Present to large audiences
 - (C) Engage in silent conversations
 - (D) Share their ideas and thoughts more freely
126. Group interviews are intended to help employers evaluate leadership skills and communication styles.
- (A) True
 - (B) False
127. The person in charge of conducting a meeting is the.
- (A) Group leader
 - (B) Dominator
 - (C) Chairperson
 - (D) Recorder
128. In ___ communication generally people are known to each other.
- (A) Public
 - (B) Group
129. Group Communication Theories: A. Groupthink promotes critical evaluation of ideas within a group. B. Irving Janis proposed the concept of Groupthink. C. Diffusion of Innovation explains how groups spread new ideas. D. Cultural Approach to Organizations focuses on group decision-making. Which statement/s is true?
- (A) A&D
 - (B) Just B
 - (C) B&C
 - (D) All statements are false
130. Spoken-meetings can be small or large scale. They can be held to pass information, one of the advantage using this method is ___
- (A) They can be time consuming
 - (B) Sometimes other issues are raised that divert the focus of the meeting
 - (C) Output is lost if meeting take place during normal working hours
 - (D) They allow interaction between those attending
131. A successful virtual meeting requires some collaboration between the participants.
- (A) Yes
 - (B) No
132. What is the function of 'council meetings' in corporate communication?
- (A) Conducting market surveys
 - (B) Reviewing past performance and coordinating communication strategies
 - (C) Organizing corporate events
 - (D) Planning product launches
133. Constructive collaboration requires
- (A) Clear roles
 - (B) Assumptions
 - (C) Silence
 - (D) Control
134. One of the advantages of using the Google Meet application is the ability to.
- (A) Make group calls
 - (B) Edit images
 - (C) Play games
 - (D) Delete files
135. Why is team building important in the management of a hospital's emergency department?
- (A) To increase costs, hinder communication, worsen patient care, and increase errors.
 - (B) To discourage collaboration, hinder communication, worsen patient care, and increase errors.
 - (C) To promote competition, hinder communication, worsen patient care, and increase errors.

- (D) To foster collaboration, improve communication, enhance patient care, and reduce errors.
- 136.** What does PANEL DISCUSSION mean?
- (A) A panel discussion is a conversation among a group of experts on a specific topic.
- (B) A panel discussion is a solo presentation by a single expert.
- (C) A panel discussion is a type of written report on a topic.
- (D) A panel discussion is a formal debate between two opposing sides.
- 137.** Groups of delegates who agree on certain principles are called ____
- (A) "Honorable Chair, Distinguished Delegates"
- (B) Adjourn
- (C) Agenda Setting
- (D) Blocs
- 138.** Teamwork communication requires-
- (A) Sharing ideas
- (B) Arguing
- (C) Silence
- (D) Complaining
- 139.** What is the role of communication in team building?
- (A) It reduces trust
- (B) It improves teamwork
- (C) It increases competition
- (D) It breaks down barriers
- 140.** Group Discussion tests ____
- (A) Power of expression of the candidate
- (B) Ideas and knowledge
- (C) Leadership ability
- (D) All of the above
- 141.** It is sufficient/interpersonal/social skills, involving an explicit teaching of appropriate leadership, communication, trust and conflict resolution skills so that the team can function effectively?
- (A) Collaborative processing
- (B) Cooperative learning
- (C) Group processing
- (D) Face-to-face interaction
- 142.** What is the role of Collaboration in the 21st century workplace?
- (A) Working in isolation without sharing ideas
- (B) Competing with colleagues for individual success
- (C) Communicating and working effectively in teams
- (D) Ignoring the input of others in group projects
- 143.** What type of group primarily fulfils interpersonal needs?
- (A) Secondary group
- (B) Social media group
- (C) Primary group
- (D) Professional group
- 144.** What type of role helps keep the peace within a group by mediating conflicts?
- (A) Maintenance Roles
- (B) Task Roles
- (C) Cultural Roles
- (D) Individual Roles
- 145.** Whatsapp Group is an example of ____
- (A) Group Communication
- (B) Intrapersonal Communication
- (C) Interpersonal Communication
- (D) Verbal Communication
- 146.** How many people does small group communication involve?
- (A) 10-20
- (B) 1-3
- (C) 3-10
- (D) 20-100

147. Frequently comes together for discussions, decision making, problem solving and planning. What is the type of group that refer to this description?
- (A) Formal Group
 - (B) Work Group
 - (C) Informal Group
 - (D) Work Team
148. What is a common challenge in group communication?
- (A) Interpersonal conflict or misunderstandings among group members.
 - (B) Lack of any task to complete.
 - (C) No need for any formal structure.
 - (D) Complete agreement among all members at all times.
149. Every team member's opinions should be heard.
- (A) Yes
 - (B) No
150. What do we call the written notes taken at a group meeting that serve as a record of the meeting?
- (A) Notes
 - (B) Minutes
 - (C) Agenda
 - (D) Report
151. An integrated or connected network is best defined as:
- (A) Where communication starts off at the top of the hierarchy and is passed downwards
 - (B) Where a manager communicates with each subordinate individually
 - (C) Where the leader is at the centre and there is two-way communication between the leader and the other parts of the wheel
 - (D) Where there can be two-way communication between all group members and any twogroup members
152. What is a multicast group in group communication?
- (A) A group of multicast routers
 - (B) A group of multicast clients
 - (C) A group of processes interested in receiving the same messages
 - (D) A group of broadcast servers
153. Why is group communication considered valuable in academic and professional settings?
- (A) It provides experience and preparation for teamwork in professional environments.
 - (B) It is always easier than working alone.
 - (C) It eliminates all interpersonal conflicts.
 - (D) It is less important than public communication.
154. Brainstorming can be an individual activity or a group discussion centered on either creating ideas or solving a problem.
- (A) True
 - (B) False Edit
155. Group members arrange themselves in a circular or semi circular pattern and discuss problems without any set pattern of who speaks when.
- (A) Panel
 - (B) Roundtable
 - (C) Town Hall Meeting
 - (D) Forum
156. Voice-only connection between three or more locations
- (A) Audio Conferencing
 - (B) Blended Learning
 - (C) Application
 - (D) Listening
157. An ____ forms the framework for a meeting.
- (A) Memo
 - (B) Agenda
 - (C) Task Sheet
 - (D) Outline

158. Identify one advantage of conducting a meeting.
- (A) Information can be given out quickly.
 - (B) Permanent record of the message is needed.
 - (C) Takes longer because feedback is required.
 - (D) In big meetings, there is no way of telling if everyone is listening.
159. How should a group leader keep a meeting progressing effectively?
- (A) Engage in most of the talking to ensure that the meeting ends on time.
 - (B) Allow group members to digress on a topic because other topics may be beneficial to explore.
 - (C) Discourage members who monopolize the discussion.
 - (D) Summarize only at the end of the meeting.
160. Your teacher put you into groups to work on a project. You volunteered to take photographs for the project and all agreed. Then Mary announces she wants to do this too as she is not good at researching. You have to sort it out.
- (A) Forming
 - (B) Storming
 - (C) Norming
 - (D) Performing
161. A student club invites local farmers to talk about organic practices. What does this encourage?
- (A) Market competition
 - (B) Passive audience listening
 - (C) Community partnership and sustainability learning
 - (D) Test-based review
162. Teleconference is personal and easy to create an atmosphere of group rapport.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
163. A round table meeting most strongly communicates which message about participants?
- (A) Hierarchy and authority differences
 - (B) Equality and shared status
 - (C) Distance and limited access
 - (D) Urgency and time pressure
164. Group norms for an informal group would tend to ____
- (A) Be unspoken or understood
 - (B) Be written and approved by the group
165. What is the best method of communication if you want workers to discuss a new business plan?
- (A) Staff meeting
 - (B) Telephone call
 - (C) Letter
 - (D) Noticeboard
166. Which situation shows small group communication?
- (A) Delivering a graduation speech
 - (B) Talking to a classmate about a project
 - (C) Meeting with 5 group mates to complete a task
 - (D) None of above
167. When working on a group project, what is the most effective way to handle disagreements among team members?
- (A) Vote on every decision to ensure majority rule
 - (B) Ignore disagreements and make decisions without consensus
 - (C) Discuss disagreements openly and seek a compromise
 - (D) Let the team leader make all the decisions
168. Which of the following is an example of group communication?
- (A) Project team

- (B) Supervisor and subordinate
 - (C) Two workers
 - (D) Company
- 169.** In a discussion format where an expert guest shares their perspective and the host sequentially incorporates opinions from multiple specialists, what is this format called?
- (A) Round-table voting
 - (B) Choral reading
 - (C) Panel Discussion
 - (D) Soliloquy
- 170.** What is the main advantage of using video conferencing tools like Zoom?
- (A) Sharing documents
 - (B) Connecting remote teams face-to-face
 - (C) Sending instant messages
 - (D) Managing tasks
- 171.** ____ is group communication in which one person makes a presentation on a topic. Presentation is followed by questions from the audience
- (A) Conference
 - (B) Seminar
 - (C) Workshop
 - (D) None of these
- 172.** In a ____ people in different places can join the conversation.
- (A) Group call
 - (B) Voice message
 - (C) System of emojis
 - (D) None of above
- 173.** A type of speech context that requires 3-15 people to study an issue, discuss a problem and come up with solution/plan.
- (A) Dyadic Communication
 - (B) Small Group Communication
 - (C) Organizational Communication
 - (D) Mass Communication
- 174.** In small group communication, what is the ideal number of participants for effective discussion?
- (A) 2-3
 - (B) 4-7
 - (C) 8-10
 - (D) 11-15
- 175.** What is a list of matters to be discussed at a meeting?
- (A) Memo
 - (B) Business letter
 - (C) Agreement
 - (D) Agenda
- 176.** Which of the following improves group communication?
- (A) Ignoring others' ideas
 - (B) Making sure everyone gets a chance to talk
 - (C) Talking the most
 - (D) Changing the subject
- 177.** STEM 11-D's activity for their 21st Century Literature from the Philippines and World subject is debate. As preparation, Ms. Kath assigned the students to different breakout rooms so that the students can brainstorm and plan on how to execute and deliver their ideas well. What form of communication is evident in the situation?
- (A) Interpersonal Communication
 - (B) Public Communication
 - (C) Group Communication
 - (D) Mass Communication
- 178.** The most effective groups have members who
- (A) Do not establish rules
 - (B) Make excessive jokes to make everyone laugh.
 - (C) Ignore silent group members
 - (D) Offer information and try out their ideas on the group to stimulate discussion.

179. Group verbal communication typically involves which feature?
- (A) More than three people sharing turns
 - (B) A single interviewer asking questions
 - (C) One narrator entertaining listeners
 - (D) A panel addressing thousands remotely
180. What is the role of a moderator in a group discussion?
- (A) To dominate the conversation
 - (B) To criticize participants' opinions
 - (C) To promote healthy discussion and manage time
 - (D) None of the above

1.2.10 Public Communication

1. A politician delivering a campaign speech is mainly engaged in which type of communication?
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Public
 - (D) Group
2. A Public Information Officer is responsible for:
- (A) Conducting investigations to gather incriminating evidence
 - (B) Questioning individuals with knowledge relevant to an investigation
 - (C) Disseminating information to the public, media, and community organizations
 - (D) Providing legal counsel to law enforcement agencies
3. Classify the given situations as impromptu or prepared speech. You were assigned by your boss to present the company's accomplishments in a conference.
- (A) Impromptu
 - (B) Prepared
4. In public communication, generally ___ people receive messages from ___ person.
- (A) Many ___ one
 - (B) One ___ many
 - (C) Large ___ many
 - (D) None of above
5. Good public speaking requires:
- (A) Dominating the listeners
 - (B) Engagement of the listeners
 - (C) Manipulating the listeners
 - (D) Boring the listeners
6. TRUE OR FALSE. In most large conferences, all the attendees are usually muted except the presenter.
- (A) TRUE
 - (B) FALSE
7. For informative speeches that demonstrate how to do something, the best approach is to use a chronological pattern that leads the audience through the process step by step.
- (A) True
 - (B) False
8. To prepare a speech, you need to
- (A) Know your audience, content, and time frame
 - (B) Write it the night before
 - (C) Create a lot of slides to read
 - (D) Quote a lot of research
9. Which of these is NOT suggested to help conquer your fear of public speaking?
- (A) Eat or drink water before speaking to calm your nerves.
 - (B) Tell the audience you're nervous and ask them to bear with you. Edit
10. It is a way of making your ideas public-of sharing them with other people and of influencing other people.
- (A) Public speaking
 - (B) Business writing
 - (C) Making inquiry
 - (D) Persuasive speech

11. Classify the given situations as impromptu or prepared speech. You were invited to speak before a commencement ceremony.
(A) Impromptu
(B) Prepared
12. Public communication refers to:
(A) Where many people receive message from one person
(B) Where one person receives message from many people
13. What type of communication occurs with a group larger than 20 people?
(A) Small Group Communication
(B) Public Communication
(C) Interpersonal Communication
(D) Informal Communication
14. Extemporaneous public speaking is speaking.
(A) To a group with more than 15 individuals
(B) With less than ten minutes to prepare
(C) With less than 30 minutes to prepare
(D) None of above
15. Public communication is often used for which of the following?
(A) Personal conversations
(B) Work presentations
(C) Small group discussions
(D) Intrapersonal reflection
16. Communication between a business and the media is called which of the following?
(A) External Communication
(B) Public Relations
(C) Internal Communication
(D) Employer Relations
17. Public speaking is ____
(A) Performing a live speech to an audience.
(B) Speaking to your friend.
(C) Talking on the phone.
(D) None of above
18. In an informative speech a speaker describes, explains, or demonstrates something but does NOT tell the audience what to think or do about it.
(A) True
(B) False
19. When a student gives a speech during a graduation ceremony, this is an example of:
(A) Intrapersonal communication
(B) Public communication
(C) Interpersonal communication
(D) Written communication
20. Oratory Rhetoric is
(A) The study of debates
(B) The study of communication
(C) The study of public speaking
(D) The study of non verbal communication
21. A formal presentation made by a speaker to an audience is what type of communication?
(A) Interpersonal
(B) Intrapersonal
(C) Impersonal
(D) Small group
(E) Public speaking
22. Before your speech,
(A) Make cue cards to read verbatim
(B) Stay up late and worry
(C) Have confidence that you can wing it
(D) Practice in front of a mirror, another person, or a video camera
23. Communication information about your program to the public is called ____?
(A) Personal relations
(B) Public relations
(C) General relations
(D) None of above

24. INVOLVES COMMUNICATION IN A LARGE GROUP OF PEOPLE
(A) INTRAPERSONAL COMMUNICATION
(B) INTERPERSONAL COMMUNICATION
(C) PUBLIC COMMUNICATION
(D) DYADIC COMMUNICATION
25. In the introduction of your presentation, you include the following information ____
(A) Explain what you are going to talk about
(B) Provide a conclusion
(C) Give detail information about the topic
(D) Make reference of information
26. A student giving a speech to the entire school assembly is an example of:
(A) Group
(B) Public
(C) Interpersonal
(D) Intrapersonal
27. Ethical public speaking requires a dialogue between speakers and listeners.
(A) True
(B) False
28. What is the main advantage of using Flipgrid for students?
(A) It improves video editing skills
(B) It enhances public speaking abilities
(C) It increases typing speed
(D) It develops drawing skills
29. You attended an Oath taking Ceremony of your friend who passed the Board Examination for Physician and there is an invited guest who gave an inspirational message to the new physicians. In that situation, what kind of interpersonal communication is present during that situation?
(A) Dyadic Communication
(B) Organizational Communication
(C) Public Communication
(D) Small Group of Communication Edit
30. Specify the areas of communication Lamont argues that 'In business presentations, positive impressions can help make a sale or win over an audience'
(A) Mass
(B) Intrapersonal
(C) Public
(D) Small Group
31. In PR, the term "publics" refers to:
(A) The general public only
(B) Any group of people affected by or having an interest in the organization
(C) Only the organization's employees
(D) Only the shareholders
32. In public speaking, what is typically not expected from the speaker?
(A) To use formal language
(B) To prepare thoroughly
(C) To respond to audience questions during the speech
(D) To avoid distracting mannerisms
33. Which of the following best describes public communication?
(A) A sender-focused form of communication where one person conveys information to an audience.
(B) A group-focused form of communication where everyone shares information equally.
(C) A form of communication that is always informal and unplanned.
(D) A type of communication that only occurs in private settings.
34. Having a well-defined purpose is not especially important in public speaking.
(A) True
(B) False
35. ____ is a group of people watching or listening to a performance or reading a published work.
(A) Genre
(B) Brainstorming

- (C) Thesis statement
(D) Audience
36. External Business Communication includes the field of ____ relations.
(A) Public
(B) Internal
(C) Personal
(D) Private
37. A public announcement, especially dealing with an important matter.
(A) Clamor
(B) Vociferous
(C) Proclamation
(D) Acclamation Edit
38. Ceremonial speaking includes speeches given during formal rituals or events.
(A) True
(B) False
39. Public Speaking also called as oratory or oration.
(A) Yes
(B) No
40. How can public speaking skills benefit you in a Model United Nations (MUN) conference?
(A) By mastering video games, binge-watching TV shows, and scrolling through memes.
(B) By enhancing cooking skills, gardening abilities, and painting techniques.
(C) By reducing stress levels, improving sleep quality, and increasing social media followers.
(D) By improving articulation, persuasion, and confidence in debating, negotiating, and networking.
41. Define public communication.
(A) Communication between people who perceive themselves as belonging to a group.
(B) Communication where one person is designated as the speaker. Usually occurs in public.
(C) Communication where one person has an agenda.
(D) None of the above
42. What is a key difference between public communication and interpersonal or group communication in Western societies?
(A) It is more sender focused.
(B) It is more listener focused.
(C) It is less formal.
(D) It is always written.
43. Which of the following platforms can be used for public speaking?
(A) Instagram
(B) Youtube
(C) Amazon
(D) Flipkart
44. The act of communicating information to a large audience
(A) Public speaking
(B) Talking aloud
(C) Performance
(D) None of the above
45. DEFINITION: a communication where a single person presents a message to an audience.
(A) Debate
(B) Essay
(C) Speech
(D) Literate
46. This communication is designed to inform, persuade, or entertain an audience.
(A) Dyadic communication
(B) Small group communication
(C) Public communication
(D) Interpersonal communication
47. All of the following are tools for effective speech delivery EXCEPT one.

- (A) Observe how they approach their audience.
(B) Observe how they connect with their audience.
(C) Observe how they present themselves.
(D) Observe how they manipulate their audience.
48. When we communicate to large number of people at a time is called as
(A) One to one communication
(B) One to many communication
(C) Personal communication
(D) None of the above
49. What should you do at the very beginning of a presentation?
(A) Tell a joke
(B) Shake everyone's hands
(C) Ask questions
(D) Introduce yourself
50. During a debate, you need to ___ the jury and the audience to take your side.
(A) Argue
(B) Convince
(C) Inform
(D) Evoke
51. Public speaking also known as ___
(A) Operation.
(B) Oratory.
(C) Orientation.
(D) By the way
52. Which phrase can be used to start a presentation?
(A) Thanks for listening.
(B) I would like to tell you about ___
(C) Any questions?
(D) That's all from me.
53. What type of communication is emphasized in public distance settings?
(A) Personal conversations
(B) Exaggerated voice and gestures
(C) Whispered communication
(D) Written communication
54. To improve her public speaking skills, Jenna decided to join a ___ club at her university.
(A) Debate
(B) Sports
(C) Art
(D) Music
55. The report and presentation of the final output(research paper) to an audience.
(A) Analyzing Data
(B) Reporting Findings
(C) Collecting Data
(D) Identifying a Research Problem
56. Prepare the topic beforehand Ensure that his speech is informative, helpful and interesting. Use the appropriate visual aids like slides, etc. Take the time limits into consideration Try to answer maximum questions Thank the audience
(A) Organizer's role
(B) Audience's role
(C) Speaker's role
(D) Chair person's role
57. The people who are listening to and/or viewing a presentation.
(A) Impromptu
(B) Visual aid
(C) Eye contact
(D) Audience
58. Which type of communication involves delivering or sending a message before or in front of a group, with a purpose that can be either informational or persuasive?
(A) Dyad
(B) Small Group
(C) Public
(D) Mass

59. These discussions helped to connect the presidency and everyday Americans
- (A) Fireside chats
 - (B) CNN news
 - (C) Newsreels
 - (D) Photodocumentarian journalism
60. A presentation that's given before an audience.
- (A) Public Speaking
 - (B) Intrapersonal Communication
 - (C) Nonverbal Communication
 - (D) Mass Communication
61. A(n) ____ is a speech, address, or demonstration given to a group.
- (A) Clincher
 - (B) Approach
 - (C) Introduction
 - (D) Presentation
62. Which type of communication involves a speaker addressing a large audience?
- (A) Intrapersonal communication
 - (B) Mass communication
 - (C) Public communication
 - (D) Interpersonal communication
63. What is a key purpose of a speech of acceptance?
- (A) To announce the award recipient
 - (B) To thank those who helped you achieve the award
 - (C) To provide background on the award
 - (D) To criticize competitors
64. In ____ communication, generally many people receive messages from one person.
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Group
 - (D) Public
65. You should practice your speech just like you were delivering it to the audience.
- (A) True
 - (B) False
66. What is public speaking?
- (A) Speaking to a live audience
 - (B) Looking at someone when communicating
 - (C) Using your body to communicate
 - (D) The strength of your voice when speaking
- Edit
67. Public awareness is essential in environmental protection because:
- (A) Laws alone are sufficient
 - (B) It reduces population growth
 - (C) People become responsible for protecting nature
 - (D) It promotes media channels
68. Professor giving a lecture at a conference.
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Public
 - (D) None of above
69. To prepare for speaking in public, you should
- (A) Share your speech on social media
 - (B) Try out your speech on everyone, even if they are not the audience you plan to address
 - (C) Be organized, practice, anticipate questions, and have brief notes
 - (D) Buy expensive technology
70. Manuscript speech delivery allows the speaker to perfectly plan and control every word of the speech.
- (A) True
 - (B) False
71. High-quality civics education makes students more likely to:
- (A) Ignore politics

- (B) Speak publicly and communicate with elected representatives
(C) Avoid community issues
(D) Disregard voting
72. What are 3 goals in a public speaking situation?
(A) Inform, make decisions, facial expressions
(B) Inform, persuade, entertain
(C) Nervousness, shaking arms, inform
(D) Standing in front of a crowd, singing, passing out
73. When a governor holds a press conference to discuss plans for change, the governor is primarily-
(A) Seeking approval from state officials
(B) Lobbying the federal government
(C) Communicating directly with the public
(D) Negotiating with the state legislature
74. Public ____ is crucial for ensuring that environmental policies are enacted effectively.
(A) Aware
(B) Awareness
(C) Unaware
(D) Awareness
(E) Awarig
75. Communication addresses a large number of people.
(A) Intapersonal
(B) Interpersonal
(C) Public Communication
(D) Assertive
76. Effective public relations helps an organization to reach out only to the external public
(A) True
(B) False
77. President Rodrigo Duterte delivered his State of the Nation Address on July 23, 2018. What type of communication is this?
(A) Mass Communication
(B) Public Communication
(C) Interpersonal Communication
(D) Organizational Communication
78. The beginning of your speech, containing the hook, link statement, thesis statement, and often a preview statement.
(A) Thesis
(B) Exigence
(C) Closing
(D) Introduction
79. National Park rangers create public announcements to help prevent accidental wildfires from start. Which is a simple way that accidental wildfires can be prevented in these parks?
(A) Ensure people do not create defensible spaces.
(B) Ensure people do not have unattended cooking fires while camping.
(C) Prevent rangers from setting controlled burns.
(D) Prevent people from thinning dead trees.
80. When you join a declamation, oratorical or debate contest watched by a number of people, you are in a speech contest technically called ____
(A) Interpersonal communication
(B) Public communication
(C) Intrapersonal communication
(D) Mass communication
81. In an impromptu speech, your audiences doesn't care about your transitions.
(A) TRUE
(B) FALSE
82. Which of these communication channels is seen as public communication?
(A) Emails
(B) Voice communication
(C) Social media
(D) None of above

83. Communication between a public speaker and an audience
(A) Resembles interpersonal communication closely.
(B) Has as its goal to build and maintain relationships.
(C) Includes only three of the elements of communication.
(D) Is used to disseminate information and to promote social change.
84. Barangay Captain Lenny Campolet was present at the road slide offering the students "Libreng Sakay," informing them that students need not pay for their transportation. What speech context was used in the situation?
(A) Intrapersonal
(B) Dyad
(C) Small Group
(D) Public
(E) Mass
85. Refers to communication that requires you to deliver or send the message before or in front of a group?
(A) Intrapersonal
(B) Interpersonal
(C) Public
(D) Mass Communication
86. A speech by a Minister given to a group of 100 people at Panjim bus stand is an example of (a) communication.
(A) A public
(B) Group
(C) Mass
(D) Intrapersonal
87. Public speaking skills can connect with an audience through telling a story
(A) TRUE
(B) FALSE
88. Public communication involves interaction between two people.
(A) TRUE
(B) FALSE
89. What type of communication is involved at a town meeting or school-board meeting?
(A) Interpersonal
(B) Public
(C) Mass
(D) Intrapersonal
90. Strategic communication happens primarily in which sphere?
(A) Social Family.
(B) Private.
(C) Public.
(D) Corporate.
91. How should Public Relations be viewed?
(A) A social protocol
(B) A work meeting
(C) A communication tool
(D) An event
92. Which of the following best shows a FORMAL speech style?
(A) A conversation at home.
(B) Teacher talking with co-teachers about exams.
(C) Mike Enriquez delivering a hard news on television.
(D) None of these.
93. These are all characteristics of a weak speech except which one?
(A) Speech is too long
(B) Speaker has bad posture
(C) Directly connecting with the audience
(D) Speaker has hands in their pockets
94. A group of people who gather together to listen or watch something
(A) Audible
(B) Audition
(C) Audio
(D) Auditorium
(E) Audience

95. It is a type of communication that involves interaction with audience.
- (A) Intrapersonal communication
 - (B) Interpersonal communication
 - (C) Small-group communication
 - (D) Public communication
96. The invited guest did not arrive. You are requested to give the speech instead. This is considered to be an ____ speech
- (A) Reading from the manuscript
 - (B) Memorized
 - (C) Impromptu
 - (D) Extemporaneous
97. Conducting a presentation typically means that you are ____
- (A) In the process of communicating a topic to an audience.
 - (B) In the process of creating something
 - (C) In the process of determining marketing strategies
 - (D) None of the Above
98. Impromptu speeches require little or no preparation before speaking.
- (A) True
 - (B) False
99. Giving a presentation of a project in front of various department heads.
- (A) Professional Communication
 - (B) Not a Professional Communication
100. In public speaking, what is important?
- (A) Whispering
 - (B) Clear voice and confidence
 - (C) Sitting quietly
 - (D) Ignoring audience
101. Public outreach helps in preparing for natural hazards by:
- (A) Raising awareness and educating the public about risks and safety measures
 - (B) Providing financial assistance to affected individuals
 - (C) Ensuring immediate evacuation of all residents
 - (D) Guaranteeing that natural hazards will not occur
102. It was the primary means by which to conduct business, debate public issues, make public decisions, and gain and maintain power.
- (A) Small Group Communication
 - (B) Public Speaking
 - (C) Oratory and Rhetoric
 - (D) Rhetorical Canons
103. This type of speech context involves a single speaker and a sizeable number of persons or an audience.
- (A) Intrapersonal
 - (B) Interpersonal
 - (C) Public
 - (D) None of above
104. Every speech has three main parts: introduction, body, and conclusion.
- (A) True
 - (B) False
105. Speech anxiety is:
- (A) The fear of interpersonal communications.
 - (B) The fear of group communication.
 - (C) The fear of public speaking.
 - (D) None of above
106. A(n) ____ presentation is designed to inform the audience on a specific topic.
- (A) Informal
 - (B) Manuscript
 - (C) Entertainment
 - (D) Informative
107. What is a document about a special event, celebrity guest, promotional program, or interesting topic sent to news media to generate coverage?

- (A) Public relations
- (B) Summary sheet
- (C) News release
- (D) Fact sheets

- (A) Speech
- (B) Public Speaking
- (C) Informative Communication
- (D) Speaking

108. A term which refers to a process of speaking in a structured, deliberate manner to inform, influence or entertain an audience

- 109.** You can use notes when giving a speech
- (A) True
 - (B) False

1.2.11 Classroom Communication

1. In your computer subject, you allow your class to chat as a part of your motivation before discussing them the roles of computer. How is chat used in this context?
 - (A) Communicative tool
 - (B) Application tool
 - (C) Informative tool
 - (D) Situating tool
2. Classroom communication can be described as
 - (A) Unsignified narration.
 - (B) Exploration.
 - (C) Discourse.
 - (D) Institutionalisation.
3. Cultural factors have little impact on learning in the classroom setting
 - (A) True
 - (B) False
4. Classroom procedures include ____
 - (A) Student movement
 - (B) Student-teacher and student-student interactions
 - (C) Lesson routines
 - (D) Housekeeping
 - (E) All of the above
5. Which is not a cause for the importance of digital equity in classrooms?
 - (A) Mandated by Congress
 - (B) Helps teachers personalize learning
 - (C) Keeps students engaged and interested

(D) Learning is more fun when attained through technology

6. The communicated knowledge in a classroom is considered as
 - (A) Autonomous virtue.
 - (B) Non-pervasive treasure.
 - (C) Limited judgement.
 - (D) Cultural capital.
7. This strategy is a “conversation” that is held silently, on paper.
 - (A) Reciprocal Learning
 - (B) Task Rotation
 - (C) Pattern Maker
 - (D) Chalk Talk
8. When a professor says, “Let’s break the ice,” they mean:
 - (A) Take a short break.
 - (B) Start a friendly conversation to relax the atmosphere.
 - (C) Solve a difficult problem.
 - (D) End the discussion immediately.
9. A teacher reads out the text and explains it word-for-word in English. What method/approach does she adopt in her class?
 - (A) Communicative language teaching
 - (B) Task based language teaching
 - (C) Direct method
 - (D) Structural approach

10. Drama, role-playing, songs and dialogues are techniques that are often used in the class-room.
- (A) Total Physical Response
 - (B) Desuggestopedia
 - (C) The Silent Way
 - (D) None of above
11. Ms. Garcia teaches students from different cultural backgrounds using inclusive materials. What challenge is she addressing?
- (A) ICT Integration
 - (B) Brain-based Education
 - (C) Multicultural and Multilingual Classrooms
 - (D) Special Education
12. Classroom communication is the basis of-
- (A) Social identity
 - (B) External inanities
 - (C) Biased passivity
 - (D) Group aggression
13. Classroom model allowing students of different grades to be in one class (i.e., a combination of 2nd & 3rd grade class).
- (A) Multi-age Classroom
 - (B) Private School
 - (C) Homeschool
 - (D) Title I School
14. Which of the following is best for a teacher to do when establishing classroom rules?
- (A) Mention the rules once at the beginning of the school year.
 - (B) State the rules in a forceful way to establish authority.
 - (C) Explain why the established rules are necessary for enhancing student cooperation.
 - (D) Create as many rules as possible to guarantee order and control in the classroom.
15. This is a chat room designed for classrooms that encourages student interactions and includes a "confusion meter".
- (A) Google Docs
 - (B) Living Tree
 - (C) Remind 101
 - (D) GoSoapBox
16. Unmute your microphone when a teacher asks you a question and says your name to answer.
- (A) True
 - (B) False
17. What should a lecturer do if students are chatting during the lecture?
- (A) Ignore the chatting completely
 - (B) Make chatting a formal ground rule before every lecture
 - (C) Use a hard stare or a short pause to address the situation
 - (D) Encourage students to continue chatting if they have questions
18. Classroom communication of a teacher rests on the principle of
- (A) Edutainment
 - (B) Infotainment
 - (C) Enlightenment
 - (D) Entertainment
19. How should you implement strategies to establish classroom norms and expectations?
- (A) By modifying them to fit the grade and age level of your students.
 - (B) By modifying them depending on your needs that day.
 - (C) None of the answers are correct.
 - (D) By carrying them out exactly as they are stated.
20. Classroom discourse refers to:
- (A) Grammar explanations
 - (B) Language used in classroom interaction
 - (C) Written exams
 - (D) Vocabulary lists
21. A new student had entered the classroom. What do you do?

- (A) Yell at them to be your friend
 - (B) Ignore them
 - (C) Stare at them
 - (D) Say hello and tell them your name
22. Classroom goals are focused on all of the components of communicative competence. This principle is found in ____
- (A) Community Language Learning (CLL)
 - (B) Communicative Language Teaching (CLT)
 - (C) Total Physical Response (TPR)
 - (D) Audio-Lingual Method (ALM)
23. A teacher dominates classroom talk and discourages questions from learners. Which disadvantage is most likely to occur?
- (A) Improved understanding
 - (B) Increased learner creativity
 - (C) Reduced learner participation
 - (D) Better classroom interaction
24. A teaching approach where students perform a one-act play demonstrates:
- (A) Silent reading
 - (B) Dramatic performance
 - (C) Summative assessment
 - (D) Genre analysis
25. How can a teacher develop effective exercises for integrated language groups?
- (A) By focusing on combining language skills with subject-specific content
 - (B) By creating identical tasks for all proficiency levels
 - (C) By avoiding collaborative activities
 - (D) By relying exclusively on grammar drills
26. Students solve problems, answer questions, formulate questions of their own, discuss, explain during class.
- (A) Discussions
 - (B) Active Learning
 - (C) Social Media
 - (D) Inductive Teaching and Learning
27. Check questions are used to establish that students have understood what the language means.
- (A) True
 - (B) False
28. Which of the following is the most appropriate response by a teacher to address students who are inattentive during a lesson?
- (A) Continuing the lesson regardless of students' behavior.
 - (B) Implementing a hand signal used regularly to regain students' attention.
 - (C) Speaking more loudly than the off-task students.
 - (D) Asking an administrator for help with classroom management.
29. Positive classroom communication leads to-
- (A) Coercion
 - (B) Submission
 - (C) Confrontation
 - (D) Persuasion
30. Teachers must avoid ____ questions to promote maximum interaction.
- (A) Informational
 - (B) Conceptual
 - (C) Rhetorical
 - (D) None of above
31. Which one will you use if you want to give your students an overview of your lesson before you proceed?
- (A) Advance organizer
 - (B) Pictograph
 - (C) Review
 - (D) Story board
32. Students are wandering around the shop because they don't know the clean-up routine.
- (A) Classroom Management
 - (B) Lesson Mastery
 - (C) High Expectations
 - (D) None of the above

33. An example of teacher affect is ____
- (A) Teacher knowledge of subject matter
 - (B) Teacher-designed questions
 - (C) Teacher/student time-on-task
 - (D) Teacher instructional enthusiasm
34. What is Teacher Ryan doing when he probes students by asking a sequence of questions on a subject matter to arrive at a satisfactory answer?
- (A) Clarifying
 - (B) Analyzing
 - (C) Conversing
 - (D) Prompting
35. Which teaching method minimizes teacher talk and emphasizes student self-correction?
- (A) Silent Way
 - (B) Total Physical Response
 - (C) Grammar-Translation Method
 - (D) Problem-Based Learning
36. Teachers help the students to learn and build knowledge from their own.
- (A) Prejudice Reduction
 - (B) Globalization
 - (C) Content Integration
 - (D) Knowledge construction Process
37. Demonstrating how to perform a task and letting the pupils follow the instructions allow the pupils to visualize what you are expecting them to do.
- (A) Self-review
 - (B) Peer Review
 - (C) Giving Feedback by Roaming Around
 - (D) Direct Teaching Strategy
38. The teacher asked the students to ____ their thoughts into the class discussion.
- (A) Intraject
 - (B) Introject
 - (C) Interject
 - (D) None of above
39. Students are engaged in different activities in small groups within the same classroom
- (A) Lab model
 - (B) Rotational model
 - (C) Flipped classroom
 - (D) Openclassrooms
40. Which of the following is NOT a good way of including parents in the classroom?
- (A) Relying on parents to email you their questions/concerns
 - (B) Including surveys in digital communications
 - (C) Allowing two-way communication capabilities on apps like Remind
 - (D) None of above
41. Teachers and students draw on one another's expertise while working on complex projects related to real world problems in ____ classroom.
- (A) Traditional
 - (B) Constructivist
 - (C) Teacher-centric
 - (D) Social-constructivist
42. After students finish reading Charlotte's Web, the teacher asks, "Do you think Fern loved Wilbur?" A student replies "Of course!" The teacher then says "Tell us how you know that Fern loved Wilbur." What communication technique is the teacher using in her last statement?
- (A) Paraphrasing
 - (B) Probing
 - (C) Redirecting
 - (D) Summarizing
43. The authoritarian setting in the Filipino home is reinforced by a classroom teacher who-
- (A) Asks open-ended questions
 - (B) Encourages pupils to ask questions
 - (C) Prescribes what pupils should do
 - (D) Is open to suggestions

44. The following are suggested classroom strategies except?
(A) Interpersonal
(B) International
(C) Intrapersonal
(D) None of above
45. A class discussion becomes unproductive because learners talk without focus and the teacher gives no guidance. Which disadvantage of discussion is being demonstrated?
(A) Encourages memorization
(B) Requires expensive resources
(C) Can be ineffective if poorly planned
(D) Reduces learner confidence
46. A classroom where the teacher encourages creativity and problem-solving reflects:
(A) Traditional authoritarian model
(B) Progressive approach
(C) Teacher-centered dominance
(D) Exam-focused system
47. Deals with the extent to which teachers use examples and content from a variety of culture and groups.
(A) Equity Pedagogy
(B) Content Integration
(C) Prejudice Reduction
(D) Globalization
48. Which co-taught model allows each teacher to teach the lesson content to half of the class?
(A) Parallel teaching
(B) Station teaching
(C) Alternative teaching
(D) One lead, one support
49. Teacher Miguel uses "Think-Pair-Share." What method is applied?
(A) Cooperative learning
(B) Inquiry learning
50. Which type of curriculum is directly observed in classroom teaching?
(A) Recommended curriculum
(B) Taught curriculum
(C) Hidden curriculum
(D) Assessed curriculum
51. When should you email your teacher?
(A) To ask them about their day
(B) To complain about the homework
(C) To ask for help on your homework
(D) To ask to be excused from not doing the homework
52. What is the primary purpose of classroom management?
(A) To maintain strict silence
(B) To create an environment conducive to learning
(C) To punish misbehaving students
(D) To finish the syllabus quickly
53. Most often, the teacher-students communication is:
(A) Spurious
(B) Critical
(C) Utilitarian
(D) Confrontational
54. Which one of the following is considered a sign of motivated teaching?
(A) Students asking questions
(B) Maximum attendance of the students
(C) Pin drop silence in the classroom
(D) Students taking notes
55. Choose the correct option to complete the sentence: We had an interesting ___ in class today about different cultures.
(A) Discussion
(B) Discuss
(C) All the above
(D) None of the above
56. When should you email your professor, Dr. Avery?
(A) To ask them about their day

- (B) To complain about the homework
(C) To ask for help on your homework
(D) To ask to be excused from not doing the homework
57. According to a study that compared spoken and written language in the classroom, the TTR (Type-to-Token Ratio) was lower for spoken than for written language samples.
(A) True
(B) False
(C) Depends on the context
(D) Only for advanced speakers
58. While Teacher Caselyn gives feedback on the learners' performance output, it is also a good practice that the learners give also feedback on the lesson; as well as what has transpired during the group activities.
(A) PHYSICAL SETTING
(B) GUIDED DEMONSTRATION
(C) GROUP DYNAMIC
(D) RESPONSIVE COLLABORATION
59. Classroom is often considered as artificial speaking situation.
(A) True
(B) False
60. Organizing physical space including cleanliness and time management are the criteria of?
(A) Learning Management
(B) Personal Qualities
(C) Evaluation Activities
(D) Classroom Management
61. To elicit more student's response, Teacher G made use of covert responses. Which one did she NOT do?
(A) She had the students write their response privately.
(B) She showed the correct answers on the overhead after the students have written their responses.
(C) She had the students write their responses privately then called each of them.
(D) She refrained from judging on the student's responses.
62. Which method that encourage student to be active & speak as much as possible while teacher should be silent?
(A) Total physical response
(B) Audiolingual method
(C) Direct method
(D) The silent way
63. Which classroom task clearly COUNTS as input according to the input classification activity?
(A) Matching conjugated verbs with their infinitive forms.
(B) Reading a dialogue aloud in pairs without any comprehension check.
(C) Listening to a house description and choosing the matching picture.
(D) Copying a list of commands into a notebook.
64. How can teachers help students improve their pronunciation?
(A) Correcting every mistake immediately
(B) Teaching pronunciation only at an advanced level
(C) Avoiding pronunciation corrections to maintain confidence
(D) Encouraging listening and speaking practice regularly
(E) Focusing exclusively on theoretical phonetics
65. A teacher should know how extrovert students learn in the classroom. The following activities can make them more comfortable in learning, ____
(A) Working on worksheet independently
(B) Write an essay
(C) Answering questions verbally
(D) Do mini observation individually
(E) Answering question on the text book individually

66. When I ask for help, I should
(A) Yell to my teacher
(B) Whisper to my friend
(C) Raise my hand
(D) Get up and walk to my teacher
67. It does not help a class develop a sense of belonging. It does not encourage cooperation in which students may able to help and motivate each other.-When combined with giving individual students different task, it means a great deal more thought and material preparation than whole-class teaching involves.
(A) Disadvantages of groupwork
(B) Disadvantages of individualized learning
68. What should teachers do when students respond to questions in class?
(A) Nod and smile as a gesture of appreciation
(B) Tell them directly if they are wrong
(C) Ignore them
(D) Criticize them
69. The following is included in the aspect of “Organizing the Physical Design” is ____
(A) How the classroom is laid out
(B) What are the rules and routines of the class
(C) Teacher as in loco parentis
(D) Measures to prevent student misbehavior
70. If you’re currently in zoom with your teacher and you have a question, what should you do?
(A) Send them an email in canvas
(B) Send them a message on zoom
(C) Send them a message on Remind
(D) Send them a message on canvas, zoom, & remind until they finally answer you
71. What is one effective strategy for improving school culture and climate?
(A) Increasing the amount of homework given to students
(B) Implementing strict disciplinary measures for minor infractions
(C) Encouraging open communication and collaboration among students, staff, and parents
(D) Reducing the number of extracurricular activities available to student
72. Using social media in the classroom can improve reading and writing skills because ____
(A) Students are more motivated to read on-line material
(B) Students only like to look at the pretty pictures
(C) Students will not gain any academic benefits whatsoever from using social media in the classroom
(D) Students need to be competent in digital literacy skills
73. How can we help students understand meaning using the communicative approach?
(A) Pointing at objects
(B) Drawing
(C) Playing a dialogue
(D) All of the above
74. Match the definition with the Approaches and Methods. Classroom instruction was conducted in the target language. Inductive approach to grammar.
(A) Direct Method
(B) Grammar Translation
(C) Whole Language
(D) None of above
75. What is the significance of creating a positive classroom culture?
(A) It doesn’t matter
(B) A positive culture encourages student participation and motivation
(C) Culture is only relevant in social studies classes
(D) It’s too challenging to create a positive culture

76. A well-managed classroom results in:
- (A) Higher dropout rates
 - (B) Minimal student learning
 - (C) Increased student engagement and learning
 - (D) Boredom
77. Reviewing day's events, reminding students of upcoming events, conveying to parents the activities of the day, and opening a line of communication for the parent and child are all included in ____
- (A) Daily Closing Message
 - (B) Morning Meeting
 - (C) Classroom Jobs
 - (D) Finishing Work Early
78. Which of the following is not a criterion in selecting a specific media to be used in the classroom?
- (A) Accuracy and currency
 - (B) Clarity and conciseness of language
 - (C) Objectionable bias and advertising
 - (D) Providence for learner participation
79. A teacher moves around the classroom while teaching, making eye contact with students. This is an example of managing the physical aspect through:
- (A) Proximity control
 - (B) Withitness
 - (C) Seating arrangement
 - (D) Classroom decoration
80. Which skill enables teachers to manage classroom dynamics effectively?
- (A) Testing
 - (B) Translation
 - (C) Textbook Adaptation
 - (D) Grammar Explanation
 - (E) Classroom Management
81. Which co-taught model states teachers must communicate to coordinate the tasks and timing at the different stations to support the learning objectives?
- (A) Parallel teaching
 - (B) Station teaching
 - (C) Alternative teaching
 - (D) One lead, one support
82. What is one way to make your self keep quiet while you wait for your students to answer?
- (A) Its not important to keep quiet
 - (B) Count 1-20 in your mind
 - (C) Ignore your students and think about something else
 - (D) Punished your self if feel you are talking too much
83. What type of curriculum is a teacher using when students are given a theme, such as change, and asked to identify it in various subjects?
- (A) Problem-based
 - (B) Concept-based
 - (C) Program-based
 - (D) Computer-based
84. Wall displays are primarily used to:
- (A) Provide a barrier between classroom areas.
 - (B) Showcase student work and classroom projects.
 - (C) Store classroom supplies
 - (D) Create a quiet study space
85. Which of the following speech delivery is commonly used by the teachers in teaching lessons?
- (A) Contextual
 - (B) Extemporaneous
 - (C) Manuscript
 - (D) Memorize Edit
86. An effective classroom manager uses low-profile classroom control. What is a low-profile classroom control technique?
- (A) Note to parents
 - (B) After-school detention
 - (C) Withdrawal of privileges
 - (D) Raising the pitch of the voice

87. In internship, which element of effective classroom management is emphasized when a broad range of multiple activities happen in the classroom at the same time?
- (A) Unpredictability
 - (B) Multidimensionality
 - (C) Simultaneity
 - (D) Immediacy
88. When working on students' classroom placements the administrator should look at specific requests from parents and:
- (A) Reply to each parent request, noting any biases toward specific teachers.
 - (B) Honor each request to maintain positive relationships with parents.
 - (C) Accept each request to avoid conflict with these parents.
 - (D) Utilize these as one of the many factors considered in student placement.
89. Most often, the teacher-student communication is: [2015-DECEMBER]
- (A) Spurious
 - (B) Critical
 - (C) Utilitarian
 - (D) Confrontational
90. Which classroom activity BEST supports the infusion of VBE?
- (A) Silent reading without interaction
 - (B) Memorising definitions
 - (C) Final examination only
 - (D) Ice-breaking and group-based activities
91. A teacher mentors students by listening actively, offering guidance, and encouraging autonomy. What aspect of their teaching philosophy is most evident?
- (A) Concept of learning
 - (B) Interaction with students
 - (C) Teaching methods
 - (D) Assessment of learning
92. Student journalists usually write about what's going on ____
- (A) In the ocean
 - (B) In their city
 - (C) In their school
 - (D) In other countries
93. How do you let your teacher know that you have a question or want to comment?
- (A) Raise your hand.
 - (B) Type "sup hb" in the chat.
 - (C) Turn on your microphone and yell, "I have a question!"
 - (D) Hold your pet up to the camera and wait for your teacher to notice.
94. What is the level of communication you experience as a student with a teacher speaking to the whole class?
- (A) Small group communication
 - (B) Individual to group
 - (C) Interpersonal communication
 - (D) Intrapersonal communication
95. The size of the group should not be considered when dealing with a very big class.
- (A) True
 - (B) False
96. Beni: Can I have your attention, please? Students: ____ What's going on? Beni: We need to tidy up this class before the class begins. Students: Let's do that.
- (A) Excuse me.
 - (B) Yes.
 - (C) Do you understand?
 - (D) Are you following me?
97. Consider a classroom scenario where students use informal language in writing assignments. How might a teacher apply a descriptive approach to address this?
- (A) Penalize students for informal language use.
 - (B) Provide a strict set of rules for formal writing.
 - (C) Ignore the informal language and focus on content.

- (D) Encourage students to explore the reasons for their language choices.
98. Which process of communication is the best for controlling noise in a classroom?
- (A) Saying 'do not talk'
(B) Raising one's voice above students' voice
(C) Remaining calm and just looking at the students
(D) Continue teaching without caring for noisy class
99. The stage of a lesson when a new language item is introduced to the learners is called:
- (A) Presentational
(B) Presentation
(C) Presentiment
(D) Preservation
(E) Presentable
100. Effective teachers know a wide variety of teaching strategies that are collectively and formally known as:
- (A) Lesson plans
(B) Bag of tricks
(C) Pedagogy
(D) Methodology
101. Which one of the following is a scaled down teaching situation? [2013-SEPTEMBER]
- (A) Macro teaching
(B) Team teaching
(C) Cooperative teaching
(D) Micro teaching
102. Which of the following marks a conducive classroom?
- (A) Excessive praise
(B) Individual competition
(C) Long assignments
(D) Cooperative learning
103. If you come across to teach a blind student along with the normal students what type of behavior you are expected to exhibit?
- (A) Take care of him with sympathy.
(B) Don't give any extra attention because majority of students may suffer.
(C) Arrange the seat in the front row and try to keep your teaching pace according to him without making the other students suffer.
(D) None of the above.
104. Occupy seat before the start of the seminar. Listen patiently. Note down important points. Avoid disturbing. Ask relevant questions. Stay till the conclusion
- (A) Speaker's role
(B) Audience's role
(C) Chair person's role
(D) Organizer's role
105. Which classroom arrangement fosters communication by allowing students to see each other and is suitable for debates and discussions?
- (A) Traditional arrangement
(B) Horse shoe arrangement
(C) Circle with the teacher outside
(D) Mix and mingle arrangement
106. Research tells that teachers ask mostly content questions. Which of the following terms does NOT refer to content questions?
- (A) Closed
(B) Direct
(C) Concept
(D) Convergent
107. The teacher says commands and acts them out. The students try to perform the action. The teacher repeats by saying the command without acting it out. The students respond. The roles are then reversed.
- (A) The direct approach
(B) Total physical response
(C) The natural approach
(D) None of above
108. What is being taught, content, or course of studies is ____

- (A) Instructional Objectives
 - (B) Curriculum
 - (C) Lesson Plan
 - (D) None of above
109. All the members within a classroom, teachers and students should understand the roles and responsibilities of the interpreter, and how to interact within the interpreted classroom.
- (A) True
 - (B) False
110. In this role, the teacher listens to his/her students, notes errors to discuss with them later:
- (A) Monitor
 - (B) Guide
 - (C) Support system
 - (D) Feedback giver
111. In order to develop rapport with your pupils you should
- (A) Guide them.
 - (B) Behave them in a democratic way.
 - (C) Have communicative ability.
 - (D) All of the above.
112. Of the following, the least effective way to teach cultures is ____
- (A) Students experience and explore the culture
 - (B) Integrated with the practice and development of communication
 - (C) Connected with a thematic focus
 - (D) Isolated cultural topics in specific mini-lessons
113. If you get an opportunity to teach a blind student along with normal students, what type of treatment would you like to give him in the class?
- (A) Take care of him sympathetically in the class-room.
 - (B) Arranging a seat in the front row and try to keep teaching pace according to him.
 - (C) Not giving extra attention because majority suffers otherwise.
 - (D) You think that blindness is the result of his sins, so what can you do against God's will.
114. Which of the following is the LEAST EFFECTIVE way too enhance people skills in the classroom
- (A) Teach students to pay attention and ask open-ended questions
 - (B) Provide opportunities for role-play and mediation
 - (C) Enhance career opportunities
 - (D) Teach students to view challenges as opportunities for growth

1.2.12 Formal Communication

1. Outgoing voicemail greetings should include the receiver's name and name of the ____
 - (A) Organization
 - (B) City
 - (C) Department
 - (D) Project
2. Sharing of information that conforms to specific protocol is ____
 - (A) Professional communication
 - (B) Proper label
 - (C) Formal communication
 - (D) Informal communication
3. For the activity described, indicate the direction of the formal communication. Human Resources sends an email to all employees to clarify the casual Friday policy.
 - (A) Upward Communication
 - (B) Downward Communication
 - (C) Lateral Communication
 - (D) Telepathy Communication
4. When should you not use formal communication?

- (A) When meeting a new service user at work
(B) When you are out with your mates
(C) When talking with your manager at work
(D) When you are in a meeting
5. A workplace announcement is:
(A) A message intended for a wide group of employees
(B) A personal diary entry for supervisors
(C) A private conversation between managers
(D) A confidential salary negotiation
6. What should be included in the opening of a business letter?
(A) A casual greeting like 'Hey there!'
(B) Sender's address, date, recipient's address, and a formal salutation
(C) Sender's phone number and email
(D) Recipient's favorite color
7. Employee communication can lead to stronger organizational identification when:
(A) There is a one-way communication flow
(B) Employees are given more autonomy
(C) Managers use upward and downward communication effectively
(D) Employees have no control over their work-life balance
8. Which scenario best illustrates technology helping communication in business?
(A) A team sends updates through email and chat
(B) A store removes all phones from the office
(C) A company disables Internet for everyone
(D) An employee ignores messages for a week
9. What is the aim of a 'protocol'
(A) To take control of a network
(B) To outline how network communication can be encrypted
(C) To set out rules to allow data to be communicated effectively
(D) There is no consensus on what a Protocol is
10. Proposals refer to the communication between a seller and ____
(A) Buyer
(B) Manager
(C) Supplier
(D) Employee
11. Communication to other departments in hotel is undeniable. Below are some communication that usually occur between FO department to HK department, except ____
(A) Updating the room status
(B) Checking the minibar when the guest check out
(C) Repair and maintenance
(D) Laundry service
12. When creating a salutation (greeting) in a formal letter, it should look like this:
(A) Dear Ms. Welton:
(B) Dear Ms. Bailey Welton:
(C) Hey Ms. Welton:
(D) Hello Ms. Welton
13. What is INTEROFFICE COMMUNICATION?
(A) Communicating between the offices of a company or organization
(B) To write down, to make note of or to pass a message
(C) Message distributed by electronic means to one or more recipients.
(D) A written message, especially in business
(E) Generally known as "orders of the day", which participants hope to discuss during a meeting

14. Which of the following terms best matches the following definition? A formal, grammatical, and very often correct ____ often "official" ____ way of speaking.
- (A) High Context Talk
 - (B) God Talk
 - (C) Facework
 - (D) High Code
15. Professional communication is
- (A) Informal in style and approach
 - (B) Formal and Objective
 - (C) Both A & B
 - (D) None
16. SMS language (dey,u,tmrw) in the E-mail should be-
- (A) Used with selected few clients
 - (B) Should not be used
17. What would be a good way to start off a formal Email to someone that you don't know?
- (A) Hi
 - (B) Hello
 - (C) Dear
 - (D) None of above
18. Which sentence is more formal when declining a meeting request?
- (A) "I can't make it to the meeting, let's reschedule."
 - (B) "Sorry, I can't come to the meeting."
 - (C) "I'll need to skip the meeting, let me know what I missed."
 - (D) "I won't be able to attend the meeting, but I appreciate the invitation."
19. Formal communication is used at ____
- (A) Wedding
 - (B) Home
 - (C) Workplace
 - (D) Friends cafe
20. Although e-mail is incredibly successful for both internal and external communication, you should still use letters when
- (A) You need immediate feedback
 - (B) The message must reach your reader very quickly
 - (C) Formality and sensitivity are essential
 - (D) You have too little time to proofread
21. What forms of communication will you use in the 'Professional Communications' project?
- (A) Text messages and blogs
 - (B) Business proposals, emails, memos, and a pitch proposal
 - (C) Phone calls and interviews
 - (D) Social media posts and podcasts
22. Regular opportunities for communication are set up by the business managers through ____, ____ and ____
- (A) Online forum discussions; memos; individual meetings.
 - (B) Individual meetings; group discussions with specific committees; comment boxes.
 - (C) Comment boxes; open-door policy; individual meetings.
 - (D) Open-door policy; online forum discussions; memos.
23. Group discussions can be informal between a group of friends or formal at a ____ or school.
- (A) Workplace
 - (B) Restaurant
 - (C) Park
 - (D) Theater
24. 'Good morning', 'nice to meet you', 'How have you been?'-are examples of ____
- (A) Formal greetings
 - (B) Informal greetings
 - (C) Superiors
 - (D) Organizations
25. Letterheads are used in official correspondence
- (A) True
 - (B) False

26. How should intercompany communication be conducted?
- (A) Through smoke signals
 - (B) Through carrier pigeons
 - (C) Through handwritten letters
 - (D) Through various channels such as email, video conferencing, instant messaging, and regular meetings.
27. A formal letter of appreciation to a client should use ____
- (A) Professional tone and standard English.
 - (B) Slang and emojis.
 - (C) Very short, incomplete sentences.
 - (D) Personal secrets.
28. Emma is the office manager for a large firm. She must communicate the new official mail room procedure with all the employees in the office. Which form of business communication should she use?
- (A) Email
 - (B) Letter
 - (C) Memo
 - (D) Report
29. An insurance agent convincing a customer to avail of life insurance.
- (A) FORMAL COMMUNICATION
 - (B) INFORMAL COMMUNICATION
30. ____ passing messages from the bottom of an organization to those at the top
- (A) Upward communication
 - (B) Horizontal Communication
 - (C) Formal communication
 - (D) Informal communication
31. There is a pre-defined channel to transmit the information to the receiver.
- (A) Formal Communication
 - (B) Informal Communication
32. Personal or professional: Mark emails his boss to schedule a meeting.
- (A) Personal
 - (B) Professional
33. Formal communication is usually:
- (A) Written or documented
 - (B) Oral only
 - (C) Random
 - (D) Unplanned
34. A monthly newsletter is posted to all employees
- (A) External communication
 - (B) Internal communication
35. Identify internal communication.
- (A) Is the process of giving and gathering information.
 - (B) Is clarifying issues.
 - (C) Is the process of giving and gathering information that takes place within an organization.
 - (D) Is the action of giving instructions to employees.
36. Memos don't include the recipient's address because
- (A) They're used as notes in negotiation
 - (B) They're written as reminders to yourself
 - (C) They're usually sent to a business's own employees
 - (D) They're going to unknown recipients
37. Who is the typical audience for formal communication?
- (A) Friends, family, and acquaintances
 - (B) Colleagues, clients, or strangers
 - (C) Classmates and teachers
 - (D) Business partners and competitors
38. When a client talks to his lawyer
- (A) Intimate
 - (B) Casual
 - (C) Formal
 - (D) Consultative
 - (E) Frozen

39. Professional v. Unprofessional:referring to a boss or teacher by their first name in email.
(A) Professional
(B) Unprofessional
40. Which channel is most appropriate for communicating finalized information in a business?
(A) Personal text messages to friends
(B) Any social media account available
(C) Handwritten notes left anonymously
(D) Proper reporting tools used by stakeholders
41. Upward communication:
(A) Flows to a higher level in the group or organisation.
(B) Flows from one level of a group or organisation to a lower level.
(C) Is used to provide feedback to those lower down in the organisational hierarchy, progress toward goals and relay current problems.
(D) Is used by managers to assign goals, provide job instructions, inform employees of policies and procedures and offer feedback about performance.
42. Which of the following is the most appropriate way to start a formal business email?
(A) What's up?
(B) Dear Mr. Smith,
(C) Yo, team!
(D) Hey buddy!
43. When the communication flows high level to lower ____
(A) Downward
(B) Horizontal
(C) Upward
(D) None of above
44. A formal letter is for the people we have professional relationship with.
(A) True
(B) False
45. What should you avoid in a formal letter?
(A) Shorthand
(B) SMS language
(C) Sarcasm
(D) All of them
46. Language used in formal settings and usually follows a commonly accepted format
(A) Consultative Register
(B) Formal Register
(C) Casual Register
(D) Static Register/Frozen Register
(E) Intimate Register
47. Newsletters for internal circulation may include topics of market conditions, price fluctuations, mergers, expansion plans and financial status of the organization
(A) True
(B) False
48. Which type of language is commonly used in academic or professional settings?
(A) Formal language
(B) Informal language
(C) Biased language
(D) Ambiguous language
49. The most common means of internal communication are email and ____
(A) Morse code
(B) Direct Messaging
(C) Fax
(D) None of above
50. What is the primary purpose of tools like Slack, Zoom, and Google Meet?
(A) Graphic design
(B) Office communication and collaboration
(C) Video editing
(D) Game development

51. Which type of communication occurs within the organization?
- (A) Internal communication
 - (B) External communication
 - (C) Oral communication
 - (D) Written communication
52. Organizational intranet is an organizational communication network that uses technology, but is accessibility only by organizational employee.
- (A) TRUE
 - (B) FALSE
53. Formal or Informal Communication: Your supervisor sends everyone an email regarding the protocols on what to do when someone throws up in the bathroom at the pool.
- (A) Informal
 - (B) Formal
54. Which communication tool should be prioritized for urgent and time-sensitive messages in a professional setting?
- (A) Social media direct messages.
 - (B) Text messaging.
 - (C) Official email or internal messaging platforms.
 - (D) None of above
55. Which form of address is typically used in British communication?
- (A) First names
 - (B) Last names
 - (C) Titles and last names
 - (D) Nicknames
56. When is it appropriate to use informal language and slang in professional email communication?
- (A) Always, as it makes the email more relatable
 - (B) Never, as it can undermine professionalism
 - (C) Only when communicating with close colleagues
 - (D) Only in the email subject line
57. What is one disadvantage of formal communication in terms of message accuracy?
- (A) Affects formal relationship
 - (B) Dilutes accuracy of messages
 - (C) Increases the workload of the superiors
 - (D) Maintains authority of the officers
58. This occurs when a superior communicates with one or more subordinates.
- (A) Lateral Business Communication
 - (B) External Business Communication
 - (C) Internal Upward Business Communication
 - (D) Internal Downward Business Communication
59. A formal letter is a letter that written in formal language, in the stipulated format, for official purpose.
- (A) True
 - (B) False
60. An “old fashioned” physical means of communication, still utilized in the present age of communication.
- (A) Memo
 - (B) Video conferencing
 - (C) Email
 - (D) None of above
61. Which of the following exemplifies formal communication?
- (A) Text messaging a friend
 - (B) Discussing plans over lunch
 - (C) Sending a business email
 - (D) Posting on social media
62. Case: Your manager asks you to inform all staff members in your department that starting tomorrow, office hours will begin 30 minutes earlier due to building renovations. Which internal communication medium is most appropriate to use?
- (A) A formal business letter in a sealed envelope.

- (B) A business memo with the subject: "Adjustment of Office Working Hours."
- (C) An informal text message via personal social media.
- (D) A Curriculum Vitae (CV).
63. What is the significance of a formal tone in business communication?
- (A) To confuse readers
- (B) To maintain professionalism
- (C) To avoid communication
- (D) To make it longer
64. What is vertical communication
- (A) Staff at different levels in the hierarchy communicating
- (B) Staff at the same level in the hierarchy communicating
- (C) Staff in different businesses communicating
- (D) None of them
65. Name two tools that companies use to share information with their employees.
- (A) Email and Intranet
- (B) Fax and Pager
- (C) Television and Radio
- (D) Newspaper and Magazine
66. All email communication must remain formal and follow the rules of business communication because they can become part of the legal record of patient care.
- (A) True
- (B) False
67. Diagonal communication is particularly useful in:
- (A) Large organizations with multiple departments
- (B) Sole proprietorships
- (C) Organizations with no hierarchy
- (D) One-person teams
68. Which of the following is NOT a feature of formal emails?
- (A) Clear paragraphs
- (B) Use of slang
- (C) Concise language
- (D) Respectful tone
69. What type of communication is a formal site meeting with detailed minutes?
- (A) Informal
- (B) Casual
- (C) Unplanned
- (D) Formal
70. What is a notice?
- (A) To observe or see something
- (B) To notify someone
- (C) A means of formal communication targeted at a particular person or group, that may give a warning or notify someone.
- (D) None of above
71. When the formal communication process must be finished.
- (A) Audience
- (B) Purpose
- (C) Deadline
- (D) Connotation
72. A formal email is typically sent to someone you don't know well or to someone who's in —
- (A) Authority
- (B) A good disposition
- (C) Danger
- (D) Your school
73. Which tool supports horizontal communication?
- (A) Inter-departmental meetings
- (B) CEO's annual speech
- (C) Employee handbook
- (D) Suggestion box

74. Which is the most formal mode of communication?
- (A) Oral
 - (B) Written
 - (C) Visual
 - (D) Gesture
75. When the principal issues a notice to all the staff and student, it is considered as:
- (A) Downward Communication
 - (B) Cross/Diagonal Communication
 - (C) Upward Communication
 - (D) Informal Communication
76. Why do you think e-mail is widely used?
- (A) Lots of adults do not like texting
 - (B) It is a fast convenient way to communicate professionally
 - (C) People have more to say when they type
 - (D) E-mail was invented to be used for photo sharing
77. Mary sent a formal message in their chat room, and as one of its members, you are required to reply. What kind of reply will you send?
- (A) A reply full of emoticons
 - (B) A CAPS LOCK reply
 - (C) A formal one as well
 - (D) A voice message reply
78. Sending messages between people working for the same organisation.
- (A) Internal communication
 - (B) External communication
 - (C) Medium of communication
 - (D) Communication
79. What is the primary purpose of emails in communication?
- (A) Quick collaboration
 - (B) Informal chatting
 - (C) Formal communication and documentation
 - (D) Face-to-face interaction
80. An advantage of a short chain of command is that
- (A) The company will gain unlimited liability
 - (B) Managers will have greater bonuses
 - (C) Fringe benefits will become more common
 - (D) Communication between managers and staff will improve
81. In business communication, the best way to communicate with another business outside of your own would be to send a ____
- (A) Quick memo
 - (B) Formal letter
 - (C) Personal letter
 - (D) Business proposal
82. We may have to introduce colleagues, peers and superiors in context.
- (A) Self-introduction
 - (B) Informal
 - (C) Formal
 - (D) Official
83. You should use formal language when writing to your teacher.
- (A) True
 - (B) False
 - (C) Neutral
 - (D) None of above
84. What is one advantage of formal communication network?
- (A) Affects formal relationship
 - (B) Dilutes accuracy of messages
 - (C) Increases the workload of the superiors
 - (D) Maintains authority of the officers
85. Which of the following words has a more formal connotation than "talk"?
- (A) Chat
 - (B) Converse
 - (C) Gossip
 - (D) Babble

86. When should you use formal language?
- (A) When talking to friends
 - (B) In a job interview or academic setting
 - (C) When texting
 - (D) During casual conversations
87. The most commonly used form of business communication is:
- (A) Business Letter
 - (B) Personal Business Letter
 - (C) Memo
 - (D) E-mail
88. Which one is a formal way to say "Thanks"?
- (A) Thanks a lot!
 - (B) I'm so happy.
 - (C) I would like to express my gratitude.
 - (D) You're great.
89. William's boss wants him to send a short, official message about health care benefits to all the employees in the office. Which form of business communication should he use?
- (A) Email
 - (B) Letter
 - (C) Memo
 - (D) Report
90. If you were writing an email to your boss, you would address him as ____
- (A) Whomever it may concern,
 - (B) Dear Sir/Madam,
 - (C) Hi,
 - (D) Yo buddy,
91. Which of the following is a medium for downward communication?
- (A) Employee feedback form
 - (B) Notice boards
 - (C) Staff grievance meeting
 - (D) Suggestion box
92. What is an example of downward communication in an organization?
- (A) An employee giving feedback to their manager
 - (B) A manager issuing a policy change to their team
 - (C) Colleagues discussing a project on the same level
 - (D) Customers providing feedback to the company
93. Usually professional settings, corporate meetings, conferences undergoes in this pattern. In this communication, use of slang and foul language is avoided and correct pronunciation is required
- (A) Formal Communication
 - (B) Informal Communication
94. Formal communication adheres to:
- (A) Social chatting
 - (B) Organizational hierarchy and rules
 - (C) Informal gossip
 - (D) Personal relationships
95. Which of the following phrases would be considered too informal for a business email?
- (A) "Thank you for your prompt response."
 - (B) "Looking forward to hearing from you."
 - (C) "Just wanted to check if everything's okay with that."
 - (D) "Please do not hesitate to contact me should you have any questions."
96. Which speech style is classified as a standard one and usually seen in communication between teacher and student, boss and employees, and doctors and patients?
- (A) Consultative
 - (B) Frozen
 - (C) Formal
 - (D) Intimate
97. In formal communication, flow of information is:
- (A) Fixed according to organization chart
 - (B) Random
 - (C) Based on personal preference
 - (D) None of these

98. Give the characteristics of internal communication using the hierarchical structure of the company
- (A) Up/down/vertical
 - (B) Face to face/at a distance/using signs/via intermediary
 - (C) Ascending/descending/horizontal
 - (D) None of above
99. To Whom It May Concern
- (A) Informal
 - (B) Formal
100. All formal communications conform with specific rule, belief and objectives of the speaker or certain group.
- (A) False
 - (B) True
 - (C) All the above
 - (D) None of the above
101. In formal situations, you should not use emoji.
- (A) True
 - (B) False
102. Republic Act 10844 is also known as ____
- (A) The Enhanced Basic Education Curriculum Act of 2013
 - (B) Department of Information and Communication Technology Act of 2015
 - (C) ICT Act of 2012
 - (D) K to 12 Act of 2011
103. A company switched to a new database, but only the IT professionals in charge of the change were aware of it until it had already occurred. The company failed to
- (A) Adapt to new technology
 - (B) Track changes in data
 - (C) Communicate the data change
 - (D) Attend to industry trends
104. Which tone is most appropriate for a formal email?
- (A) Casual
 - (B) Humorous
 - (C) Professional
 - (D) Sarcastic
105. Used to describe the discussions, decisions, and actions that occurred during a business meeting
- (A) Agenda
 - (B) Minutes
 - (C) Research Report
 - (D) Table of Contents
106. Internal Lateral Business Communication is ____
- (A) Communication from a subordinate to a manager within a company.
 - (B) Communication from a manager to a subordinate within a company.
 - (C) Communication among employees within a company.
 - (D) Communication with external parties outside a company.
107. What is the formal communication network in an organization?
- (A) Communication that occurs as per the formal organization chart
 - (B) Communication that is regulated by the government
 - (C) Communication that happens during formal meetings
 - (D) Communication that is dictated by the technical, political, and economic environment
108. What is the purpose of a formal email?
- (A) Professional communication
 - (B) Quick questions
 - (C) Catching up with friends
 - (D) Making plans
109. A flow of information that comes from the subordinates down to the superiors.
- (A) Downward flow
 - (B) Upward flow

- (C) Horizontal flow
(D) None of the above
- 110.** What is the primary purpose of Upward Communication in an organization?
(A) To provide feedback, suggestions, and reports to a superior
(B) To issue orders and policies to subordinates
(C) To communicate with external stakeholders
(D) To share personal opinions among peers
- 111.** What is the main purpose of writing a formal letter?
(A) To share personal stories
(B) To communicate official or professional matters
(C) To entertain friends
(D) To express emotions casually
- 112.** Allows communication to take place via designated channels of message flow between positions. It may be Downward, Upward, Horizontal, and Crosswise communication.
(A) Formal Structures
(B) Informal Structures
(C) Directional Communication
(D) None of above
- 113.** What should you avoid in formal emails?
(A) Using slang or emojis
(B) Being polite
(C) Proofreading
(D) Using clear subject lines
- 114.** Which tone would be most appropriate to use when writing an email to your teacher asking for help on an assignment?
(A) Informal (Casual)
(B) Pessimistic
(C) Joking
(D) Formal
- 115.** You are Inviting your old teacher to an event to give a short speech for 10 minutes. What type of email are you going to send?
(A) Formal Email
(B) Informal Email
(C) Both
(D) None of above
- 116.** In business correspondence, the complimentary close "Yours faithfully" is used when:
(A) You know the person well
(B) Writing to a friend
(C) The salutation is "Dear Sir/Madam"
(D) Writing informally
- 117.** When introducing yourself in a formal setting, you should say:
(A) Hi, I'm Sarah.
(B) Pleased to meet you, my name is Sarah.
(C) It's nice to meet you, Sarah.
(D) Let's work together, I'm Sarah.
- 118.** Inter-relational activities are also observed under formal communication at some point.
(A) False
(B) True
(C) All the above
(D) None of the above
- 119.** In a professional email to a new professor, you should use the salutation:
(A) Hey Prof,
(B) Dear Sir/Madam,
(C) Dear Professor [Last Name],
(D) Hello [First Name],
- 120.** Notices may relate to vacant posts, holiday arrangements, union matters or social events and are likely to be displayed on a notice board.
(A) True
(B) False
(C) All the above
(D) None of the above

121. Which includes routine messages in the world of work/business
(A) Email and Instagram messages
(B) Memos and emails
(C) Letters and facebook messages
(D) Facebook messages and emails
122. What is one disadvantage of formal communication in terms of workload?
(A) Maintains authority of the officers
(B) Affects formal relationship
(C) Increases the workload of the superiors
(D) Dilutes accuracy of messages
123. It is a type of communication according to style that employs a formal language that can inform, entertain, and persuade people.
(A) Barrier
(B) Formal communication
(C) Stages
(D) Informal communication
124. 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
125. Delivering a formal speech takes the longest time of preparation.
(A) TRUE
(B) FALSE
126. During a job interview, Ramesh is asked to describe his top three strengths. Which of the following responses shows good formal communication?
(A) "I'm pretty good at a lot of things."
(B) "Uh, I guess I can do a little bit of everything."
(C) "My top three skills are problem-solving, teamwork, and attention to detail."
(D) "I don't know, I never really thought about it."
127. Which of the following is NOT an upward communication channel?
(A) Employee suggestion box
(B) Performance appraisal report from subordinate to manager
(C) Staff meeting where employees share concerns
(D) Notice board announcement by management
128. Which type of communication according to purpose is exemplified by the following dialogue: Manager: "Please submit your report by Friday, 5 PM." Employee: "Understood, I'll make sure to meet the deadline."
(A) Formal communication
(B) Informal communication
(C) Corporate communication
(D) Informative communication
129. All of these are ways technology has aided communication in an organization EXCEPT:
(A) It has significantly improved a manager's ability to monitor individual and team performance.
(B) It has forced employees to remain in a strategic position for long hours to communicate.
(C) It has allowed employees to have more complete information to make faster decisions
(D) It has provided employees more opportunities to collaborate and share information.
130. What types of formal communication networks exist?
(A) Internal and external
(B) Top-down and bottom-up
(C) Horizontal and vertical
(D) Informal and formal
131. Mark is the manager of a carpet cleaning business. He wants to communicate a short message to all his sales people the fastest way possible. Which form of business communication should he use?
(A) Email

- (B) Letter
 - (C) Memo
 - (D) Report
- 132.** Which of these is a formal way of communication?
- (A) Talking to teacher
 - (B) Chatting with friends
 - (C) Whispering
 - (D) Laughing loudly
- 133.** Which of the following is not an example of professional vocabulary and communication?
- (A) Can you please let me know when Mrs. James arrives for the meeting?
 - (B) We will need those reports ASAP!
 - (C) I'll BRB after this meeting ends, TTYL
 - (D) Steve has an emergency and must leave the office early
- 134.** When should you try to match the formality and style of your communication to the person you're speaking with (e.g., using "ma'am" or "sir" with a principal)?
- (A) When dealing with authority figures or in formal settings
 - (B) Only when you are angry
 - (C) Never
 - (D) Always, no matter who it is
- 135.** A lawyer uses complete sentences and avoids slang in court proceedings. Which register is used?
- (A) Consultative
 - (B) Formal
 - (C) Frozen
 - (D) Intimate
- 136.** In what situation is formal language appropriate?
- (A) When calling a close friend
 - (B) When speaking with your teacher
 - (C) When playing a game with your little brother
 - (D) When talking with a friend on the bus
- 137.** Flows along the official paths prescribed by the organization's chain of command
- (A) Formal communication
 - (B) Upward communication
 - (C) Downward communication
 - (D) None of above
- 138.** Communication in business is marked by
- (A) Informal
 - (B) Grape-Vine
 - (C) Formal
 - (D) None of above
- 139.** You are writing an email to your university dean to request approval for a research project. Based on audience profiling, which writing style is most appropriate
- (A) Use informal language and emojis
 - (B) Use formal language and a respectful tone.
 - (C) Use slang to make the message more relatable..
 - (D) Use very short sentences without greetings.
- 140.** Which of the following is an example of a formal email?
- (A) Dear Dr. Smith,
 - (B) Hey! What's up?
 - (C) Cheers,
 - (D) Sup, Alex!
- 141.** Organizational Intranets and extranets are tools that help improve communication in organizations.
- (A) True
 - (B) False
- 142.** Top-down communication occurs from ____ to the ____
- (A) Employees; management
 - (B) Management; business partners
 - (C) Management; employees
 - (D) Business partners; employees

143. If you meet your supervisor in the grocery store, you will ____
- (A) Turn your face and go away
 - (B) Run to him/her and hug him/her
 - (C) Greet him/her formally
 - (D) Greet him/her informally
144. A category of workplace communication which is a communication between you and an audience between your level of hierarchy.
- (A) Outward communication
 - (B) Lateral communication
 - (C) Upward communication
 - (D) Downward communication
145. FORMAL COMMUNICATION'S EXAMPLE IS DELIVERING SPEECH.
- (A) TRUE
 - (B) FALSE
 - (C) SLIGHTLY TRUE
 - (D) NEVER TRUE
146. Memos are usually used for ____ communications.
- (A) Internal
 - (B) Internet
 - (C) Public
 - (D) None of above
147. In addition to providing information for people who are not able to attend, the ____ of staff meetings provide documentation of discussions and decisions that may be needed for regulatory or legal purposes.
- (A) Hours
 - (B) Minutes
 - (C) Seconds
 - (D) Days
148. Which of the following systems might be identified as a bureaucracy?
- (A) Formal communication network
 - (B) Informal communication network
149. Which device is used to send the exact copy of a message?
- (A) Printer
 - (B) Fax machine
 - (C) Newspaper
 - (D) Internet
150. Summarise the discussion of the meeting.
- (A) Agenda
 - (B) Minutes
 - (C) Letter
 - (D) Research Report
151. What is the main role of email in communication management?
- (A) To provide informal real-time updates
 - (B) To facilitate brainstorming sessions
 - (C) To share formal project updates with multiple stakeholders
 - (D) To document personal messages
152. What is the best way an organization can ensure efficient use of communication technology
- (A) Only allowing employees who are still training to use technology
 - (B) Creating a policy that creates a code of conduct for proper use of communication technology
 - (C) Only allowing managers to use technology
 - (D) Letting everyone do what they want
153. Which option best defines upward communication in an organization?
- (A) Information sent from executives to staff
 - (B) Information sent from employees to management
 - (C) Information exchanged with outside partners
 - (D) Information shared between peer departments
154. Email is a more formal written communication than text.

- (A) True
(B) False
- 155.** Language that is free of slang and used in professional settings, speeches, academic writings, etc.
(A) Formal
(B) Informal
- 156.** Which of the following is a downward communication technique used by nurses when communicating with those they supervise?
(A) Job instruction
(B) Patient diagnosis
(C) Medication administration
(D) Patient discharge
- 157.** Occurs in formal and official style. certain rules, conventions, principles and authority lines are needed to be followed
(A) Formal Communication
(B) Informal Communication
- 158.** In business, a memo is primarily used for communication that is:
(A) Legal and binding.
(B) Highly formal and external.
(C) Internal and brief.
(D) Long-form and analytical.
- 159.** If you need to communicate with other employees inside your business regarding a change in insurance costs, you would most like use a:
(A) Business Letter
(B) Personal Business Letter
(C) Memo
(D) E-Mail
- 160.** Which of the following is a significant factor affecting employee voice and participation?
(A) Corporate advertising
(B) Upward communication systems
(C) Customer complaints
(D) Shareholder influence
- 161.** An email to answer an information request from a new customer named Hillary Kennedy
(A) Hillary,
(B) Dear Ms. Kennedy:
(C) Hi Ms. Kennedy:
(D) Dear Hillary;
- 162.** INFORMATION FLOW FROM LOWER LEVEL EMPLOYEES TO HIGHER LEVEL AUTHORTIES IS:
(A) UPWARD
(B) DOWNWARD
- 163.** It revolutionized long-distance communication by sending electric signals (Morse code) in between two (2) stations
(A) Telegraph
(B) Telephone
(C) Radio
(D) Semaphore Flag
- 164.** Which of the following is an example of an office communication tool?
(A) Microsoft Teams
(B) Adobe Photoshop
(C) AutoCAD
(D) Blender
- 165.** A formal greeting should be something like:
(A) Thank you for coming today.
(B) Good morning! Ladies and gentlemen.
(C) Hi dude
(D) Good Bye!
- 166.** True or False? Lack of proper Telephone Etiquette can negatively impact the company's brand.
(A) True
(B) False
- 167.** We can use abbreviations when we write formal letter.
(A) True
(B) False

168. Maria, a human resources manager, wants to send a message to everyone in her office about upcoming changes in the company's insurance policy. She should deliver this message
- (A) With an informal email
 - (B) Through a letter
 - (C) Verbally
 - (D) In a memo
169. Communication in the workplace primarily involves system of managing the flow of communication within an organization. The following are the directions in which communication flow in an organization expect for one.
- (A) Horizontal
 - (B) Vertical
 - (C) Downward
 - (D) Upward
170. What is formal communication?
- (A) Communication that is only written
 - (B) Communication that is uncontrolled and undirected
 - (C) Communication accomplished through a proper chain of command
 - (D) Communication that is personal
171. If your workplace has a formal environment, use ____
- (A) Formal emails
 - (B) Informal emails
172. Formal letters used for business-to-business, business-to-client, or client-to-client correspondence.
- (A) Business letters
 - (B) Love letters
 - (C) Cover letters
 - (D) None of above
173. What is the appropriate tone for a formal letter?
- (A) Polite and professional
 - (B) Sarcastic and humorous
 - (C) Casual and slang-filled
 - (D) Emotional and subjective
174. Upward communication is when a message is passed from subordinates to ____
- (A) Managers
 - (B) Employees
 - (C) Consultants
 - (D) Uploaded online
175. Which of the following should be avoided in official communication?
- (A) Formal language
 - (B) Emojis
 - (C) Salutations
 - (D) Conclusion
176. Dear Mr. Wayne
- (A) Formal
 - (B) Informal
177. When communicating with your employer, it is better to use ____ communication.
- (A) Formal
 - (B) Informal
 - (C) Any
 - (D) Old
178. Professional writing must use ____ language.
- (A) Formal
 - (B) Testimonial
 - (C) Tone
 - (D) Persuasive
179. When would you use a formal greeting?
- (A) In professional or respectful settings.
 - (B) During a job interview
 - (C) Only when meeting friends
 - (D) When you want to be informal
180. A manager who wishes to communicate a large quantity of detailed information would be advised to use which form of communication?
- (A) A written memo
 - (B) A face-to-face meeting

- (C) A report
(D) A noticeboard
- 181.** This language is used in formal settings and is one-way in nature. This use of language usually follows a commonly accepted format. It is usually impersonal and formal.
(A) Frozen register
(B) Formal register
(C) Consultative register
(D) Casual register
(E) Intimate register
- 182.** Internal Downward Business Communication is ____
(A) Communication from a subordinate to a manager within a company.
(B) Communication from a manager to a subordinate within a company.
(C) Communication among employees within a company.
(D) Communication with external parties outside a company.
- 183.** True or False: Interoffice Communication is also known as Internal Communication:
(A) True
(B) False
- 184.** A ____ machine is used to send an exact copy of a photo or written message
(A) Fax
(B) Telegraph
(C) Printer
(D) Photo scan
- 185.** Job interviews are ____ interpersonal communication.
(A) Formal
(B) Informal
- 186.** You are requested to complete the given assignment by Monday. This is an example of ____
(A) Impolite communication
(B) Formal communication
(C) Informal communication
(D) Oral communication
- 187.** Which of the following is an example of formal communication?
(A) A chat message between colleagues
(B) An email from a manager to their team
(C) A phone call between friends
(D) A conversation between coworkers during lunch break
- 188.** A key advantage of upward communication is:
(A) It reduces workload for top management
(B) It helps management understand employee issues
(C) It eliminates all formal reports
(D) It avoids feedback loops
- 189.** You are writing an email to Sally Smith who is a potential customer. What is the BEST way to begin your email to Sally Smith?
(A) Hello Sally Smith!
(B) Dear Ms. Smith,
(C) Dear Madam or Sir:
(D) Dear Mrs. Smith
- 190.** Downward communication includes:
(A) Circular notices from CEO to staff
(B) Random chats between employees
(C) Grievances sent to managers
(D) Group discussions among peers
- 191.** Language used in formal letters
(A) Informal
(B) Jejemon
(C) Formal
(D) None of above
- 192.** It's a communication platform allowing instant messaging, video conferencing, and file sharing within teams or groups.
(A) Teams
(B) Skype

- (C) Outlook
(D) Messenger
- 193.** Its usually elaborate complex sentences and noun phrases are well-structured, logically sequenced, and strongly coherent. → formal style
(A) TRUE
(B) FALSE
- 194.** The phrase: "I am writing to draw your attention to ____"
(A) Is formal
(B) Is informal
(C) Both answers are correct
(D) There is no correct answer
- 195.** Which of the following describes organizational (or institutional) communication?
(A) This refers to communication within a small group hierarchy
(B) This refers to communication within a public discussion
(C) This refers to communication of any kind
(D) This refers to communication within an organizational hierarchy
- 196.** "Please find the attached document for your review." This is commonly used in ____
(A) Verbal communication
(B) Business emails
(C) Telephone calls
(D) Face-to-face meetings
- 197.** Which type of communication follows the hierarchical structure of the organization?
(A) Formal network
(B) Upward communication
(C) Informal network
(D) Downward Communication
- 198.** What is the purpose of a business letter?
(A) To write a love letter to a colleague
(B) To share personal gossip with other businesses
(C) To facilitate formal communication between businesses, clients, or other organizations.
(D) To order pizza for the office
- 199.** What is the primary purpose of circulars in an organization?
(A) To convey information to a large group
(B) To share personal updates
(C) To communicate with smaller groups
(D) To replace face-to-face meetings
- 200.** The language style that focuses on clarity, professionalism, and avoids slang is known as:
(A) Informal
(B) Standard
(C) Technical
(D) Casual
- 201.** Which of the following is too formal for modern email communication?
(A) "Best regards"
(B) "Respected Sir"
(C) "Thank you"
(D) "Let me know if you have any questions"
- 202.** In what type of setting does communication take place between a lawyer and a client?
(A) Informal
(B) Public
(C) Formal
(D) Social
- 203.** In a professional business meeting, which greeting is the most appropriate?
(A) Hi guys, what's new?
(B) Good morning, everyone. I appreciate your attendance today.
(C) Yo! Let's get this started.
(D) Hey, how's it going?
- 204.** What type of language do you use when speaking to a teacher?
(A) Informal

- (B) Formal
 - (C) Slang
 - (D) Colloquial
- 205.** What is an example of a formal communication method on site?
- (A) Casual conversations.
 - (B) Unscheduled discussions.
 - (C) Quick chats over coffee.
 - (D) Regular site meetings with minutes.
- 206.** Which of the following is a common application found on an intranet?
- (A) Public news websites
 - (B) Internal email systems
 - (C) Online gaming platforms
 - (D) Social media sites
- 207.** Are the following types of communication Formal or Informal-Business Interview-Email to your boss/teacher
- (A) Formal Communication
 - (B) Informal Communication
- 208.** Professional Communication Channels include ____ and memos.
- (A) Letters
 - (B) Posters
 - (C) Flyers
 - (D) Brochures
- 209.** How are memorandums typically used within an organization?
- (A) For external marketing
 - (B) For internal communication
 - (C) For customer feedback
 - (D) For financial reporting
- 210.** Informal language is always inappropriate in professional communication.
- (A) True
 - (B) False
- 211.** How should you greet your teacher properly?
- (A) Yo I need help!
 - (B) Dear Ms. Spudville,
 - (C) Sup!
 - (D) Hey Ms. Spudville!!!!
 - (E) Nothing
- 212.** When addressing a manager you don't know well, it is best to use ____
- (A) Their first name (e.g., "Hey John")
 - (B) Their title and last name (e.g., "Dear Mr. Smith")
 - (C) A nickname
 - (D) No name at all
- 213.** Are e-mails and e-cards suitable for all types of thank you and goodwill messages?
- (A) True
 - (B) False
 - (C) Only for informal occasions
 - (D) Only for formal occasions
- 214.** Impersonal communication focuses on:
- (A) Exchange of information without personal involvement
 - (B) Building close relationships
 - (C) Expressing deep emotions
 - (D) Sharing personal experiences
- 215.** If you don't know the recipient's name, which salutation is most acceptable in a formal letter?
- (A) To Whom It May Concern:
 - (B) Hey there!
 - (C) Dear Friend,
 - (D) Dear Buddy,
- 216.** The project status report is an example of which form of communication?
- (A) Formal written communication
 - (B) Formal verbal communication
 - (C) Informal written communication
 - (D) Informal verbal communication

217. Which speech style is considered one way and often used in sermons of priests and ministers, State of the Nation Address of the President and pronouncement of judges?
- (A) Casual
 - (B) Formal
 - (C) Consultative
 - (D) Intimate
218. What type of discourse should be included in emails to teachers or your coach?
- (A) Informal
 - (B) Formal
 - (C) Sarcastic
 - (D) Silly
219. Which is the most professional form of introduction on an email?
- (A) How ya goin?
 - (B) Oi!
 - (C) Hey,
 - (D) Dear Alison,
220. Mrs. Wilkins announced the winner of the poetry contest over the ____
- (A) Intercom
 - (B) Intracom
 - (C) Introcom
 - (D) None of above
221. Emails are most frequently used for which of the following?
- (A) Personal use
 - (B) Professional use
 - (C) Entertainment use
 - (D) Non-professional use
222. In which type of formal communication network can every individual be in contact and communicate with two persons adjacent to them?
- (A) Free Flow
 - (B) Single Chain
 - (C) Wheel
 - (D) Circular
223. What does a formal communication setting allow that an informal does not?
- (A) Fancy clothes
 - (B) Time to prepare
 - (C) Hanging out at home
 - (D) Podium to stand behind
224. Writing a leave letter is part of ____ communication.
- (A) Formal workplace
 - (B) Informal workplace
 - (C) Non-verbal workplace
 - (D) None
225. What is the appropriate language to use in business communication?
- (A) Jargon and technical language
 - (B) Professional and formal language
 - (C) Emotional and informal language
 - (D) Casual and slang language
226. Which communication network is used in a hierarchical structure with autocratic leadership?
- (A) Chain network
 - (B) Vertical network
 - (C) Wheel network
 - (D) Circle network
227. Which scenario best illustrates information being filtered where it needs to go?
- (A) Deleting all messages at the end of day
 - (B) Posting private data on a public board
 - (C) A report sent to the finance team for review
 - (D) An employee printing every email received
228. What is the tone of formal communication?
- (A) Rigid and inflexible
 - (B) Precise and rigid
 - (C) Straightforward and official
 - (D) Casual and informal

- 229.** Formal communication follows:
- (A) Official chain of command
 - (B) Personal channels
 - (C) Grapevine
 - (D) Rumors
- 230.** When I see a teacher, I know in the hallway I will
- (A) Ignore her
 - (B) Hug her
 - (C) Say hello and use Mr., Mrs., or Ms. and her last name
 - (D) Tell her lots of stories
- 231.** "Could you please provide more details regarding the proposal?" This sentence is ____
- (A) Formal
 - (B) Informal
 - (C) Slang
 - (D) Casual
- 232.** A memo is normally used for communicating policies, procedures, or related official business ____
- (A) Within an organization
 - (B) Outside an organization
 - (C) Between companies
 - (D) Between organizations
- 233.** Minutes of the meeting ____ previous meeting's discussion
- (A) Informs
 - (B) Reveals
 - (C) Recaps
 - (D) None of above
- 234.** What is the primary purpose of a memorandum in business communication?
- (A) To entertain employees
 - (B) To convey information, directives, and decisions
 - (C) To advertise products
 - (D) To conduct market research
- 235.** Is it true that formality and status may be very relevant in choosing an appropriate directives form?
- (A) True
 - (B) False
- 236.** Which communication style is a structured and official flow of information?
- (A) Formal communication
 - (B) Leadership communication
 - (C) Diagonal communication
 - (D) Informal communication
- 237.** Imagine you're penning down an email to the big boss of your company, the one and only Mr. Johnson. What's the best way to address him in your email?
- (A) Stick to the formal route with the recipient's appropriate title and surname
 - (B) Go casual with a nickname or an informal name.
 - (C) Keep it simple with just the recipient's first name.
 - (D) Play it safe with a generic greeting like 'Dear Sir/Madam'.
- 238.** What is the purpose of formal communication?
- (A) To communicate policy matters
 - (B) To have casual conversations
 - (C) To convey personal messages
 - (D) To establish informal relationships
- 239.** What is considered as the main line of operational communication?
- (A) Formal channel
 - (B) Informal channel
- 240.** In a(n) ____ network, members communicate with one another in a predetermined sequence.
- (A) Command
 - (B) Chain
 - (C) Circle
 - (D) Grapevine

241. Why do hierarchical structures often have slower communication?
- (A) There are fewer levels of hierarchy
 - (B) The chain of command is longer
 - (C) Employees communicate horizontally
 - (D) Decisions are delegated frequently
242. Which communication takes place through the paths officially created by the organization?
- (A) Informal
 - (B) Formal
243. Which of the following is considered good practice when sending a formal email?
- (A) Use informal language
 - (B) Use language appropriate to the recipient and type of email
 - (C) Use many abbreviations
 - (D) Send short messages like SMS or chat
244. The CEO's ____ to the stakeholders outlined the company's future goals and strategies.
- (A) Commentary
 - (B) Conversation
 - (C) Dialogue
 - (D) Address
245. Give an example of a situation where using a formal speech style would be appropriate.
- (A) Watching a movie with friends
 - (B) Graduation ceremony or business conference
 - (C) Grocery shopping or running errands
 - (D) Birthday party or casual gathering
246. Which one of the following is not the part of formal communication network?
- (A) Chain Structure
 - (B) Circle Structure
 - (C) Grapevine Structure
 - (D) Wheel Structure
247. Which of the following is correct about the use of an e-group?
- (A) People can communicate and collaborate with one another with the use of internet services.
 - (B) E-groups can be accessed even if there is no internet connection.
 - (C) Communications are now made difficult to access.
 - (D) Messages can be sent with delays.
248. The official record of a meeting is called:
- (A) Agenda
 - (B) Minutes
 - (C) Notice
 - (D) Memo
249. Is used when talking with professionals or persons in authority in a formal, official or ceremonial occasion, situation, gathering or event.
- (A) Formal Language
 - (B) Casual Language
 - (C) Language Form
 - (D) Informal Language
250. Formal language is typically used in the following situations, EXCEPT ____
- (A) Writing a business letter to a new client.
 - (B) Presenting a financial report to the Board of Directors.
 - (C) Chatting with a close colleague during a coffee break.
 - (D) Applying for a high-level job position.
251. Downward communication involves:
- (A) Managers sending messages to employees
 - (B) Staff ordering office supplies
 - (C) Teams presenting at workshops
 - (D) Customers filling in surveys
252. What does downward communication refer to?
- (A) Communication that flows from employees to their supervisors or managers.
 - (B) Communication that flows from managers or supervisors to their employees.

- (C) Communication that occurs between employees at the same level of an organization.
(D) Communication with customers, clients, vendors, and other stakeholders outside of the organization.
- 253.** Professional Communication is the visual, written or oral communication in a ____ context.
(A) Workplace
(B) Family
(C) Social
(D) Educational
- 254.** What is the recommended way to address a recipient in a formal email?
(A) Yo!
(B) Hey there!
(C) To whom it may concern
(D) Dear [Recipient's Name]
- 255.** Professional Communication must be evident in the following, except?
(A) Meetings
(B) Memos
(C) Email
(D) None of the Above
- 256.** What is formal expression when you introduce someone?
(A) John, this is Peter. Peter ____ John.
(B) Let me introduce you to Peter Sullivan.
(C) How about meeting Peter, my colleague.
(D) Let's go and meet Peter, my new marketing manager.
- 257.** The vertical network is usually between the ____ and ____
(A) Firm, customer
(B) Teacher, student
(C) Subordinate, subordinate
(D) Superior, subordinate
- 258.** The ____ network is communication that follows the hierarchical structure of the organization, or the "chain of command."
(A) Informal
(B) Formal
(C) Upward
(D) Downward
- 259.** What is a common use of an intranet within a company?
(A) Sharing confidential information with the public
(B) Facilitating internal communication and collaboration
(C) Connecting with other companies
(D) Providing internet access to customers
- 260.** What is the purpose of a memo?
(A) To exchange information within an organization
(B) To communicate with external stakeholders
(C) To provide a permanent record
(D) To entertain the audience
- 261.** Formal letters should have:
(A) Contact Information
(B) Greetings and Closings
(C) Signatures
(D) All of the above
- 262.** Downward communication flows from
(A) A subordinate to a superior.
(B) A subordinate to a subordinate.
(C) A superior to a superior.
(D) A superior to a subordinate.
- 263.** John is the manager of an office supply store. He must communicate with one of the companies that supplies pens to his store. Which form of formal business communication is most appropriate?
(A) Email
(B) Letter
(C) Memo
(D) Report

264. Formality in tone of voice can be either ____ or informal.
(A) Formal
(B) Casual
(C) Neutral
(D) Friendly
265. A press conference is an example of communication?
(A) Internal
(B) Exposition
(C) External
(D) Prom
266. What is a memorandum primarily used for in business environments?
(A) To communicate information internally
(B) To advertise products externally
(C) To conduct market research
(D) To negotiate contracts
267. Provide a scenario where a formal greeting would be more appropriate.
(A) Meeting a close friend for a casual hang-out.
(B) Attending a family gathering.
(C) Meeting a potential employer for a job interview.
(D) Running into a neighbor while taking out the trash.
268. Which of the following is the most formal way to request a meeting?
(A) "Can we schedule some time to discuss this?"
(B) "Could we arrange a meeting to discuss this further?"
(C) "Let's meet up and review this when you're free."
(D) "Would you be available for a quick discussion?"
269. Michael usually holds team meetings on Tuesday mornings, but he needs to reschedule next week's meeting to Wednesday morning.
To tell team members of the date change for the next meeting, Michael should ____
(A) Send an e-mail
(B) Meet in person with each team member
(C) Call a team meeting
(D) Write a short team report
270. Which of the following is a type of formal communication?
(A) Downward Communication
(B) Casual Conversations
(C) Grapevine
(D) Social Media
271. What are the channels of professional communication?
(A) Signs, brochures, commercials, direct mailings
(B) Face-to-face interaction, telephone conversations, letters & memos
(C) Public relations, media relations, advertising, marketing
(D) E-mail, video broadcast, newspapers, magazines
272. What type of messages does formal communication convey?
(A) Messages for organizational purposes
(B) Personal messages
(C) Messages related to policy matters
(D) Messages between friends
273. What type of communication style is most appropriate to use when evaluating employees?
(A) Formal
(B) Casual
(C) Routine
(D) Instructional
274. Writing a formal business email to a client should be appropriate in tone and content, avoiding slang or overly casual language.
(A) Appropriateness
(B) Clarity
(C) Vividness
(D) Brevity

275. Which among the following is the BEST example of purposive communication in the workplace?
- (A) Chatting with colleagues about sports
 - (B) Writing a memo to announce new policies
 - (C) Talking about weekend plans in the office
 - (D) Sharing jokes in the canteen
276. External communication consists of upward, downward and horizontal communication
- (A) True
 - (B) False
277. Which phrase best signals the end of a conversation formally?
- (A) Goodbye
 - (B) See you later
 - (C) I look forward to our next discussion
 - (D) Take care
278. A formal letter can be used for ____ purposes.
- (A) Boring
 - (B) Official
 - (C) Friendship
 - (D) Fighting
279. Which is a formal method of communication?
- (A) Text message
 - (B) Business letter
 - (C) Slang conversation
 - (D) Group chat
280. Which of the following is NOT a correct way to address a client in a formal email?
- (A) Dear Mr. Johnson,
 - (B) Hi [Client's First Name],
 - (C) Dear Sir/Madam,
 - (D) To whom it may concern,
281. Which of the following statements BEST describes the difference between formal and informal letters?
- (A) Formal letters use polite, structured, and professional language, while informal letters are personal and casual.
 - (B) Formal letters are longer, informal letters are shorter.
 - (C) Formal letters always use complex vocabulary, informal letters use simple words.
 - (D) Formal letters are handwritten, informal letters are typed.
282. Communications that flow from managers to employees to inform, direct, coordinate, and evaluate employees is called ____
- (A) Downward communication
 - (B) Upward communication
 - (C) Horizontal communication
 - (D) Diagonal communication
283. Intranet helps in:
- (A) Sharing confidential data internally
 - (B) Sharing with the whole world
 - (C) Sending SMS
 - (D) Satellite communication
284. To maximize employee engagement and feedback, communication at both the corporate level and by the manager is necessary.
- (A) True
 - (B) False
285. Letter to PC World about a faulty computer.
- (A) Formal
 - (B) Informal
 - (C) Formal and Informal
 - (D) None of above
286. It employs formal language and adheres to its objectives such as to inform, to entertain, and persuade people.
- (A) Communication
 - (B) Informal communication
 - (C) Formal communication
 - (D) Style

287. An example of a message sent via an upward channel would be one sent from:
- (A) Pharmacy technician to patient.
 - (B) Pharmacist to pharmacist.
 - (C) Doctor to nurse.
 - (D) Pharmacy technician to pharmacy manager.
288. Upwards communication is communication that flows from managers to employees. Helps managers to monitor employees' performance and ideas.
- (A) True
 - (B) False
289. Blogs have several internal communication purposes including
- (A) Posting employee changes such as layoffs, promotions, and firings.
 - (B) Announcing employee illnesses, adoptions, and vacations.
 - (C) Providing information about benefits or featuring profiles on key employees.
 - (D) Posting administrative salaries, raises, and incentive packages.
290. Shawn is preparing his company's annual communication to the stockholders for their review. This is an example of which form of business communication?
- (A) Email
 - (B) Letter
 - (C) Memo
 - (D) Report
291. Language following Standard English rules that is used in a workplace environment.
- (A) Formal language
 - (B) Informal language
 - (C) Euphemism
 - (D) Jargon
292. Takes place in professional settings.
- (A) Verbal communication
 - (B) Non-verbal communication
 - (C) Formal communication
 - (D) Informal communication
293. A formal letter should be printed on ____
- (A) Company letterhead (if applicable).
 - (B) Lined notebook paper.
 - (C) Colorful wrapping paper.
 - (D) A small sticky note.
294. Education regularly conducted under the school framework with prepared programs for a specific age group and individuals at the same level, based on purpose.
- (A) Formal Education
 - (B) Informal Education
 - (C) Lifelong Education
 - (D) Continuous Professional Development (CPD)
 - (E) Vocational Training
295. What is a short message or report within or between workers?
- (A) Tone
 - (B) Correspondence
 - (C) Agenda
 - (D) Memo
296. If you're communicating with your teacher, you should use ____
- (A) Titles
 - (B) His first name
 - (C) Jokes
 - (D) None of above
297. Horizontal communication takes place between:
- (A) Employees from different departments
 - (B) Employees of different levels
 - (C) Employees of the same level
 - (D) Employees from different organizations
298. Which language was considered the 'cool' language for ancient Indian scholars like Nairā, Siya, and Krish?
- (A) Prakrit
 - (B) Apabhramsha

- (C) Pali
(D) Sanskrit
- 299.** This connection happens through light.
(A) Ethernet
(B) Fiber optic cables
(C) Wifi/Cell
(D) None of above
- 300.** The three formal communication channels in organisations are categorised as:
(A) Downward, horizontal and upward
(B) Hierarchical, functional and organisational
(C) Horizontal, vertical and grapevine
(D) Upward, dyadic and downward
- 301.** Formal letter is professional communication letter.
(A) True
(B) False
- 302.** Why is it important to know the difference between formal and informal greetings?
(A) To waste time
(B) To establish appropriate communication based on context, culture, and relationship.
(C) To confuse the recipient
(D) To show off knowledge
- 303.** What should be considered when writing a formal letter?
(A) Using informal language to communicate with colleagues
(B) Writing a letter without including the recipient's address or date
(C) Paying attention to the correct format and structure
(D) Adding attachments without detailing their contents
- 304.** Which one is formal?
(A) Later,
(B) See You
(C) Bye Bye
(D) Regards,
- 305.** Formal communication networks are based on:
(A) Friendship ties
(B) Organizational structure
(C) Gossip
(D) Rumors
- 306.** The official channels and routes of communication used in an organization are called?
(A) Communication barriers
(B) Formal communication networks
(C) Informal communication
(D) Communication media
- 307.** Which of the following are NOT examples of formal correspondence?
(A) Business letter
(B) Email
(C) Fax
(D) Text
- 308.** Which best illustrates outward business communication?
(A) A sales manager sends sales letters to wholesalers
(B) An employee's memo to a manager
(C) Two co-workers chatting
(D) A company notice to staff
- 309.** Letters are always informal.
(A) True
(B) False
- 310.** When is formal communication typically used?
(A) When communicating with friends and family
(B) When communicating about non-sensitive topics
(C) When communicating in a casual setting
(D) When communicating with colleagues or clients

311. Downward communication techniques include job instruction, job rationale, practices and procedures, feedback, and ____
- (A) Role modeling
 - (B) Brainstorming
 - (C) Upward delegation
 - (D) Peer review
312. Which of the following is the most effective way for an instructional technology coordinator to inform the school's administrative staff about the status of technology services and programs?
- (A) Writing a monthly report and distributing it to each administrator.
 - (B) Posting updates on the school's public website.
 - (C) Sending informal text messages to staff members.
 - (D) Waiting for administrators to request information.
313. An interview is a formal face-to-face meeting, especially one conducted for the assessment of an applicant.
- (A) Agree with definition
 - (B) Disagree with definition
314. Which one is not the right way to address your lecturer in an email?
- (A) Hey frank,
 - (B) Hi boss
 - (C) Dear Professor [NAME]
 - (D) Dear [NAME]
315. Which type of communication means to communicate important information?
- (A) Informal communication
 - (B) Formal communication
 - (C) Written communication
 - (D) Oral communication
316. I've just finished the report for the intranet, so I'll ____ it in the morning for everyone to read.
- (A) Post
 - (B) Comment
 - (C) Retrieve
 - (D) Delete
317. When you greet your client. You would greet them by saying:
- (A) Hi
 - (B) Good morning Mr.ABC / Sir
 - (C) Hey dude
 - (D) Hello
318. What is another term for organizational communication?
- (A) Digital communication
 - (B) University communication
 - (C) Internal communication
 - (D) Corporate communication
319. Which is an example of formal workplace communication?
- (A) Chatting casually with colleague
 - (B) Writing an official email to a client
 - (C) Sharing Idea in a group chat
 - (D) Telling information in meeting
320. What is an example of professional language?
- (A) Hey, you, with the hat
 - (B) What's your problem?
 - (C) Sir, you better calm down
 - (D) I will be happy to assist you
321. Which of the following is not the type of formal communication?
- (A) Upward.
 - (B) Outward.
 - (C) Inward.
 - (D) Downward.
322. Which of the following best defines a communication network?
- (A) The process of making decisions
 - (B) The pattern through which information flows in an organization
 - (C) The act of giving orders to employees
 - (D) The formal structure of an organization

323. What should be the tone of an email when communicating with clients?
- (A) The tone should be casual and friendly.
 - (B) The tone should be formal and respectful to maintain professionalism.
 - (C) The tone can be sarcastic to show personality.
 - (D) The tone is irrelevant as long as the message is clear.
324. Case: You are having a casual lunch with a close colleague. Suddenly, the CEO of the company approaches your table to say hello. Which sentence is most appropriate for you to use when greeting the CEO professionally?
- (A) "Hi Boss, want to join us for lunch?"
 - (B) "Hey there, how is your day going?"
 - (C) "Good afternoon, Mr. Rahardjo. It is a pleasure to see you here."
 - (D) "What's up, Sir? Grab a seat with us."
325. Which of the following is an example of lateral communication?
- (A) A Marketing Manager discussing a project with a Finance Manager
 - (B) A CEO giving instructions to a department head
 - (C) A team leader reporting to their supervisor
 - (D) A customer service representative communicating with a client
326. XRT Corporation's human resources manager sends a memo to all employees that describes some general changes that will affect their health insurance next year. This is an example of ____ communication
- (A) Verbal, upward
 - (B) Lateral, downward
 - (C) Mass, upward
 - (D) Formal, downward
327. ____ has as audience A group such as local residents or members of a club or society
- (A) Newsletter
 - (B) Flyer
 - (C) Email
 - (D) Poster
328. What should a formal email *not* include?
- (A) Abbreviations and emojis
 - (B) Subject line
 - (C) Formal tone
 - (D) Signature
329. Which speech style is used when a leader is delivering a speech at UN Summit?
- (A) Casual
 - (B) Formal
 - (C) Frozen
 - (D) Intimate
330. I have received complaints about workplace safety. Please check them immediately and share the details with me. This is an example of ____
- (A) Casual communication
 - (B) Formal workplace communication
 - (C) Informal communication
 - (D) Informal workplace communication
331. Which is a key strength of upward communication?
- (A) Helps management identify issues early
 - (B) Maximizes external brand exposure
 - (C) Ensures strict top-down compliance
 - (D) Eliminates the need for supervisors
332. In downward communication, the risk of "message dilution" occurs because:
- (A) Too many feedback loops
 - (B) Many intermediaries passing the message
 - (C) Written records are kept
 - (D) No hierarchy exists
333. Which from the examples below shows formal language ____
- (A) You'll get your money back
 - (B) Prices have gone through the roof
 - (C) You are probably aware
 - (D) You've probably guessed

- 334.** A formal email differs from a casual email. A casual email usually goes to a person you know well-often it's someone you're on good terms with such as ____
- (A) A governor
 - (B) A principal
 - (C) A friend
 - (D) A pet
- 335.** When you make an enquiry at a bank, it is ____ situation.
- (A) An informal
 - (B) A formal
 - (C) A friendly
 - (D) A casual
- 336.** Upward communication in an organizational structure flows from:
- (A) Peer to peer.
 - (B) Customer to company.
 - (C) Employee to supervisor/management.
 - (D) Manager to subordinate.
- 337.** One of the downward communication techniques is ____
- (A) Job rationale
 - (B) Grapevine communication
 - (C) Upward appraisal
 - (D) Peer review
- 338.** Which medium of communication would be considered for Formal Communication
- (A) Telephonic Conversation
 - (B) Text Messages
 - (C) E-mail
 - (D) Casual discussions
- 339.** What should you NOT use when sending a formal email?
- (A) Correct grammar and punctuation
 - (B) Emojis
 - (C) A subject
 - (D) Complete sentences
- 340.** Which of the following is the most familiar and obvious flow of formal communication?
- (A) Horizontal
 - (B) Downward
 - (C) Upward
 - (D) Gossip
 - (E) The grapevine
- 341.** A memo is a form of ____
- (A) External communication
 - (B) Internal communication
- 342.** When we greet our superiors, managers and boss we greet them.
- (A) Informally
 - (B) Casually
 - (C) Formally
 - (D) Indifferently
- 343.** Our new ____ can accommodate up to 500 people.
- (A) Conference room
 - (B) Corporate retreat
 - (C) Technical support
 - (D) Technology
- 344.** What type of language is used in formal communication?
- (A) Proper grammar and punctuation, avoiding slang and contractions
 - (B) Casual language, including slang and contractions
 - (C) Informal language with no specific rules
 - (D) Emotional and expressive language
- 345.** Which is NOT a formal way of beginning your speech
- (A) Good afternoon ladies and gentleman
 - (B) Lightning is a shocking subject
 - (C) Hey what's up?
 - (D) When buying a car, there are many decisions to make.

- 346.** What is one of the key benefits of using web conferencing tools in businesses?
- (A) Increases travel expenses
 - (B) Requires special hardware to use
 - (C) Limits communication to text only
 - (D) Reduces the need for face-to-face meetings
- 347.** What type of communication pattern is used in military organizations?
- (A) Informal
 - (B) Chain of Command
 - (C) Grapevine
 - (D) None of the above
- 348.** In radio communication, which term means "received and understood"?
- (A) Rodney
 - (B) Reginald
 - (C) Rupert
 - (D) Roger
- 349.** All of the following situations involve informal speaking except ____
- (A) Participating in team meetings
 - (B) Preparing an out-of-office phone message
 - (C) Providing information to a customer on the telephone
 - (D) Voicemail messages
- 350.** Which is NOT a feature of formal communication?
- (A) Predefined channels
 - (B) Official status
 - (C) Flexibility in path
 - (D) Clear hierarchy
- 351.** An example of an internal method of communication within a business is when a company sends out a ____
- (A) Memo
 - (B) Business letter
 - (C) Personal business letter
 - (D) Report
- 352.** Which one is the method for formal communicating with stakeholders?
- (A) Party
 - (B) Sport events
 - (C) Meetings
 - (D) Lunch meeting
- 353.** Upward communication in the health-care team refers to communication with people in positions of authority, such as ____
- (A) Team leaders, supervisors
 - (B) Patients and their families
 - (C) Colleagues at the same level
 - (D) Support staff
- 354.** How does technology primarily aid in communication between astronauts in space and their control center on Earth?
- (A) By creating electronic devices for astronauts
 - (B) By enabling astronauts to share music and videos with the control center
 - (C) By allowing astronauts to send and receive information over a distance with the control center
 - (D) By helping astronauts store information in space
- 355.** The participants in audio-video conference should be reminded that during conferences, recording might happen.
- (A) TRUE
 - (B) FALSE
- 356.** Use a greeting. The best example below of an appropriate greeting when writing a school email is:
- (A) Sup homie,
 - (B) Hey,
 - (C) Hi Mrs. Thompson,
 - (D) I am mad about my grade,
- 357.** Downward communication does not allow for feedback
- (A) True
 - (B) False

358. How should you start an email to a potential client?
- (A) Dear [Client's Name],
 - (B) Hey [Client's Name],
 - (C) All the above
 - (D) None of the above
359. In formal correspondence, you should NEVER use ____ person.
- (A) First
 - (B) Second
 - (C) Third
 - (D) Third person omniscient
360. It is expected to be presented in complete sentences and with specific uses of the language.
- (A) Intimate
 - (B) Casual
 - (C) Formal
 - (D) Consultative
 - (E) Frozen
361. To strengthen cross-department communication:
- (A) Use shared platforms to exchange information
 - (B) Separate teams completely
 - (C) Prohibit informal conversations
 - (D) Assign all updates verbally only
362. What is important to consider when communicating in different workplaces?
- (A) The time of day
 - (B) The color of your clothes
 - (C) The formality required
 - (D) The number of colleagues
363. What kind of communication would you use to speak with a police officer or doctor?
- (A) Formal
 - (B) Informal
364. What type of language is used in professional settings?
- (A) Informal
 - (B) Formal
 - (C) Slang
 - (D) Colloquial
365. A business correspondence refers to formal and professional documents used to communicate information within an organization, or from one organization to another.
- (A) True
 - (B) False
366. You need to apply leave at work? Which method of communication will you use?
- (A) E-mail
 - (B) Poster
 - (C) Newsletter
 - (D) Blog
367. It is appropriate to type in the chat box when
- (A) You feel like it
 - (B) A teacher asks you
 - (C) You want to shout out to a friend
 - (D) You want to be comical (funny)
368. When addressing a recipient in an email, what is the most formal salutation?
- (A) Hi Jeff,
 - (B) Good afternoon
 - (C) Dear Ms. Jones
 - (D) For the attention of the Sales Manager
369. Writing a professional email to a vendor is an example of:
- (A) Informal communication
 - (B) Formal written communication
 - (C) Visual communication
 - (D) Unnecessary communication
370. What factor significantly enhances organizational identification according to recent studies?
- (A) Use of external media

- (B) Limited employee participation
(C) High employee turnover
(D) Adequate and reliable internal communication
371. If you're a customer service manager and you have to write a business letter to a manufacturer who you've purchased defective products from, you must use a ____ tone.
(A) Motivating
(B) Regretful
(C) Optimistic
(D) Firm
372. Business meetings maybe ____
(A) Formal or Informal
(B) Physical or Virtual
(C) Public or Private
(D) All of the above
373. While addressing your boss, you should be ____
(A) Impolite
(B) Informal
(C) Formal
(D) None
374. Which is the most formal way to disagree with a colleague's technical solution?
(A) You're wrong about that code.
(B) I respectfully disagree with that approach.
(C) That solution is terrible.
(D) Nah, that won't work.
375. In speaking, what the speaker says is something that has been prepared beforehand. → formal style
(A) TRUE
(B) FALSE
376. What is one advantage of formal communication in terms of relationship development?
(A) Dilutes accuracy of messages
(B) Develops strong relationship
(C) Maintains authority of the officers
(D) Provides clear and effective communication
377. What type of greeting is appropriate for a formal email?
(A) Hey!
(B) Sup, Alex!
(C) Yo, Teach!
(D) Dear Mr./Ms. [Last Name]

1.2.13 Informal Communication

1. Informal letter uses short and simple sentences.
(A) True
(B) False
2. In an informal email to a teammate, it is okay to use ____
(A) Contractions (e.g., "I'm", "We'll").
(B) Very stiff and ancient vocabulary.
(C) No punctuation at all.
(D) Legal jargon.
3. Casual or relaxed communication is called ____
(A) Informal style
(B) Formal style
(C) Technical style
(D) Persuasive style
4. What is the primary aim of informal communication?
(A) To document activities
(B) To achieve organizational goals
(C) To fulfill personal and social needs
(D) To maintain formal relationships
5. You usually write an informal letter to
(A) Somebody you don't know

- (B) A friend
(C) Your boss
(D) The Headmaster of your high school
6. Which is an informal form of upward communication?
(A) Annual performance review
(B) Coffee break discussions
(C) Official reports
(D) Scheduled staff meetings
7. The grapevine is
(A) A global system of computer networks that is easy to join and is used by employees of organizations around the world.
(B) An informal organizational communication network along which unofficial information flows quickly, if not always accurately.
(C) A companywide system of computer networks.
(D) Computer software that enables members of groups and teams to share information with one another to improve their communication and performance.
8. Which sentence is the best way to end an informal email?
(A) "Best wishes, see you soon!"
(B) "Thank you for your time and consideration."
(C) "Awaiting your prompt reply."
(D) "I am writing to express my gratitude."
9. THE GRAPEVINE SPREADS VERY FAST
(A) TRUE
(B) FALSE
10. Casual sharing of information with no customs or rules of etiquette involved.
(A) Context
(B) Paralanguage
(C) Formal communication
(D) Informal communication
11. ____ is used in a casual situation without applying the rules of grammar
(A) Formal Language
(B) Informal Language
(C) Slang
(D) Jargon
12. INFORMAL'S EXAMPLE IS CASUAL TALK TO YOUR FRIEND.
(A) TRUE
(B) FALSE
13. What is the effect of using informal language in professional emails?
(A) Using informal language enhances rapport with colleagues.
(B) Informal language is always appropriate in any email context.
(C) Using informal language can diminish professionalism and clarity in communication.
(D) It makes the email more engaging and fun to read.
14. Whatever the child learns in a family and Community is known as
(A) Community Education
(B) Formal Education
(C) Informal Education
(D) Non Formal Education
15. Informal letter is personal communication letter.
(A) True
(B) False
16. It's just a casual talk this communication helps in building relationships.
(A) Formal Communication
(B) Informal Communication
17. Which of the following is an example of an informal email?
(A) I am writing to inquire about ____
(B) Sincerely, [Your Full Name]
(C) Hey! What's up?
(D) Dear Mr. Smith,

18. Which of these is NOT a type of informal communication pattern?
(A) Single strand
(B) Gossip chain
(C) Probability chain
(D) Vertical chain
19. The grapevine thrives best when:
(A) There is a lack of official communication
(B) All official communication is perfect
(C) Communication is strictly formal
(D) People work in isolation
20. An informal network where employees discuss workplace issues of importance
(A) Gossip
(B) Grapevine
(C) Documentation
(D) Communication
21. Grapevine activity is:
(A) Formal Communication
(B) Informal Communication
(C) False information
(D) Inadequate Communication
22. Formal or Informal Communication: Stacy who you work with tells you that sales are up this quarter.
(A) Formal
(B) Informal
23. The term 'grapevine' is also known as
(A) Informal communication
(B) Upward communication
(C) Downward communication
(D) Horizontal communication
24. What type of communication does grapevine communication refer to?
(A) Formal
(B) Horizontal
(C) Vertical
(D) Informal
25. Informal communication can help managers by:
(A) Identifying employee concerns
(B) Replacing formal communication
(C) Removing all rumors
(D) Avoiding decision-making
26. Gossip is a form of formal communication.
(A) True
(B) False
27. What has increased the popularity of informal written communication?
(A) Grapevine
(B) Internet and email facilities
(C) Oral communication
(D) Formal communication
28. What type of communication is generally trivial talk or gossip without supporting proof?
(A) Organizational communication
(B) Informal communication
(C) Formal communication
(D) Grapevine communication
29. You can assume that something you heard through the Grapevine is 100% true and accurate.
(A) True
(B) False
30. Friendly letters have an ____ tone.
(A) Wordy
(B) Professional
(C) Formal
(D) Informal
31. What is an example of an informal communication method on site?
(A) Formal meetings.
(B) Written reports.
(C) Email correspondence.
(D) Daily toolbox talks.

32. Hi, how are you? What's up? - These are examples of ____
- (A) Formal communication
 - (B) Informal communication
 - (C) Polite communication
 - (D) None
33. Identify the informal response to the question: How can I reach you for more information?
- (A) Just send me a quick email if you have questions
 - (B) You can reach me through my business email
 - (C) You may contact me via email or phone. Here are my details:
 - (D) Here's my contact information. Please let me know if you need anything else Edit
34. Which communication flows automatically without any planning?
- (A) Downward
 - (B) Formal
 - (C) Informal
 - (D) Diagonal
35. Use of slang words, foul language is not restricted. Usually, this communication is done orally and using gestures.
- (A) Formal Communication
 - (B) Informal Communication
36. One informal form of diagonal communication is:
- (A) Casual lunch discussion between junior engineer and senior HR officer
 - (B) Official memo from CEO to staff
 - (C) Monthly performance report
 - (D) Notice board announcements
37. Which of the following is a key characteristic of Informal Language?
- (A) Follows all rules of grammar and punctuation.
 - (B) Uses slang and contractions.
 - (C) Uses highly specific and precise vocabulary.
 - (D) Is primarily used in job interviews.
38. What is the characteristic of the free flow channel of communication?
- (A) Unproductivity
 - (B) Adjustable and informal
 - (C) Time-consuming
 - (D) Lack of coordination
39. A video chat with your best friend.
- (A) FORMAL COMMUNICATION
 - (B) INFORMAL COMMUNICATION
40. Which sentence is the informal way to say: "I regret that I have been otherwise occupied every time you have contacted me."
- (A) I've been busy.
 - (B) I have much to do.
 - (C) I'm sorry I've been busy every time you have tried to call me.
 - (D) I have not been able to contact you.
41. What is the purpose of informal communication?
- (A) To complement formal communication
 - (B) To transmit information at a slower pace
 - (C) To spread false rumors and destructive information
 - (D) To achieve organizational objectives
42. Which is true of informal networks?
- (A) They are always accurate
 - (B) They are not recognized officially
 - (C) They never exist in formal settings
 - (D) They replace formal networks entirely
43. Informal communication networks are often referred to as:
- (A) Grapevine
 - (B) Chain
 - (C) Wheel
 - (D) Circle
44. Language that we use in everyday speech (casual, relaxed):
- (A) Formal
 - (B) Informal

45. Idioms and slang are okay in ____
(A) Informal letters / e-mails
(B) Neutral letters / e-mails
(C) Formal letters / e-mails
(D) None of above
46. Which one of the following is a likely drawback of informal communication?
(A) It wastes valuable working time.
(B) Discussing official messages with friends can result in messages being distorted.
(C) It will break down feelings of belonging and social cohesion.
(D) It prevents vertical communication.
47. Informal Communication is also known as 'Grapevine'
(A) True
(B) False
48. The following terms in greeting (Dear Alex, Mom, my friends) and in closing emails (take care, miss you, love you) are used for:
(A) Formal email
(B) Informal email
(C) Both
(D) None
49. Language: A personal tone is created through the use of informal reference.
(A) No
(B) Yes
50. It involves personal and ordinary conversations with friends, family members, or acquaintances about anything under the sun.
(A) Informal Communication
(B) Organizational Communication
(C) Extended Communication
(D) None of above
51. Which one of the following is a potential benefit of informal communication?
(A) It counteracts the problems associated with gossip.
(B) It helps spread rumours.
(C) It ensures that official messages are understood.
(D) It can be used to test out new ideas.
52. Communication that uses more gestures is part of ____
(A) Formal Communication
(B) Informal Communication
53. A gossip is used to deliver information that is non-job related.
(A) True
(B) False
54. We can use contractions in an informal letter.
(A) True
(B) False
55. Using contractions "Ex: (I'm) instead of (I am)" is only allowed when writing a/an ____
(A) Formal Email
(B) Informal Email
56. Which of the following is include in informal oral communication?
(A) Job interviews
(B) Telephone conversation
(C) Speech
(D) Presentation at business meeting
57. Which option below describes informal communication? Select one option.
(A) Relates to work matters.
(B) Serves organisational purposes.
(C) Is planned in advance.
(D) Relates to work and social matters.
58. A group of employees meets every day at lunch to chat about what's happening in the office. This is an example of
(A) Vertical communication
(B) External communication
(C) Informal communication
(D) Outside communication

59. What is a negative characteristic of informal communication?
- (A) Complements formal communication
 - (B) Transmits information at a faster pace
 - (C) Spreads false rumors and destructive information
 - (D) Is conducted orally
60. Choose the correct example of informal phrase.
- (A) Please do not hesitate to contact me immediately
 - (B) Hi there all
 - (C) Good morning, madam
 - (D) I am pleased to inform you of our upcoming event
61. A letter written in an friendly manner, to someone you are familiar with, is called informal letter.
- (A) True
 - (B) False
62. Give an example of an informal greeting.
- (A) Good morning
 - (B) Hey!
 - (C) Hello
 - (D) How do you do
63. It is the conventional kind of register and appropriate when writing to friends and people you may know well.
- (A) Language Register
 - (B) Formal
 - (C) Informal
 - (D) Neutral
64. Informal communication within a business environment is referred to as?
- (A) Formal announcement
 - (B) Chatter
 - (C) Piracy
 - (D) Grapevine
65. A verbal communication that can happen with family and friends.
- (A) SUPER FORMAL
 - (B) SUPER INFORMAL
 - (C) FORMAL
 - (D) INFORMAL
66. What is grapevine?
- (A) No relation with communication
 - (B) Informal channel of communication that carries organizationally relevant gossip
 - (C) Formal channel that usually used by the member of company
 - (D) Kind of Fruits
67. Workplace/organization gossip or the grapevine are considered formal channels of communication.
- (A) True
 - (B) False
68. The grapevine is a formal communication network within an organization.
- (A) True
 - (B) False
69. Which of the following is an example of informal language in an email?
- (A) "Please find attached ____"
 - (B) "I remain at your disposal"
 - (C) "Before I go"
 - (D) "Per your request"
70. Informal communication is more likely to occur:
- (A) Only during meetings
 - (B) In casual conversations
 - (C) Only via official memos
 - (D) Through structured reports
71. Communicating about schedule of an exam to your friends.
- (A) Influence Communication
 - (B) Inform Communication
 - (C) Express feeling
 - (D) None of the above

72. Informal correspondence's audience usually includes ____
- (A) Bosses
 - (B) Family
 - (C) Coaches
 - (D) Teachers
73. Gossip and rumour are part of ____ communication.
- (A) Formal.
 - (B) Informal.
 - (C) Horizontal.
 - (D) Vertical.
74. How does the Grapevine contribute to organizational communication?
- (A) Provides an additional channel for information exchange beyond formal channels
 - (B) Strictly for transmitting formal policies
 - (C) Only for positive news dissemination
 - (D) Exclusively for top-level management communication
75. Which of the following is an example of informal language?
- (A) I would like to apologize for the delay.
 - (B) We regret to inform you that your application was denied.
 - (C) Sorry for the wait, I'll be there in a sec.
 - (D) Please accept my sincerest apologies.
76. You have started a new job at a company. During lunch break, you notice some coworkers chatting. How would you start an informal conversation with them?
- (A) Introduce yourself formally and inquire about their roles in the company
 - (B) Ask about the TV shows/sports they like to watch/books they like to read or their weekend plans
 - (C) Ask about their salary
 - (D) Ignore them and have your meal
77. The primary focus of Informal Language is to:
- (A) Demonstrate professional expertise.
 - (B) Ensure clarity and precision in a formal setting.
 - (C) Build relationships.
 - (D) Communicate with authority figures.
78. Grapevine is a type of:
- (A) Formal communication
 - (B) Informal communication
 - (C) Downward communication
 - (D) Written communication
79. Some managers think informal communication serves useful purposes such as ____
- (A) It wastes valuable working time
 - (B) It spreads gossip and rumours
 - (C) Can help create important feelings of belonging and social cohesion
 - (D) It may result to resist management decision
80. Which of these responses uses informal language?
- (A) "I'm writing to inform you that the meeting has been rescheduled."
 - (B) "Just letting you know that the meeting's been moved."
 - (C) "We would like to notify you that the meeting has been postponed."
 - (D) "Please be advised that the meeting time has changed."
81. Which of the following is an appropriate greeting in an informal email?
- (A) Dear Sir/Madam,
 - (B) To Whom It May Concern,
 - (C) Hey [Friend's Name],
 - (D) Sincerely,
82. Other forms of messages, such as personal or social, follow ____ channels.
- (A) Informal
 - (B) Formal

83. Which of these is considered informal verbal communication?
- (A) Fiona motioned to her friend that her boss' wife was pregnant.
 - (B) A memo about the staff party was sent out to all staff members.
 - (C) Word got around that the boss was wearing a hairpiece.
 - (D) None of above
84. The grapevine is part of which communication network?
- (A) Formal
 - (B) Informal
85. The main advantage of informal networks is:
- (A) Speed of communication
 - (B) Official record keeping
 - (C) Complete accuracy
 - (D) Reduced misunderstandings
86. Language used in a casual situation without applying the rules of grammar.
- (A) Condescending
 - (B) Slang
 - (C) Jargon
 - (D) Informal language
87. An informal communication setting ____
- (A) Does not require the sender or the receiver to use nonverbal communication
 - (B) Includes conversation with family and friends
 - (C) Provides little opportunity for feedback
 - (D) Occurs only between longtime friends and associates
88. Informal groups of workers who socialize with one another on the job are known as friendship groups.
- (A) True
 - (B) False
89. Communication by texting is
- (A) Quick and informal
 - (B) Always free
 - (C) Useless, most of the time
 - (D) Traditional and formal
90. Which source within an organization most likely captures colleague know-how?
- (A) Informal discussions with colleagues
 - (B) Vendor invoices from suppliers
 - (C) Public press releases archive
 - (D) Government taxation records
91. Which is a disadvantage of informal networks?
- (A) Lack of speed
 - (B) Possibility of rumor and inaccuracy
 - (C) Complexity
 - (D) Bureaucracy
92. Workplace chat platforms are best suited for what kinds of communication?
- (A) Quick questions, brainstorming, short company announcements, or social opportunities
 - (B) Formal legal notices and long reports only
 - (C) Confidential medical records
 - (D) Personal vacation journals
93. Informal letters and emails follow the same structure.
- (A) True
 - (B) False
94. We use "Hi" or "Hello" when write informal letter.
- (A) True
 - (B) False
95. Words and phrases that are not considered part of Standard English and are commonly used between friends.
- (A) Cliche
 - (B) Tone
 - (C) Slang
 - (D) Prepositions

96. What is an example of an informal communication setting?
- (A) Talking with family and friends
 - (B) Talking in front of the class
 - (C) Asking the principal to change a rule
 - (D) Requesting a loan from the bank
97. Grapevine communication is also known as:
- (A) Formal communication
 - (B) Informal communication
 - (C) Horizontal communication
 - (D) Visual communication
98. Short, informal messages are best conveyed for work using
- (A) The e-mail
 - (B) A blog
 - (C) A text or instant message
 - (D) None of the above
99. Which sentence is the correct meaning of informal communication
- (A) Informal communication is casual information which is not that important
 - (B) Informal communication is important information or data that is important
100. Which of the following is an informal way to ask for an opinion?
- (A) Could you share your viewpoint?
 - (B) What's your take on this?
 - (C) I would like your professional assessment.
 - (D) Please elaborate on your perspective.
101. An employee shares news faster with friends than through official channels. This shows:
- (A) Formal communication is always faster
 - (B) Informal communication spreads quickly
 - (C) Upward communication
 - (D) Semantic misunderstanding
102. In the Australian workplace, what trait is generally valued and expected during team projects?
- (A) Strict obedience to managers
 - (B) Group harmony over individual input
 - (C) Informal communication and equal contribution
 - (D) Reluctance to speak openly
103. An informal communication network among people in an organization that is not officially sanctioned by the organization.
- (A) Informal Communication
 - (B) Downward Communication
 - (C) Grapevine
 - (D) Upward Communication
104. An informal email subject line could be ____
- (A) Formal Request for Information (REF#990)
 - (B) Lunch today?
 - (C) Memorandum regarding Office Safety
 - (D) Application for the position of Manager
105. Which of the following would most likely be colloquial or vernacular?
- (A) An academic speech
 - (B) A page from a textbook
 - (C) A conversation between friends
 - (D) A conversation between an office worker and his superior (his boss)
106. Contractions, such as won't or it's, are better suited to informal letters.
- (A) True
 - (B) False
 - (C) Maybe
 - (D) None of the above
107. Which sentence would you use in an informal email?
- (A) I am writing to complain about the holiday your agency arranged for me and my family.
 - (B) It was great to hear from you.
 - (C) I am writing you concerning a recent purchase ____
 - (D) Let me begin by thanking you for your past contributions to our Little League Baseball team.

- 108.** Internal communications consist of
- (A) Brief, informal messages
 - (B) Long reserved reports
 - (C) Abstracts for the web page
 - (D) Faxed messages
- 109.** Kevin and friends are talking about the games they will be playing in the upcoming school intramurals. They cannot help but imagine to be the overall champion in the sports competition. What speech style was used in the situation?
- (A) Frozen
 - (B) Formal
 - (C) Consultative
 - (D) Casual
 - (E) Intimate
- 110.** Unofficial channels of communication that exist between informal groups in an organization, are called?
- (A) Communication barriers
 - (B) Effective communication
 - (C) Informal communication
 - (D) Communication media
- 111.** Which type of language can be more appropriate in casual conversations among friends?
- (A) Formal language
 - (B) Informal language
 - (C) Biased language
 - (D) Ambiguous language
- 112.** Conversation in a canteen is ___ interpersonal communication
- (A) Formal
 - (B) Informal
 - (C) Interactive
 - (D) None of above
- 113.** Informal communication channels:
- (A) Are used to transmit formal and social messages in the organisation.
 - (B) Are used to transmit personal or social messages in the organisation.
 - (C) Are spontaneous and emerge as a response to organisational choices.
 - (D) Are planned and emerge as a response to organisational choices.
- 114.** Which channel is typically used for informal communication?
- (A) Emails, memos, and reports
 - (B) Circulars and official meetings
 - (C) Personal conversations, WhatsApp, and social gatherings
 - (D) Official documents and memos
- 115.** Too much of ___ communication in the workspace may also prove ___ It may lead to negligence of work.
- (A) Formal, positive
 - (B) Informal, negative
 - (C) Verbal, positive
 - (D) Non-verbal, negative
- 116.** An informal email to a friend would likely use:
- (A) "Dear Sir,"
 - (B) "Hi [Name],"
 - (C) "To Whom It May Concern,"
 - (D) "Respectfully yours,"
- 117.** Which is an informal form of horizontal communication?
- (A) Friendly chats among colleagues about work issues
 - (B) Official project updates via email
 - (C) Policy memos between departments
 - (D) Work schedules from manager
- 118.** A positive aspect of the office "grapevine" is that it can:
- (A) Spread rumors rapidly.
 - (B) Provide informal feedback and supplement official communication.
 - (C) Undermine management authority.
 - (D) Distract employees from their duties.

119. Face-to-face interaction outside of formal meetings can increase productivity
(A) True
(B) False
120. The grapevine is the most sensitive and sensational channel of communication.
(A) True
(B) False
121. The term "Grapevine Communication" is related to
(A) Formal Communication
(B) Vertical Communication
(C) Written Communication
(D) Informal Communication
122. Which of the following is a characteristic of informal emails?
(A) Respectful tone
(B) Logical flow
(C) Use of complete sentences
(D) Everyday language
123. Tyron was texting his best friend. He was using a lot of slang and swearing. This is an example of ____
(A) Formal Language
(B) Privacy
(C) Informal Language
(D) Netiquette
124. Which of the following situation is the best to describe the term "Grapevine"?
(A) Jeff gained new input from reading a newspaper about the current politic updates.
(B) Jeff heard from his colleagues that the president of Maybank is resigning in two days time.
(C) Jeff double checked with his secretary on his schedule for the week.
(D) None of above
125. Examples of informal, written communication are ____
(A) Memos and emails
(B) Business letters
(C) Business letters and forms
(D) Contracts
126. Which communication spreads throughout the organization with its branches going out in all directions irrespective of the level of authority?
(A) Informal
(B) Formal
127. Abbreviations: "Ex: (Thanks) instead of (Thank you)" can be used in a/an ____?
(A) Formal Email
(B) Informal Email
(C) Both
(D) None of above
128. The MOST informal speech style is the intimate style.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
129. What is the most common form of informal communication?
(A) Internet communication
(B) Written communication
(C) Grapevine
(D) Oral communication
130. Which type of communication is an unstructured channel?
(A) Single Chain
(B) Free Flow
(C) Circular
(D) Wheel
131. Personal or professional: Jessica calls her mom to plan a party for her sister.
(A) Personal
(B) Professional

- 132.** Which of the following is a characteristic of informal communication?
- (A) Is based on personal orientation
 - (B) Spreads false rumors and destructive information
 - (C) Transmits information at a slower pace than formal communication
 - (D) Is conducted only in writing
- 133.** How do users of instant messaging typically communicate within the platform according to the document?
- (A) Using formal and structured language
 - (B) Through pre-scheduled messaging
 - (C) Adopting an informal communication style
 - (D) Primarily through data sharing
- 134.** It is fine to use colloquial language in ____
- (A) Class Presentations
 - (B) Work Emails
 - (C) Phone Interviews
 - (D) Friendly Text Messages
- 135.** While we are at home or with friends, we use ____ verbal communication.
- (A) Influence
 - (B) Informal
 - (C) Formal
 - (D) None
- 136.** Which platform is often used as CT tool to enhance parent-teacher communication in schools?
- (A) Kahoot
 - (B) Google Meet
 - (C) WhatsApp
 - (D) ARIS
- 137.** What is the purpose of the gossip chain in informal communication?
- (A) To convey work-related messages
 - (B) To share emotions with colleagues
 - (C) To provide feedback to top management
 - (D) To create organizational harmony
- 138.** All of the following are informal types of oral communication EXCEPT
- (A) Presentations at business meetings
 - (B) Discussions at business meetings
 - (C) Face-to-face conversations
 - (D) Telephone conversations
- 139.** What is the main method of horizontal communication?
- (A) Oral communication
 - (B) Written communication
 - (C) Informal communication
 - (D) Visual communication
- 140.** Learning of major events affecting their jobs through the grapevine or from news accounts can have a negative effect on employee ____
- (A) Compensation
 - (B) Morale
 - (C) Benefits
 - (D) Understanding
- 141.** Informal communication is otherwise known as ____ communication.
- (A) Grapevine
 - (B) Lateral
 - (C) Visual
 - (D) Horizontal
- 142.** Why is it important to know when to use formal or informal language?
- (A) It's easier
 - (B) We want to be more polite with people we don't know so well.
 - (C) It's cheaper
 - (D) None of above
- 143.** Which of the following is considered the least formal type of written communication?
- (A) Memos
 - (B) Letters
 - (C) Text Messages
 - (D) Emails

144. It's ok to be casual in tone, if you're communicating with ____
(A) A person in authority
(B) A family member
(C) An unknown person
(D) None of above
145. To speak conversationally in informal instances.
(A) Colloquial
(B) Semantics
(C) Morphemes
(D) Pragmatics
146. Which of the following terms best describes the grapevine communication in an organisation?
(A) Informal
(B) Written
(C) Formal
(D) Verbal
147. Greeting someone informally.
(A) Welcome to Thailand, Anny.
(B) How do you do? I am Paula Smiths.
(C) Hi, Ann. How are things?
(D) Hello. Angela speaking.
148. Which language style is relaxed and casual?
(A) Formal
(B) Neutral
(C) Informal
(D) Standard
149. Language that is used in casual situations with very lax considerations of the rules of grammar.
(A) Formal language
(B) Informal language
(C) Euphemism
(D) Jargon
150. Grapevine communication is associated with communication.
(A) Formal
(B) Informal
(C) Horizon
(D) Vertical.
151. All of the following statements about informal group are true EXCEPT
(A) Employees with strong informal networks tend to have more power influence
(B) Informal groups are not created to serve personal objectives.
(C) Informal groups are the backbone of social networking
(D) None of above
152. Which type of language uses phrasal verbs?
(A) Casual language
(B) Informal language
(C) Formal language
(D) Professional language
153. Passive listening is known as casual listening. Passive listening occurs in informal settings, such as a conversation between ____.
(A) Teachers
(B) Friends
(C) A nurse and a doctor
(D) Cabinet members
154. In informal e-mails, ____.
(A) You can't use any short forms
(B) You use long sentences and expressions
(C) You have to be very polite and careful
(D) You can use informal phrasals and idioms
155. Letter to a friend about a party you are having.
(A) Formal
(B) Informal
(C) Formal and Informal
(D) None of above
156. Which of the following is a form of informal Internet communication?
(A) Banking

- (B) Social media
(C) Video streaming
(D) E-mail
- 157.** Informal communication is best used:
(A) Among coworkers during daily operations
(B) When speaking to executives
(C) When delivering presentations
(D) For legal documentation
- 158.** Grapevine communication means ____ communication.
(A) Formal
(B) Informal
(C) Horizontal
(D) Vertical.
- 159.** Direct questions can only be used in writing a/an ____
(A) Formal Email
(B) Informal Email
- 160.** Which tone would be most appropriate to use when writing an e-mail to an old friend that you have known since 1st grade?
(A) Formal
(B) Serious
(C) Angry
(D) Casual
- 161.** 'Workplace gossip' refers to:
(A) The informal gossip network known as the grapevine
(B) Filtering what we see and hear to suit our own needs
(C) The distortion or withholding of information to manage a person's reactions
(D) When the information processing demands on an individual's time to perform interactions and internal calculations exceed the supply or capacity of time available for such processing
- 162.** Grapevine is an ____ communication
(A) Informal communication
(B) Formal communication
(C) Oral communication
(D) None of above
- 163.** Which of these words is not an informal greeting?
(A) Hiya!
(B) Good evening!
(C) What's up, bro?
(D) Hey there!
- 164.** This type of business correspondence is the least formal method and most widely used. It is usually done in a conversational style.
(A) Business Letter
(B) Cover Letter
(C) E-mail
(D) Memorandum
- 165.** Gossips are a type of
(A) Formal communication
(B) Informal communication
(C) Top level communication
(D) None
- 166.** Informal communication is mostly:
(A) Written
(B) Oral and social
(C) Only vertical
(D) Only horizontal
- 167.** Are the following types of communication formal or informal-Texting your friends-Talking with your family and peers
(A) Formal Communication
(B) Informal Communication

1.2.14 Inter-Cultural Communication

1. Entrepreneurs who learn the social etiquette of a different culture
 - (A) Can't negotiate in good faith
 - (B) Miss business opportunities in their own country
 - (C) Can participate more effectively in an international negotiation
 - (D) None of the above
2. Culture is mainly passed from one generation to another through:
 - (A) Laws
 - (B) Imitation and communication
 - (C) Economic systems
 - (D) Media ownership
3. People raised in this type of culture are taught to believe that all people are equal and that no one person or group should have excessive power.
 - (A) High power distance culture
 - (B) Low power distance culture
 - (C) High context culture
 - (D) Masculine culture
4. What is an important skill in intercultural communication that involves understanding and respecting others' cultural perspectives?
 - (A) Cultural avoidance
 - (B) Cultural empathy
 - (C) Cultural ignorance
 - (D) Cultural bias
5. Persons from other cultures who don't actively participate in a conversation, dialogue, or debate with others may act that way because of their culture's rules.
 - (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
6. What is the key characteristic of high-context communication
 - (A) Reliance on explicit verbal messages
 - (B) Reliance on shared cultural understanding
 - (C) Emphasis on individual expression
 - (D) Direct and assertive communication style
7. TRUE or FALSE Communication and culture are entwined. They work hand in hand.
 - (A) True
 - (B) False
8. In a multicultural classroom, why is it important to be culturally sensitive?
 - (A) It's not necessary; everyone should adapt to the dominant culture.
 - (B) Cultural sensitivity fosters a positive and inclusive learning environment.
 - (C) Cultural awareness is only relevant in language classes.
 - (D) It doesn't matter; academics should be the main focus.
9. Which best promotes cultural understanding?
 - (A) Avoiding interactions with different cultures
 - (B) Learning about different perspectives
 - (C) Maintaining stereotypes
 - (D) Rejecting unfamiliar customs
10. Which scenario reflects intercultural communication in fashion?
 - (A) A French fashion designer works with Indian and Japanese collaborators for a global collection.
 - (B) A British fashion designer creates a domestic line.
 - (C) A Canadian fashion blogger reviews local trends.
 - (D) A U.S. model participates in a domestic fashion show.
 - (E) A Chinese tailor creates clothing for local clients.
11. What must you do to be sensitive to an individual's culture in communication? Fill in the

- blank: To be sensitive to an individual's culture, you must ____
- (A) Recognize and respect the accepted patterns of communication in that culture
 - (B) Ignore cultural differences and communicate as you normally would
 - (C) Assume everyone communicates the same way regardless of culture
 - (D) Focus only on your own communication style
12. Which culture is more likely to value directness and individualism?
- (A) United States
 - (B) Korea
 - (C) China
 - (D) Thailand
13. Why should a teacher take obligation upon himself to study and understand the customs and traditions of the community where he works?
- (A) Please the people in the community
 - (B) Change the culture of the community
 - (C) Identify the weakness in the culture of the community.
 - (D) Have a sympathetic attitude for the people in the community.
14. An individual from a ____ context culture may perceive someone from a ____ context culture as condescending and inappropriately stating the obvious
- (A) Low, low
 - (B) Low, high
 - (C) High, high
 - (D) High, low
15. Which interaction shows intercultural communication in the context of research?
- (A) A German scientist collaborates with a Brazilian researcher on a global project.
 - (B) A U.S. professor publishes a paper for a domestic journal.
 - (C) A French student completes a local field study.
 - (D) A Chinese academic works with peers in their city.
 - (E) An Australian researcher conducts a survey in their country.
16. Cultural competence requires an understanding of one's own culture and background in order to understand other cultures.
- (A) True
 - (B) False
17. This communication context highlights the differences among persons from different countries.
- (A) Academic
 - (B) Intercultural
 - (C) Organizational
 - (D) Small group
18. Communicating positively with individuals who are different from you can provide you with:
- (A) Reinforced stereotypes and generalizations.
 - (B) Automatic understanding of other cultures.
 - (C) Feelings of distrust towards other people.
 - (D) New perspectives and ideas about life.
19. How does cultural adaptation contribute to organizational success in international markets?
- (A) By promoting ethnocentrism
 - (B) By hindering communication with local stakeholders
 - (C) By facilitating better understanding and acceptance of local customs
 - (D) By enforcing standardized practices without regard for local culture
20. How can healthcare professionals demonstrate cultural competence in communication?
- (A) Assuming that all patients share the same cultural values and beliefs
 - (B) Respecting and accommodating diverse cultural backgrounds and practices

- (C) Avoiding any discussions about cultural diversity with patients
- (D) Disregarding cultural differences and treating all patients the same
21. Mason and Rohan, from two different cultural backgrounds, meet at a community event. They engage in a conversation to exchange ideas and cultural norms, sharing their unique perspectives and experiences.
- (A) Culture
- (B) Globalization
- (C) Global village
- (D) Intercultural communication
22. What is the role of cultural awareness in avoiding generalizations?
- (A) It is not important.
- (B) It can help us to understand and appreciate cultural differences.
- (C) It can lead to cultural stereotypes.
- (D) It can make us more judgmental of other cultures.
23. Which interaction represents intercultural communication in a family setting?
- (A) A multicultural family celebrates a blend of holidays from different traditions.
- (B) Two siblings discuss family chores in their native language.
- (C) A parent tells bedtime stories from their shared culture.
- (D) Grandparents teach traditional recipes to local grandchildren.
- (E) A family enjoys a dinner with shared cultural values.
24. People living in different cultures have same ways of interacting with each other.
- (A) True
- (B) False
25. Which of the following is an example of intercultural communication during a conference?
- (A) A German speaker gives a talk in their hometown.
- (B) A French professor speaks to a local academic audience.
- (C) A U.S. manager attends a domestic seminar.
- (D) A Kenyan activist presents ideas to an international audience in Switzerland.
- (E) An Indian artist presents at a national event.
26. How can a teacher show respect for community customs and traditions
- (A) Reject local customs and traditions which are different from his.
- (B) Divide the community by pointing out the negative elements of given local customs and traditions.
- (C) Disparage the community
- (D) Study and strive to understand local customs and traditions
27. These are the dynamics of cross cultural communication, except
- (A) The use of formal language in communication
- (B) The importance of body language
- (C) The use of slang in communication
- (D) The impact of cultural norms
28. Which of the following cultures is least likely to interrupt and is respectful of silence?
- (A) Linear-active
- (B) Reactive
- (C) Multiactive
- (D) Assertive
29. Communicative Competence: The ability to use language contextually considering the people involved, their relationships among themselves, their intentions, the situations they are in, and the happening within the speaking community.
- (A) Grammatical/Linguistic Competence
- (B) Sociolinguistic Competence
- (C) Discourse Competence
- (D) Strategic Competence

30. Intercultural communication = inter-cultural communication
(A) TRUE
(B) FALSE
31. Filipinos usually avoid saying “no” directly to prevent hurting others. This reflects the Filipino value of ____
(A) Pakikisama
(B) Bahala na
(C) Hiya
(D) Bayanihan
32. Which of the following is an example of intercultural communication in marketing?
(A) A global company adapts its advertising to appeal to different cultures.
(B) A local shop creates a campaign for its neighborhood.
(C) A U.S. entrepreneur launches a domestic social media ad.
(D) A Canadian retailer promotes products to local customers.
(E) An Italian restaurant markets itself to its town.
33. It is a form of communication that aims to share information across different cultures and social groups.
(A) Acculturation
(B) Cultural Differences
(C) Intercultural Communication
(D) Enculturation
34. To improve cross-cultural communication with patients, the HCP should follow the golden rule: treat the patient in the same manner you would want to be treated.
(A) True
(B) False
35. Which scenario best describes intercultural communication in a family setting?
(A) A parent teaches their child about family history.
(B) Two siblings in the same family discuss household chores.
(C) A multicultural family celebrates traditions from multiple cultures.
(D) Grandparents share stories with their grandchildren in the same culture.
(E) Two cousins living in the same country plan a family reunion.
36. Use of mother tongue in multilingual classroom-
(A) Should be accepted.
(B) Should not be given much importance.
(C) Should be ignored.
(D) Should be rejected.
37. Which example demonstrates intercultural communication during negotiations?
(A) A French businessperson negotiates a deal with a South African company.
(B) A U.S. shopper bargains at a local market.
(C) Two Italian friends discuss prices for a group activity.
(D) A German tourist buys souvenirs without bargaining.
(E) A British customer shops at a local grocery store.
38. Nora is working on a group project with classmates from different countries. Which of the following shows that she is being mindful about cultural differences?
(A) Judging other cultures based on your own standards
(B) Assuming everyone thinks the same way as you do
(C) Being aware that people’s behaviors and thinking may differ from your own
(D) Believing your culture is superior to others
39. According to Lustig and Spitzberg (1993), intercultural communication competence is concerned:
(A) What, who, when, where, why

- (B) What, who, when
 - (C) What, who, when, where
 - (D) What, who, how
40. What is the type of communication that occurs between different cultures or languages called?
- (A) Intercultural communication
 - (B) Intrapersonal communication
 - (C) Organizational communication
 - (D) Public communication
41. A global team faces challenges due to differing cultural attitudes toward time. What should the manager do to resolve these issues effectively?
- (A) Encourage all team members to adopt the punctuality norms of the home country
 - (B) Allow flexibility but set clear expectations on deadlines and deliverables
 - (C) Ignore time-related differences, as they will resolve themselves
 - (D) Assign different deadlines based on cultural expectations of time
42. Santos, R. (2011) asserted that communication skills become more important due to skill mobilization and migration. This indicates that communication:
- (A) Enables people to express their own needs and concerns.
 - (B) Is essential in dealing with people from different backgrounds.
 - (C) Helps people to solve problems, learn new things, and build their careers.
 - (D) Helps people to achieve productivity and maintain strong working relationships.
43. The study of which of the following was originally found within businesses and governments seeking to expand globally?
- (A) International relations
 - (B) Competing powers
 - (C) Cross-cultural communication
 - (D) Economy
44. Which is NOT one of the functions of cultures that are particularly important from a communication perspective?
- (A) Linking individuals to one another
 - (B) Making one member superior to others
 - (C) Providing the basis for a common identity
 - (D) Creating a context for interaction and negotiation among members
45. According to the authors, when Americans go to work in countries where indirect communication is valued, they may need to:
- (A) Criticize the new country.
 - (B) “go native” in order to adapt.
 - (C) Modify their communication style.
 - (D) None of the above
46. A student from a different cultural background shares artwork inspired by their traditions. How do you respond?
- (A) Focus only on your planned lesson
 - (B) Ask them to create work more aligned with the curriculum
 - (C) Use their artwork as an opportunity to discuss cultural diversity
 - (D) Ignore the cultural aspects
47. Knowing how to use and respond to language appropriately given the setting, the topic and the relationship among people communicating refers to which competence below?
- (A) Discourse competence
 - (B) Sociolinguistic competence
 - (C) Strategic competence
 - (D) None of the above
48. What is the key difference between high-context and low-context cultures?
- (A) The level of formality in communication
 - (B) The use of nonverbal cues
 - (C) The reliance on explicit versus implicit communication
 - (D) The importance of personal relationships

49. Communicating with people from different cultural ____ is necessary for business, the classroom, and the community.
- (A) Debates
 - (B) Backgrounds
 - (C) Versions
 - (D) Discussions
50. Which of the following is an example of intercultural communication in higher education?
- (A) A Korean professor mentors an international group of graduate students.
 - (B) An American student attends a local community college.
 - (C) A British lecturer teaches at a university in their hometown.
 - (D) An Indian researcher collaborates with colleagues in their domestic institution.
 - (E) A French student studies at a nearby technical school.
51. This type of connection approach is vital in cross-cultural communication ____ as long as it does not sound too "chummy" and informal to carry any real authority.
- (A) Rational
 - (B) Power
 - (C) Relationship
 - (D) None of above
52. What role does cross-cultural training play in managing global teams effectively?
- (A) It reinforces stereotypes and biases.
 - (B) It hinders communication among team members.
 - (C) It enhances cultural awareness and sensitivity.
 - (D) It encourages ethnocentrism.
53. If you intend to communicate with someone from a very different background, you certainly have to do a number of things to get yourself ready.
- (A) True
 - (B) False
54. Which interaction involves intercultural communication in online gaming?
- (A) A U.S. gamer competes in a domestic league.
 - (B) Two friends from the same town discuss a gaming strategy.
 - (C) A gamer streams a solo campaign to a local audience.
 - (D) A Japanese player joins a national tournament.
 - (E) Players from different countries collaborate in a virtual multiplayer game.
55. Why is it important for nutrition experts to understand intercultural communication?
- (A) To exclude certain cultural groups.
 - (B) To give nutrition advice based on their own cultural background.
 - (C) To enhance communication with diverse clients and adapt nutrition strategies accordingly.
 - (D) To ignore cultural differences and focus solely on individual needs.
56. Differences in value reference frames are especially important when:
- (A) Handling conflicting emotions
 - (B) Overcoming physical barriers
 - (C) Communicating across cultures
 - (D) Improving listening skills
57. To compare effectively in a global market, we must understand how business and cultural practices are conducted in other countries.
- (A) True
 - (B) False
58. Which element helps to avoid misunderstandings in intercultural communication?
- (A) Prejudice
 - (B) Empathy
 - (C) Ethnocentrism
 - (D) Stereotyping

59. Intercultural differences primarily refer to:
- (A) Language barriers only
 - (B) Religious practices only
 - (C) Variations between different cultural groups
 - (D) Economic disparities
60. It attracts differences of people with different cultures in establishing good relationship in many situations-may it be friendly or business in nature.
- (A) Communication
 - (B) Language
 - (C) Interests
 - (D) Dialect
61. When adapting an appeal to someone from a different culture, you may need to emphasize different persuasive content.
- (A) True
 - (B) False
62. Which of the following is NOT an element of culture that affects communication?
- (A) Language
 - (B) Beliefs
 - (C) Non-verbal behavior
 - (D) Hair color
63. The authors discuss differences between American and Japanese speakers. Sometimes, both speakers can misjudge the other because:
- (A) They are familiar with the other's conversation styles.
 - (B) They are not familiar with each other's conversation styles.
 - (C) They have taken too much time to give an answer.
 - (D) None of the above
64. What does 'intercultural awareness' mean?
- (A) Understanding cultural products
 - (B) Recognizing and respecting cultural differences
 - (C) Knowing only your own culture
 - (D) Ignoring differences
65. Which scenario highlights intercultural communication in technology?
- (A) A team of developers from different countries collaborates on a global app.
 - (B) A U.S. technician fixes a local network issue.
 - (C) A French engineer designs a device for their domestic market.
 - (D) An Indian programmer codes for a local startup.
 - (E) A Canadian IT expert trains local colleagues.
66. How can nurses address their own biases and stereotypes to improve cultural competence?
- (A) By only seeking education and training on medical procedures
 - (B) By avoiding diverse perspectives and experiences
 - (C) By acknowledging their own biases, seeking education and training on cultural competence, engaging in self-reflection and self-awareness, and actively seeking out diverse perspectives and experiences.
 - (D) By ignoring their biases and stereotypes
67. In which country is a strong handshake not good?
- (A) The USA
 - (B) The UK
 - (C) Germany
 - (D) The Philippines
68. Which of the following cultures focuses on being "relationship-oriented, good listeners, and reacts rather than initiates"?
- (A) Linear-active
 - (B) Multiactive
 - (C) Reactive
 - (D) Hyperactive
69. You are on a call with American coworkers. They use phrases like "Let's get straight to the point" and "Time is money." What cultural value does this reflect?
- (A) Low-context and time-efficient communication

- (B) Preference for harmony over confrontation
- (C) Respect for hierarchy in decision-making
- (D) Focus on building long-term relationships
70. In high-context cultures, good communication is:
- (A) Precise, simple, and direct
- (B) Delivered as quietly as possible
- (C) Sophisticated, nuanced, and layered
- (D) Repeated to clarify information
71. Developing good intercultural communication skills means ____ cultural differences and adapting to them.
- (A) Pressing
- (B) Accepting
- (C) Misunderstanding
- (D) Responding
72. One purpose of intercultural communication is to:
- (A) Increase conflict
- (B) Enforce rules
- (C) Limit diversity
- (D) Create harmony
73. What is the importance of analyzing the cultural sector?
- (A) To understand traditions and practices that influence communication.
- (B) To simplify communication strategies.
- (C) To exclude local stakeholder preferences.
- (D) To focus solely on national legal policies.
74. ____ It is the system of knowledge that is shared by a particular group composed of a relatively large number of individuals.
- (A) Age
- (B) Religion
- (C) Gender
- (D) Culture
- (E) Social Status Edit
75. When interacting with different cultures and companies, it's crucial to
- (A) Assume your own style is universal
- (B) Ignore their conventions and stick to your own
- (C) Only focus on business matters and avoid cultural considerations
- (D) Understand and adapt to their customsTagsMultiplechoice
76. Which of the following scenarios represents intercultural communication in everyday life?
- (A) A Canadian walks their dog in their neighborhood.
- (B) A Japanese citizen shops in a local grocery store.
- (C) A French tourist interacts with locals in Morocco.
- (D) A German family enjoys a meal together at home.
- (E) A U.S. student studies alone in a library.
77. Intercultural communication has a sender and receiver just like in commerce, where it has buyer and seller.
- (A) Symbolic
- (B) Transactional
- (C) Interpretive
- (D) Contextual
78. Which interaction reflects intercultural communication during an art event?
- (A) Two U.S. painters collaborate on a mural in their city.
- (B) A local sculptor displays art in their hometown.
- (C) An international artist discusses their work with a diverse audience.
- (D) A French artist holds an exhibit in Paris.
- (E) A Chinese calligrapher practices their craft at home.

79. What occurs when people with different cultural & co-cultural groups interact with each other?
- (A) Intercultural Communication
 - (B) Interpersonal Communication
 - (C) Ethnocentrism
 - (D) Ethnorelativism
80. What is a well-known fact about time in different cultures?
- (A) Time is irrelevant in business
 - (B) Time can be a sensitive issue personally and culturally
 - (C) Chronic latecomers are appreciated
 - (D) Time means the same to everybody
81. Multiculturalism is favored by ____
- (A) Economic growth.
 - (B) The decrease in communication channels.
 - (C) Intense migratory flows.
 - (D) Limited access to telecommunications.
82. What is the role of empathy in resolving inter-cultural conflict?
- (A) Empathy is unnecessary in conflict resolution.
 - (B) Empathy can hinder effective communication.
 - (C) Empathy can help individuals understand each other's perspectives.
 - (D) Empathy is only important in certain cultural contexts.
83. A culture where communicators assume a significant amount of shared knowledge and views, leading to less explicit communication and more implicit or indirect messaging.
- (A) A low context culture
 - (B) A medium context culture
 - (C) A high context culture
 - (D) A zero context culture
84. In intercultural communication, "low-context" cultures are more likely to:
- (A) Rely heavily on nonverbal cues
 - (B) Avoid direct communication
 - (C) Use explicit verbal communication
 - (D) None of above
85. How can an individual become more multi-culturally literate?
- (A) By traveling, reading, and learning about different cultures
 - (B) By ignoring cultural diversity
 - (C) By avoiding international experiences
 - (D) By only engaging with their own cultural group
86. Globalization has increased the importance of learning:
- (A) Only one local dialect
 - (B) Cross-cultural communication
 - (C) Isolation policies
 - (D) Regional wars
87. What is the impact of cultural influence on verbal communication?
- (A) It avoids communication altogether
 - (B) It creates misunderstandings
 - (C) It influences culture, and culture influences verbal communication
 - (D) It has no impact on verbal communication
88. Why is it important to consider cultural differences in negotiation?
- (A) To limit communication with non-English speakers
 - (B) To employ translingual negotiation strategies
 - (C) To avoid language proficiency development
 - (D) To ensure effective communication and mutual understanding
89. Communication systems through which values are instituted and reinforced
- (A) Heroes
 - (B) Values
 - (C) Rites and Rituals
 - (D) Cultural Network

90. When native speakers communicate with non-native speakers, they frequently adjust their speech to a form known as ____
- (A) Simple talk
 - (B) Private talk
 - (C) Foreigner talk
 - (D) Casual talk
91. Why is intercultural communication important in a globalized world?
- (A) It promotes cultural homogeneity.
 - (B) It fosters understanding and cooperation between cultures.
 - (C) It limits cultural exchange and diversity.
 - (D) It increases misunderstandings and conflicts.
92. How can peer collaboration projects support culturally relevant teaching?
- (A) By encouraging students to work in isolation
 - (B) By fostering teamwork and allowing students to learn from each other's cultural backgrounds
 - (C) By focusing only on individual achievements
 - (D) By avoiding group activities
93. Rohan travels to different countries and notices that people everywhere express emotions like happiness or sadness through their facial expressions. Which of the following is an example of a cultural universal?
- (A) Expressing emotions through facial expressions
 - (B) Using the same language worldwide
 - (C) Having identical laws in every country
 - (D) Eating the same food in all cultures
94. High-context cultures are characterized by:
- (A) Emphasizing nonverbal cues and context in communication
 - (B) Reliance on explicit verbal communication
 - (C) Use of straightforward language
 - (D) None of above
95. Which phrase indicates a strong connection between language and culture?
- (A) Language is irrelevant
 - (B) Language reflects core identity
 - (C) Language is a barrier
 - (D) Language is secondary
96. Which of the following demonstrates intercultural communication during a cultural exchange program?
- (A) A German exchange student visits another German city.
 - (B) A U.S. student attends a domestic school event.
 - (C) A French student stays with a host family in Japan and shares their traditions.
 - (D) A Brazilian teacher speaks to a local classroom.
 - (E) A Canadian student writes an essay about their national holidays.
97. Working appropriately and productively with others, bridging cultural differences and using differing perspectives to increase innovation and the quality of work, willingness to socialize with different people, environment, and culture.
- (A) Social and Cross-cultural Skills
 - (B) Initiative and Self-Direction
 - (C) Flexibility and Adaptability
 - (D) Productivity and Accountability
98. What is the globalization of communication often associated with?
- (A) Decreased interaction between cultures
 - (B) Increased cultural isolation
 - (C) Enhanced opportunities for intercultural communication
 - (D) The disappearance of intercultural conflicts
99. Pertaining to your ability to appropriately and effectively communicate in cultural and co/cultural contexts
- (A) Intercultural Communication Competence

- (B) Contextual Communication
 - (C) Reflective Communication
 - (D) Communication Codes
- 100.** Context: Despite being from different cultures, they found ____ in their love for classic literature.
- (A) Read between the lines
 - (B) Common ground
 - (C) Eye opener
 - (D) Take someone on board
- 101.** What is a multicultural setting?
- (A) A multicultural setting is an environment where people from the same cultural background coexist.
 - (B) A multicultural setting is a place where only one culture is dominant.
 - (C) A multicultural setting is a place where cultural diversity is not valued.
 - (D) A multicultural setting is an environment where people from different cultural backgrounds coexist and interact.
- 102.** Cultural Awareness only requires teachers to be open-minded and understanding of students they currently teach.
- (A) True
 - (B) False
- 103.** When a person from one culture communicates with a person from another culture, they are engaging in ____
- (A) Two-way communication
 - (B) Multi-focus communication
 - (C) Cross-cultural communication
 - (D) Verbal communication
- 104.** The invention of radio and telephone technology made intercultural communication possible through long-distance media.
- (A) True
 - (B) False
- 105.** How does culture affect interpersonal communication?
- (A) Interpersonal communication is not really affected by culture.
 - (B) Culture affects how we perceive symbols.
 - (C) Culture affects how competent we are in interpersonal communication.
 - (D) Culture affects whether or not we engage in encoding and decoding.
- 106.** L Cultures that use communication that focuses on underlying context, meaning, and tone in the message.
- (A) Lower-context cultures
 - (B) Medium-context cultures
 - (C) Higher-context cultures
 - (D) None of the above
- 107.** Which scenario reflects intercultural communication in a team environment?
- (A) A Turkish engineer collaborates with Brazilian and Chinese colleagues.
 - (B) Two Australian coworkers brainstorm for a project.
 - (C) A U.S. worker completes a project independently.
 - (D) A French scientist works with local lab partners.
 - (E) An Indian student does a group project with local peers.
- 108.** What does the socio-cultural aspect of communicative competence emphasize?
- (A) Listening skills
 - (B) Grammar rules
 - (C) Cultural sensitivity in communication
 - (D) Vocabulary expansion
- 109.** A key to managing diverse work relationships is to:
- (A) Focus on differences
 - (B) Ignore cultural backgrounds
 - (C) Foster an inclusive environment
 - (D) Encourage assimilation

- 110.** Benjamin visits a country where it is polite to remove your shoes before entering someone's home. In his own culture, keeping shoes on indoors is normal. Why might Benjamin's behavior be seen as impolite in the new country?
- (A) Norms for politeness vary between cultures
 - (B) All cultures have the same standards for politeness
 - (C) Politeness is only determined by individual preference
 - (D) Politeness is not influenced by culture
- 111.** Promoting cultural awareness and sensitivity training helps create a more inclusive workplace environment.
- (A) True
 - (B) False
- 112.** Which scenario best represents intercultural communication in customer service?
- (A) A U.S. waiter serves a local cafe.
 - (B) A German hotel receptionist assists a Spanish tourist.
 - (C) A French cashier helps a customer from their neighborhood.
 - (D) A Canadian store clerk advises a domestic shopper.
 - (E) A Japanese chef prepares food for local patrons.
- 113.** To reduce cross-cultural misinterpretation, which guideline for gestures is emphasized?
- (A) Be careful since meanings vary widely
 - (B) Use larger motions to be clearer
 - (C) Prefer pointing to reduce ambiguity
 - (D) Avoid facial expressions entirely
- 114.** Which of the following promotes intercultural understanding?
- (A) Avoiding contact
 - (B) Travel and cultural exchange
 - (C) Stereotyping
 - (D) Fear of difference
- 115.** Which interaction highlights intercultural communication in diplomacy?
- (A) A French politician debates a bill in parliament.
 - (B) A British ambassador speaks with their domestic staff.
 - (C) A U.S. president meets with an African leader to discuss global issues.
 - (D) A Japanese official addresses their local community.
 - (E) An Indian prime minister consults with local advisors.
- 116.** OUR CULTURAL VALUES INFLUENCE
- (A) THE WAY TO WORK IN CLASS
 - (B) THE WAY TO OBSERVE A CLASS
 - (C) THE WAY TO LISTEN, SPEAK, READ AND WRITE
 - (D) THE WAY WE PERCEIVE, TALK AND COMMUNICATE WITH OTHERS
- 117.** Complete the strategy statement: Consider the cultural ____
- (A) Context
 - (B) Constraints (e.g., time, organizational, legal, ethical, social, and psychological)
 - (C) Tests
 - (D) Give-and-take
- 118.** Which type of communication occurs between people from different cultural backgrounds, where information is exchanged in a respectful and skillful manner that accommodates diverse perspectives?
- (A) Mass
 - (B) Intercultural
 - (C) Public
 - (D) Organizational
- 119.** In communication, 'Culture' is defined as ____
- (A) The total way of life of a group or nation
 - (B) A method of sending messages
 - (C) A type of language used in business
 - (D) A form of non-verbal communication

- 120.** In a culturally diverse classroom, the best way to ensure inclusivity is to:
- (A) Encourage students to adapt to the dominant classroom culture
 - (B) Assign cultural discussions only to students of corresponding backgrounds
 - (C) Integrate multiple cultural viewpoints into lessons and interactions
 - (D) Emphasize a single cultural perspective to maintain cohesion
- 121.** Which scenario best demonstrates intercultural communication during a study abroad program?
- (A) A Brazilian student in Italy learns about local customs and shares their own culture.
 - (B) A German student studies at a university in their hometown.
 - (C) A Canadian professor teaches in a local college.
 - (D) An Indian researcher conducts fieldwork in their home country.
 - (E) A French student joins a local seminar in Paris.
- 122.** You should pay attention to any cultural references in the e-mail prompt.
- (A) TRUE
 - (B) FALSE
- 123.** Which scenario reflects intercultural communication during travel?
- (A) A French tourist asks a Moroccan local for directions.
 - (B) Two Italians discuss their travel plan in Rome.
 - (C) A U.S. traveler calls their family back home.
 - (D) A Japanese citizen rides a train in Tokyo.
 - (E) A Russian tourist reads a map alone.
- 124.** In multicultural settings, characters may switch between languages or use code-switching to:
- (A) Simplify language for the audience
 - (B) Reflect linguistic diversity and authenticity
 - (C) Maintain a single-language environment
 - (D) Make the dialogue more formal
- 125.** An attitude of significant interaction with someone from different culture is governed by the principal of "he/she wants something, and I want something"
- (A) Know that good and useful things can come from those different from us.
 - (B) Be selfless
 - (C) Be willing to compromise
 - (D) Accept that there are limits
- 126.** What is the role of patience in intercultural conflict resolution?
- (A) Patience is not necessary in conflict resolution.
 - (B) It can hinder effective communication.
 - (C) Patience can help individuals avoid impulsive reactions.
 - (D) Patience is only important in certain cultural contexts.
- 127.** How does intercultural communication NOT affect you personally?
- (A) How you treat people from different cultures
 - (B) How you interact with your family members
- 128.** In American culture, what is considered the ideal form of communication?
- (A) Indirectness
 - (B) Silence
 - (C) Directness
 - (D) Hidden meanings
- 129.** Inclusion speaks to
- (A) Valuing the unique contributions students of all backgrounds bring to the classroom.
 - (B) Observing the unique contributions students of all backgrounds bring to the classroom

- (C) Valuing the unique contributions students of some backgrounds bring to the classroom.
- (D) Valuing the unique contributions teachers of all backgrounds bring to the classroom.
- 130.** A Brazilian playing tumbang-presko with Filipino kids will perform what type of communication
- (A) Universal communication
- (B) Intercultural communication
- (C) International communication
- (D) Cultural communication
- 131.** What factor below supports the statement “it’s a small world”?
- (A) Because of global warming, the planet is shrinking
- (B) Increasing technology in communication is making geographic barriers less of an issue.
- (C) The world is being taken over by a one world government
- (D) Wars and unstable governments in the Middle East region are creating a growing number of immigrants to the United States.
- Edit
- 132.** Which of the following demonstrates intercultural communication in a film production?
- (A) A Hollywood director collaborates with Chinese and Italian filmmakers on a global project.
- (B) A German filmmaker creates a documentary for a local audience.
- (C) A U.S. director films a national project with local actors.
- (D) A French producer works on a film with domestic actors.
- (E) A Japanese director produces a film for local cinemas.
- 133.** During a team meeting, Rohan notices a disagreement between group members. Instead of directly confronting the issue, he chooses to address it subtly and indirectly. Why might Rohan, who comes from a collectivistic culture, handle conflict in this way?
- (A) To assert their individuality
- (B) To preserve social harmony within the group
- (C) To encourage open debate
- (D) To show self-reliance
- 134.** Verbal and non-verbal communication do not vary widely from culture to culture.
- (A) True
- (B) False
- 135.** Which situation involves intercultural communication in sports?
- (A) A Brazilian football coach trains players from Europe, Asia, and Africa.
- (B) Two French players discuss their game strategy.
- (C) An American athlete competes in a local league.
- (D) A Chinese swimmer practices with their national team.
- (E) A Russian hockey player competes in a domestic tournament.
- 136.** How can individuals improve their intercultural communication skills?
- (A) By avoiding cross-cultural interactions.
- (B) By assuming that everyone is the same.
- (C) By learning about different cultures and practicing empathy.
- (D) By ignoring cultural differences.
- 137.** How can schools promote multicultural literacy?
- (A) By discouraging students from interacting with different cultures
- (B) By limiting discussions on different cultures
- (C) By including diverse perspectives in the curriculum
- (D) By teaching only about the dominant culture

- 138.** What is intercultural communication?
(A) Intercultural communication is the exchange of information between people from different cultures.
(B) Communication within a single culture
(C) The study of language syntax
(D) A method for translating texts between languages
- 139.** Which of the following are the importance of intercultural business communication?
(A) Success of small business.
(B) Worldwide marketing campaign.
(C) Allows workers from different cultures to work together as a group.
(D) A decrease in international business.
- 140.** Gestures and eye contact can mean different things in
(A) American
(B) School
(C) The work environment
(D) Different cultures
- 141.** Which example demonstrates intercultural communication during a religious dialogue?
(A) A Christian and a Muslim discuss their respective beliefs and traditions.
(B) Two Christians from the same church plan a worship service.
(C) A Buddhist meditates in their local temple.
(D) Two Hindus from the same town share their views on rituals.
(E) An atheist and non-religious individual debate personal beliefs.
- 142.** For me, the hardest part of doing business in a different culture is ___ unknowns-I don't like dealing with unfamiliar situations.
(A) Forming
(B) Building
(C) Taking
(D) Managing
- 143.** Cultural sensitivity only applies to international communication.
(A) True
(B) False
- 144.** Which of the following steps can improve intercultural communication competence?
(A) Developing empathy and open-mindedness
(B) Ignoring cultural differences
(C) Avoiding communication with other cultures
(D) Relying solely on stereotypes
- 145.** In all cultures, gestures are used as a form of communication, but the same gestures may have very different meanings in different cultures. Choose the best inference.
(A) No two cultures use the same gestures.
(B) One gesture will never have the same meaning in two cultures.
(C) Gestures are the most effective means to communicate in a certain culture.
(D) A person from one culture may misunderstand the gestures used by a person from another culture.
- 146.** ___ refers to the view that an individual's beliefs and behaviors should be understood only in terms of that person's own culture.
(A) Universalism
(B) Cultural relativism
(C) Prejudice
(D) Ethnocentrism
- 147.** Which theory explains how underrepresented groups communicate with dominant cultures?
(A) Intercultural Adaptation
(B) Communication Accommodation Theory
(C) Co-Cultural Theory
(D) Cultural Convergence
- 148.** Intercultural communication emerged as a field between which years?

- (A) 1930-1936
 - (B) 1936-1940
 - (C) 1936-1946
 - (D) 1946-1956
- 149. Multilingualism** How is it important to business?
- (A) Companies capable of communicating effectively with customers and partners in their native or preferred languages will have a competitive advantage.
 - (B) It will make the company have more employees and fewer customers.
 - (C) It will make the executives happy and all employees may get promoted.
 - (D) None of the above
- 150. In a high context culture, communication tends to be:**
- (A) Direct and to the point
 - (B) Indirect and layered with meaning
 - (C) Overly verbose and repetitive
 - (D) Strictly formal and structured
- 151. Which interaction shows intercultural communication in a cross-cultural workshop?**
- (A) A Chinese expert leads a diversity seminar attended by professionals from various countries.
 - (B) A French speaker hosts a workshop for local employees.
 - (C) An Indian facilitator trains a domestic team.
 - (D) A U.S. consultant organizes a local business seminar.
 - (E) A Japanese educator conducts a class for national students.
- 152. Expatriate training programs mainly focus on:**
- (A) Cultural awareness and cross-cultural communication
 - (B) Technical skills only
 - (C) Language translation tools
 - (D) Vacation policies
- 153. Cross-cultural communication refers to:**
- (A) Communicating only with people from your own culture
 - (B) Interaction between people of different cultural backgrounds
 - (C) Avoiding foreign languages
 - (D) Ignoring cultural differences
- 154. When a native Spanish speaker communicates in English with a native Portuguese speaker ____**
- (A) They are using English as a first language.
 - (B) They are breaking international law.
 - (C) They are using English as an International Language, also called English as a Lingua Franca.
 - (D) None of above
- 155. In high-context cultures, nonverbal communication is more nuanced. True or False?**
- (A) True
 - (B) False
- 156. TRUE or FALSE** Being aware of the cultural differences creates effective intercultural communication.
- (A) True
 - (B) False
- 157. Which cultural type values 'good listening' and prefers to 'react rather than initiate'?**
- (A) Linear-active
 - (B) Multiactive
 - (C) Reactive
 - (D) Structured-active
- 158. Most eastern cultures are comfortable with silence between conversations.**
- (A) True
 - (B) False
- 159. Japanese businesspeople are more likely than U.S. businesspeople to**
- (A) Compete with one another.
 - (B) Enforce a written agreement.

- (C) Maintain direct eye contact when speaking to superiors.
(D) Sit quietly for longer periods.
- 160.** Cultural sensitivity focuses on respect of diversity.
(A) TRUE
(B) FALSE
- 161.** Which interaction best illustrates intercultural communication in international trade?
(A) An American company negotiates a domestic partnership.
(B) A Mexican exporter negotiates with a Chinese importer for goods.
(C) A German businessperson buys products from a local market.
(D) A Brazilian entrepreneur signs a contract with a local distributor.
(E) A French vendor sells goods at a regional trade fair.
- 162.** What is the significance of empathy in intercultural interactions?
(A) Empathy is only important in local interactions.
(B) Empathy is crucial in intercultural interactions as it facilitates understanding, respect, and effective communication.
(C) Empathy leads to misunderstandings and conflict.
(D) Empathy is irrelevant in intercultural interactions.
- 163.** In a global environment, the ability to communicate effectively can still be a challenge.
(A) True
(B) False
- 164.** Why is it important to consider a resident's cultural background when communicating?
(A) It is not important
(B) It helps determine how people communicate
(C) It allows for more jokes
(D) It makes communication easier without effort
- 165.** Which example illustrates intercultural communication in a social media context?
(A) A U.S. blogger collaborates with an influencer from Japan to create content.
(B) A Canadian user posts updates for their local followers.
(C) A French student interacts with classmates on a local group chat.
(D) An Indian professional networks with local colleagues online.
(E) A German traveler shares a vacation photo with their domestic friends.
- 166.** What is the main goal of intercultural communicative competence?
(A) To speak many languages
(B) To interact effectively and appropriately with people from other cultures
(C) To travel more easily
(D) To adapt to one culture only
- 167.** Intercultural dialogue allows ____
(A) Greater social isolation.
(B) Greater interaction among people.
(C) Increased poverty.
(D) Combating minorities.
- 168.** Silence is perceived differently in Western and Asian cultures.
(A) In Western cultures, silence is often uncomfortable, while in Asian cultures, it is valued as a sign of respect.
(B) In both Western and Asian cultures, silence is always seen as rude.
(C) Silence is only used in business settings in Asian cultures.
(D) Western cultures use silence more frequently than Asian cultures.
- 169.** How does cultural awareness contribute to communicative competence?
(A) Cultural awareness only applies to certain cultures and not others
(B) Cultural awareness leads to miscommunication and misunderstanding

- (C) Cultural awareness has no impact on communicative competence
- (D) Cultural awareness allows individuals to understand and navigate different cultural norms, values, and communication styles, leading to more effective and respectful communication.
- 170.** TRUE or FALSE Communicating with other people with different culture is very easy to do.
- (A) TRUE
- (B) FALSE
- 171.** In what way does intercultural communication differ from general communication practices?
- (A) It requires a deeper understanding of cultural contexts and norms.
- (B) It eliminates the need for verbal cues.
- (C)) It is exclusively verbal and does not involve non-verbal communication.
- (D) It focuses solely on written forms of communication
- 172.** Intercultural communicative competence requires learners to:
- (A) Assimilate culturally
- (B) Mediate between cultures
- (C) Avoid cultural references
- (D) Memorise facts
- 173.** Which strategy is incorrect when working with a culturally diverse clientele?
- (A) Utilize the "teach-back" method.
- (B) Address the translator instead of the client.
- (C) Speak slowly and simplify language.
- (D) Assess prior knowledge.
- 174.** Skills of interaction with people from different cultures can be learned separately from language and cultural knowledge.
- (A) True
- (B) False
- 175.** Which of the following is an example of intercultural communication during bargaining?
- (A) An Australian tourist buys souvenirs without negotiation.
- (B) A French customer discusses a purchase with a local vendor in Paris.
- (C) A German tourist negotiates prices at an Indian bazaar.
- (D) A U.S. traveler shops online from a domestic retailer.
- (E) A British customer pays the listed price at a local shop.
- 176.** What is the role of cross-cultural communication in business development?
- (A) It limits market reach and growth opportunities
- (B) It fosters understanding and collaboration with diverse stakeholders
- (C) It promotes ethnocentrism and cultural insensitivity
- (D) It restricts innovation and creativity in problem-solving
- 177.** AS companies trade world wide, they must be aware of different cultures and business practices.
- (A) True
- (B) False
- 178.** Which scenario involves intercultural communication during a volunteer experience?
- (A) A Canadian volunteer helps build homes in Kenya.
- (B) A German citizen volunteers at a local food bank.
- (C) A French activist organizes a campaign in their hometown.
- (D) An Indian student tutors children in their local school.
- (E) A U.S. citizen participates in a neighborhood cleanup.
- 179.** A manager working in a multicultural team notices frequent misunderstandings be-

- tween employees from different cultural backgrounds. What is the most effective first step to improve communication?
- (A) Immediately enforce strict communication policies
 - (B) Provide cultural awareness training for all team members
 - (C) Assign one cultural group to lead the team
 - (D) Discourage the sharing of cultural differences
- 180.** In today's increasingly diverse workforce, you will find all but which of the following?
- (A) Departments made up of people who look, think, and act alike in most circumstances
 - (B) Multiple cultures and generations represented
 - (C) Gender distinctions
 - (D) People from different countries and backgrounds
- 181.** In intercultural communication, stereotyping can lead to:
- (A) Cultural understanding
 - (B) Cultural appreciation
 - (C) Misinterpretation and prejudice
 - (D) Enhanced communication
- 182.** In a multicultural team, effective interpersonal communication helps by:
- (A) Eliminating cultural differences.
 - (B) Encouraging cultural awareness and respectful dialogue.
 - (C) Forcing all team members to adopt the same communication style.
 - (D) Reducing the need for face-to-face interactions.
- 183.** When communicating with people from other cultures, it is best to ignore any differences
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 184.** Which of the following is NOT an essential component of intercultural communication?
- (A) Cultural sensitivity
 - (B) Cultural knowledge
 - (C) Ethnocentrism
 - (D) None of above
- 185.** Which interaction highlights intercultural communication in an online context?
- (A) A German gamer streams to a local audience.
 - (B) Two U.S. friends play an online game together.
 - (C) An international gaming team with players from Russia, South Korea, and the U.S. strategizes.
 - (D) A British student writes an essay for a local course.
 - (E) An Australian gamer talks with other Australians in a virtual chat.
- 186.** I respect the communication rules of cultures other than my own.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 187.** Why is it important to understand cultural differences in business?
- (A) To avoid cultural misunderstandings and conflicts.
 - (B) To build strong relationships with local partners and customers.
 - (C) To ensure that your products and services are culturally appropriate.
 - (D) All of the above.
- 188.** Which of the following is passed through communication at home?
- (A) School books
 - (B) Mobile phones
 - (C) Cultural values and traditions
 - (D) Money

- 189.** Which of the following best describes intercultural?
- (A) Dictates behavior, etiquette and protocol.
 - (B) Impacts everyone and influence how we act and respond.
 - (C) The process of communication between people of different culture.
 - (D) Earned behavior that influences our attitude and responses to other culture.
- 190.** Cultural Competence is being able to use a child's cultural background to get them engaged in the content you are teaching by making them feel like they can be themselves in the classroom
- (A) True
 - (B) False
- 191.** What does respecting cultural differences entail?
- (A) Assuming that cultural differences do not matter
 - (B) Embracing diversity and being mindful of your actions
 - (C) Rejecting other cultures to protect your own
 - (D) Expecting others to adopt your culture
- 192.** An American manager tells their British counterpart, "Let's touch base and circle back tomorrow." What should the British manager be aware of?
- (A) The American is trying to avoid a conversation
 - (B) The American is being sarcastic
 - (C) The American uses direct and idiomatic expressions common in US business culture
 - (D) The American wants to end the partnership
- 193.** How does culture influence communication in intercultural contexts?
- (A) Culture has no impact on communication.
 - (B) Culture determines the language used but not the message content.
 - (C) Culture determines how individuals encode messages and interpret them.
 - (D) Culture only influences the choice of medium for communication.
- 194.** A person with high intercultural competence can:
- (A) Avoid foreign people
 - (B) Communicate effectively across cultures
 - (C) Focus on their own traditions only
 - (D) Refuse to adapt
- 195.** Which of the following is one of the basic requirements for intercultural competence?
- (A) Avoid Insensitive Behavior
 - (B) Intolerance
 - (C) Stereotypes
 - (D) None of the Above
- 196.** Cultural diversity in the classroom:
- (A) Should be ignored to maintain neutrality.
 - (B) Is only about celebrating different holidays.
 - (C) Includes recognizing and respecting each student's unique cultural background.
 - (D) Means teaching in multiple languages.
- 197.** Which of the following shows intercultural communication during a diplomatic meeting?
- (A) A British diplomat speaks with local politicians.
 - (B) A Brazilian ambassador meets with Russian and German leaders to discuss trade agreements.
 - (C) A U.S. ambassador organizes a meeting with domestic officials.
 - (D) A French diplomat discusses policies with local business leaders.
 - (E) A Japanese ambassador attends a meeting in their own country.
- 198.** Ana is joining an international student exchange program. To avoid misunderstandings, she studies local traditions and customs

- of her host country. Which intercultural strategy is Ana applying?
- (A) Adaptability
 - (B) Cultural Awareness
 - (C) Political Correctness
 - (D) Power Distance
- 199.** How can non-verbal cues differ across cultures?
- (A) Non-verbal cues are the same in all cultures.
 - (B) Non-verbal cues only include facial expressions.
 - (C) Non-verbal cues are not important in communication.
 - (D) Non-verbal cues can differ across cultures in meaning and interpretation.
- 200.** What is a key communication challenge faced by Apple Inc.?
- (A) Lack of product innovation
 - (B) Managing global communication across diverse cultures
 - (C) Ineffective employee training
 - (D) Over-reliance on print media
- 201.** Why is hierarchy important in presentations in regions like Asia and the Middle East?
- (A) It helps in casual conversation
 - (B) It shows respect for seniority
 - (C) It allows for informal dialogue
 - (D) It encourages humor
- 202.** Cultural competence includes all EXCEPT:
- (A) Assimilation
 - (B) Awareness
 - (C) Skill
 - (D) Encounters
- 203.** When you write a business e-mail to your Austrian partner you should:
- (A) Start with a nice joke
 - (B) Ask him how he is doing
 - (C) Use his title
 - (D) Use only his first name
- 204.** Maintaining consistency across its global brand while allowing for what is a benefit of Starbucks' communication strategy?
- (A) Local adaptations
 - (B) Increased costs
 - (C) Reduced workforce
 - (D) Centralized control
- 205.** In American culture, communication is typically:
- (A) Indirect and high-context
 - (B) Direct and low-context
 - (C) Implicit and hierarchical
 - (D) Symbolic and spiritual
- 206.** Effective international performance management in virtual teams involves:
- (A) Ignoring cultural differences
 - (B) Utilizing diverse performance evaluation tools
 - (C) Applying the same standards as in traditional offices
 - (D) Avoiding performance reviews
- 207.** Understanding the impact of globalization on cross-cultural communication helps organizations build a competitive advantage.
- (A) True
 - (B) False
- 208.** What is the role of cultural sensitivity in international business communication?
- (A) It is irrelevant to the communication process
 - (B) It helps prevent misunderstandings
 - (C) It complicates the negotiation process
 - (D) It should be disregarded
- 209.** Ah Mei invited her Malay and Indian friends to her birthday party and she served no pork and no beef. This shows that she is ____
- (A) Sensitive to her friends' culture.
 - (B) Sensitive to meat.
 - (C) On a diet.
 - (D) Afraid of her Malay and Indian friends.

- 210.** Why is it important for educators to be aware of cultural diversity when teaching English as a second language?
- (A) To ensure students abandon their native language.
 - (B) To make students proficient in English idioms only.
 - (C) To create a respectful learning environment that acknowledges different backgrounds and learning styles.
 - (D) To discourage the use of students' native languages.
- 211.** During a class discussion, one of your classmates laughs at another student's accent while speaking English. As a culturally aware student, what should you do?
- (A) Join in the laughter so you don't feel left out
 - (B) Ignore it because it's not your problem
 - (C) Politely tell your classmate that making fun of someone's accent is disrespectful and show support to the student who was mocked
 - (D) Record the moment and post it online
- 212.** The Importance of Intercultural Communication?
- (A) It builds communication and understanding of interlingual cultures.
 - (B) It is a formal understanding of the culture.
 - (C) It is a relationship between abilities.
 - (D) None of the above
- 213.** In the context of intercultural communication, what does the term 'cultural relativism' refer to?
- (A) Judging other cultures by the standards of one's own culture
 - (B) Understanding a culture on its own terms without judgment
 - (C) Assuming all cultures are the same
 - (D) Promoting one's own culture as superior
- 214.** You are talking to a visitor from Britain. Which of these questions do you ask him or her?
- (A) How old are you?
 - (B) How much do you earn?
 - (C) What part of Britain do you come from?
 - (D) Are you married?
- 215.** Which of the following best represents a multicultural society?
- (A) A country where only one culture is dominant
 - (B) A society where people from different cultural backgrounds live and interact peacefully
 - (C) A community that rejects foreign cultural
 - (D) A place where cultural diversity is not accepted
- 216.** A nurse witnesses a staff member making culturally insensitive comments and immediately intervenes. What responsibility does this reflect?
- (A) Supporting unfair treatment and inequality.
 - (B) Rejecting prejudice and promoting fairness.
 - (C) Ignoring cultural differences and promoting stereotypes.
 - (D) Encouraging bias and discrimination.
- 217.** Those that communicate information in direct, explicit, and precise ways.
- (A) Lower-context cultures
 - (B) Medium-context cultures
 - (C) Higher-context cultures
 - (D) None of the above
- 218.** To be aware of the frequency of miscommunication, one needs to be careful in communicating with someone from a different culture.
- (A) True
 - (B) False

- 219.** Which of these interactions highlights intercultural communication in tourism?
- (A) Two Italians chat at a cafe in Rome.
 - (B) Two Australians discuss local tour options.
 - (C) An American explores their own state park.
 - (D) A Japanese tourist visits a shrine in Tokyo.
 - (E) A German tourist negotiates prices at a market in India.
- 220.** The ability to work effectively and sensitively across cultural contexts, regardless of differences.
- (A) Bias
 - (B) Color blindness
 - (C) Cultural competency
 - (D) Equity
- 221.** The individual starts to recognize cultural differences and is intimidated by them, resulting in either a superior view on own culture or an unjustified high regard for the new one
- (A) Adaptation
 - (B) Acceptance
 - (C) Defense
 - (D) Minimization
- 222.** What is the meaning of interculturality?
- (A) The interaction between different cultures in the same geographic space.
 - (B) The interaction between different economies in the same geographic space.
 - (C) The migration of people from different cultures.
 - (D) None of above
- 223.** In examining an audience's cultural characteristics, the speaker considers ____
- (A) Age and education background
 - (B) Age, religion, and national and ethnic background
 - (C) National and educational background
 - (D) Personal interests.
- 224.** Which of the following best describes how Filipino collectivism affects communication?
- (A) Messages often consider group harmony rather than individual opinion
 - (B) Individuals always speak for themselves
 - (C) Filipinos prefer direct and confrontational speech
 - (D) Communication is mostly competitive
- 225.** Which cultural type has a "patient" approach to time management and is "respectful of silence"?
- (A) Linear-active
 - (B) Reactive
 - (C) Multiactive
 - (D) Structured-active
- 226.** What does the behavioural level of culture explain?
- (A) How to enforce one's own cultural values on others
 - (B) How to deal with cultural differences
 - (C) How members of a cultural group communicate, explain, rationalize, and behave in different situations
 - (D) How belief systems shape attitudes, values, goals, and means shared by cultural groups
- 227.** Which scenario demonstrates intercultural communication in a literary collaboration?
- (A) A Canadian author writes a book with contributions from writers in India and the U.K.
 - (B) A French novelist publishes a local best-seller.
 - (C) A U.S. poet writes a collection for domestic readers.
 - (D) A Japanese writer publishes a novel in their home country.
 - (E) A German author creates a story for regional markets.
- 228.** Some acceptable and common nonverbal signals in one culture may be unacceptable or vulgar in another culture

- (A) TRUE
(B) FALSE
- 229.** Often exhibit less-direct verbal and nonverbal communication, utilizing small communication gestures and reading more meaning into these less-direct messages.
(A) Low Context Culture
(B) High Context Culture
- 230.** TRUE or FALSE The advent of Contexts, Cultural Diversity and Technology shape and influence the way we communicate.
(A) True
(B) False
- 231.** A teacher asks students to consider the traditions and attitudes portrayed in a novel written during the 1800s. What value is the teacher emphasizing?
(A) Philosophical Value
(B) Cultural Value
(C) Political Value
(D) Entertainment Value
- 232.** Which of the following is one of the reasons why we need to learn intercultural communication?
(A) For workplace and economic globalization
(B) To dishonor other people
(C) To look cool
(D) Reduces fear when meeting foreigners
- 233.** Ethnocentric listeners usually respond positively to a speaker who does not share their cultural background.
(A) True
(B) False
- 234.** Which scenario demonstrates intercultural communication during political discourse?
(A) A French mayor gives a speech to local residents.
(B) A British prime minister debates with another British politician.
(C) A U.S. senator addresses their constituents.
(D) A Chinese politician discusses global trade policies with an American leader.
(E) A Russian official consults with a domestic advisory board.
- 235.** When people of different cultures communicate, they usually suffer from misunderstanding caused by language differences.
(A) True
(B) False
- 236.** Which term refers to the ability of individuals to effectively navigate and communicate across different cultural contexts?
(A) Cultural assimilation
(B) Cultural competence
(C) Cultural homogenization
(D) Cultural isolation
- 237.** What should be the approach when facing intercultural conflicts?
(A) Seek mutual agreement and understanding
(B) Treat it as a win-lose situation
(C) Force the other party to accept your views
(D) Avoid discussing the conflict altogether
- 238.** Most cultures have been found to identify laughter as a sign of humor, joy, or pleasure. Likewise, most cultures recognize music in some form. Music and laughter are examples of:
(A) Relativism
(B) Ethnocentrism
(C) Xenocentrism
(D) Universalism
- 239.** The following are traits that define a competent intercultural communicator, EXCEPT:
(A) Politeness
(B) Stereotype
(C) Open-mindedness
(D) Reflectiveness or mindfulness

- 240.** To create a culturally inclusive classroom, a teacher should:
- (A) Treat all students exactly the same.
 - (B) Use culturally relevant examples and validate multiple perspectives.
 - (C) Avoid discussing culture altogether.
 - (D) Only celebrate the culture of the majority.
- 241.** How can you say that a person is from a multicultural setting?
- (A) By observing their limited experience with customs and traditions
 - (B) By observing their preference for only one language and tradition
 - (C) By observing their exposure and experience with multiple cultures, languages, traditions, and customs.
 - (D) By observing their lack of exposure to any culture
- 242.** Which of the following would most effectively help the company manage cross-cultural challenges?
- (A) Standardize policies and procedures without considering cultural differences
 - (B) Conduct regular cross-cultural training and hire culturally diverse management teams
 - (C) Focus only on financial metrics and ignore cultural nuances
 - (D) Limit international communication and rely solely on home office directives
- 243.** Cross-cultural communication is a field of study that examines how individuals from different cultural backgrounds communicate with each other and how they attempt to communicate across cultures.
- (A) International literacy
 - (B) Stylistics
 - (C) Cross-cultural communication
 - (D) Cross-cultural exchange
- 244.** The cultural interpreter model in PR is particularly useful for:
- (A) Organizations focused on domestic markets
 - (B) Companies operating in international environments
 - (C) Public relations in non-profit organizations
 - (D) Influencing public opinion in local communities
- 245.** Intercultural communication improves:
- (A) Office design
 - (B) Salary structure
 - (C) Job rotation
 - (D) Productivity
- 246.** Intercultural communication helps reduce —
- (A) Diversity
 - (B) Stereotypes
 - (C) Active listening
 - (D) Political correctness
- 247.** When providing negative feedback, the Japanese typically prefer to
- (A) Convey the message through a third party.
 - (B) Post their feedback on social media platforms.
 - (C) Criticize the individual openly in front of colleagues.
 - (D) Give an indirect message requiring the recipient to infer the meaning.
- 248.** Which Essential Element represents a diverse group of individuals on their team, seeks to understand the perspective and experience of others, and works to learn from people who are different?
- (A) Multicultural Sensitivity and Awareness
 - (B) Leadership
 - (C) Work Ethic
 - (D) Professional Development
- 249.** What is a key competency required for leading a multicultural team successfully?
- (A) Low ambiguity tolerance

- (B) High level of cultural flexibility
(C) High ethnocentrism
(D) Technical knowledge only
- 250.** Individualistic and collectivist cultures differ in their emphasis on personal goals versus group goals.
(A) Individualistic cultures prioritize personal goals, while collectivist cultures prioritize group goals.
(B) Both cultures prioritize group goals over personal goals.
(C) Collectivist cultures prioritize personal goals, while individualistic cultures prioritize group goals.
(D) Both cultures prioritize personal and group goals equally.
- 251.** A competent communicator is a person who is effective in intercultural communication.
(A) True
(B) False Edit
- 252.** Which communication style is more direct, according to cultural patterns?
(A) High-context cultures
(B) Low-context cultures
(C) Collectivist cultures
(D) Indigenous cultures
- 253.** It refers to communication between people or groups with different culture. What is it?
(A) Communication Process
(B) Intercultural Communication
(C) Cultural Dimensions
(D) None of above
- 254.** What is one ethical consideration in intercultural communication?
(A) To dominate conversations with your own cultural perspectives
(B) To ignore cultural differences
(C) To show respect for others and search for commonalities
(D) To impose your beliefs on others
- 255.** Culture is
(A) All objects and learned behaviors which define who we are.
(B) The faith or belief that one will act in a right, proper, or effective way; the quality or state of being certain.
(C) Fear of speaking in public situations.
(D) The biological process by which we secure the necessary energy to do a job that really matters.
- 256.** In which way does cultural diversity impact decision-making processes within organizations?
(A) It leads to more homogenous decision-making.
(B) It encourages groupthink and conformity.
(C) It promotes diverse perspectives and creative solutions.
(D) It slows down decision-making due to communication barriers.
- 257.** Wherever you are, mind the customs and the social contexts (e.g. a respectful bow of a head (Japan) vs. a firm, manly handshake (US)). The same goes for telephoning.
(A) TRUE
(B) FALSE
- 258.** Communication carried out by two or more people in different cultures between the sender and the recipient of the message is called ____ communication.
(A) Interpersonal
(B) Verbal
(C) Cross-cultural
(D) Oral
- 259.** It means comparing two or more different cultures; it examines the varying communication styles of different cultural groups.
(A) Multicultural Communication
(B) Intercultural Communication
(C) Cross-cultural Communication
(D) Communication

260. There are no problems with cross cultural communication.
(A) True
(B) False
261. A teacher notices that students from different ethnic backgrounds misinterpret each other's gestures during group work. What should the teacher do to address this issue?
(A) Discourage non-verbal communication entirely
(B) Teach culturally relevant non-verbal cues and encourage open discussion
(C) Assign students to work only with peers from similar backgrounds
(D) Ignore the behavior and focus on academic content
262. You're in a group with classmates from different provinces. One student prefers to speak in their dialect. What is the most respectful response?
(A) Tell them to stop using it
(B) Ask them to teach you a few words
(C) Mock the accent
(D) Leave the group
263. An intercultural misunderstanding often occurs when:
(A) People assume shared meanings
(B) Both sides listen carefully
(C) People are open-minded
(D) Cultures are similar
264. What does objectivity mean in the context of intercultural communication?
(A) Being biased toward your own culture
(B) Judging other cultures based on your own experiences
(C) Responding to other cultures without being influenced by personal feelings
(D) Assuming that all cultures are the same
265. Which is NOT a typical U.S. communication value?
(A) Clarity
(B) Honesty
(C) Group harmony
(D) Individual expression
266. Globalization increases intercultural communication due to:
(A) Office automation
(B) Local hiring
(C) Reduced travel
(D) Cross-border contact
267. The Hinduism word ____ essentially means "what goes around comes around."
(A) Dharma
(B) Nirvana
(C) Reincarnation
(D) Karma
268. TRUE or FALSE Respect to ones' culture is needed to have an effective intercultural communication.
(A) True
(B) False
269. In a global business conference, Aditya, Alina, and Sara are discussing a potential partnership with Yujean's company, which is based in a different cultural background. What is the key to effective cross-cultural communication in this scenario?
(A) Understanding the cultural variables
(B) Sending the 'right' messages
(C) Receiving the 'right' messages
(D) Releasing the right responses
270. TRUE or FALSE Communicating with people with various backgrounds is avoidable.
(A) True
(B) False
271. Which interaction represents intercultural communication in a cultural exchange setting?
(A) Two Italian friends exchange travel experiences.
(B) A French tourist shares stories with a Moroccan local.

- (C) A Russian student talks to another Russian about their travels.
- (D) An American explains their culture to a fellow American.
- (E) A Chinese citizen discusses traditions with their family.
- 272.** Which example demonstrates intercultural communication in the context of leadership?
- (A) A Canadian emigrant leads a Saudi Arabian office team.
- (B) A Japanese supervisor leads a team in Tokyo.
- (C) A French director manages a Paris-based staff.
- (D) A Chinese teacher organizes a meeting with local colleagues.
- (E) A Brazilian coach trains a team in their home country.
- 273.** Refers to the communication between people from two different cultures
- (A) Intercultural communication
- (B) Symbolic communication
- (C) Interpretive
- (D) Transactional
- 274.** Mia moves to a new country and encounters customs that are very different from her own. Which of the following best demonstrates avoiding ethnocentrism?
- (A) Believing your culture is the best and others are inferior
- (B) Being open to learning about and respecting other cultures, even if they are different from your own
- (C) Refusing to participate in cultural practices that are unfamiliar
- (D) Judging all cultural differences negatively
- 275.** If I see this photo and I know that it is sushi, a Japanese food, it shows that I have ____
- (A) Local culture awareness.
- (B) Cross-cultural awareness.
- (C) International sensitivity.
- (D) Japanese friends. Edit
- 276.** A culture where lots of social factors influence communication is a ____
- (A) Low-context culture
- (B) High-context culture
- (C) Anti-culture
- (D) Redactive culture
- 277.** Describe how cultural awareness impacts collaboration among delegates in Model United Nations (MUN).
- (A) Cultural awareness has no effect on collaboration in MUN
- (B) By perpetuating stereotypes and biases
- (C) Cultural awareness fosters collaboration among delegates in MUN by encouraging respect, empathy, understanding of diverse perspectives, and effective teamwork.
- (D) By disregarding cultural differences during collaboration
- 278.** Which of these types of communication requires a lot of caution since it involves race, beliefs, customs, and traditions?
- (A) Public
- (B) Intercultural
- (C) Intrapersonal
- (D) Interpersonal
- 279.** Exposing yourself to diverse perspectives and cultural practices enhances your ____ skills.
- (A) Cross-cultural negotiation
- (B) Emotional Intelligence
- (C) Active Listening
- (D) Role-Playing
- 280.** You are in a meeting with British colleagues. You present a bold idea and ask for feedback. Their response is: "That's quite interesting." What does this most likely mean?
- (A) They are very impressed with your idea
- (B) They are politely expressing skepticism or disagreement
- (C) They fully agree but are being modest
- (D) They didn't understand your idea

- 281.** Intercultural communication occurs between people of:
- (A) Same profession
 - (B) Same age
 - (C) Same workplace
 - (D) Different cultures
- 282.** When two or more people with different cultural backgrounds interact and communicate with each other or one another, we can say that intercultural communication is taking place.
- (A) Multicultural Communication
 - (B) Intercultural Communication
 - (C) Cross-cultural Communication
 - (D) Communication
- 283.** Emma moves to a new country and notices that people there use different words and phrases to express their traditions and beliefs. Why is language considered an important component of culture in Emma's experience?
- (A) It only allows for written communication
 - (B) It ensures that cultures and cultural ideas are passed from one generation to the next
 - (C) It is the only way to create symbols
 - (D) It prevents people from joining out-groups
- 284.** ADVANCED: A patient from a culture different from the healthcare worker's appears uncomfortable with direct eye contact during conversations. The MOST appropriate response is to:
- (A) Insist on eye contact to establish trust
 - (B) Adapt communication style to respect cultural differences
 - (C) Report the patient's behavior as suspicious
 - (D) Refer the patient to a provider from their own culture
- 285.** How can social media be used to support culturally relevant teaching on campus?
- (A) By only posting about academic achievements
 - (B) By sharing stories, events, and achievements that highlight cultural diversity and student voices
 - (C) By avoiding cultural topics
 - (D) By limiting content to university-wide announcements
- 286.** Consider the following statements about interculturality. I-Respect for minorities. II-Promotion of attitudes of isolation of migrants. III-Guarantee of the defense of Human Rights. Select the option that correctly classifies the statements as true or false.
- (A) I and II are true, III is false.
 - (B) I and III are false, II is true.
 - (C) I and III are true, II is false.
 - (D) I and II are false, III is true.
- 287.** Representatives of these cultures believe that with a linear organization of work it is possible to act more efficiently and achieve significantly greater results. The main way of communication with representatives of this culture is dialogue
- (A) Jet
 - (B) Polyactive
 - (C) Monoactive
 - (D) None of above
- 288.** Which scenario best illustrates intercultural communication in business?
- (A) A Japanese businessperson negotiates with a German client.
 - (B) Two German colleagues discuss a local project.
 - (C) A British CEO attends a domestic shareholders' meeting.
 - (D) A U.S. manager holds a meeting with their local team.
 - (E) Two Indian entrepreneurs form a partnership.
- 289.** Which of the following is an example of attitude in ICC?
- (A) Avoid foreign people
 - (B) Communicate effectively across cultures

- (C) Focus on their own traditions only
(D) Refuse to adapt
- 290.** Which of the following is an example of intercultural communication in a corporate setting?
(A) A French CEO leads a domestic company.
(B) An Indian executive manages a multinational team in Singapore.
(C) A U.S. employee works in a local office.
(D) A British manager holds a meeting with domestic staff.
(E) A Canadian entrepreneur opens a small business in their town.
- 291.** What should an American presenter avoid in Saudi Arabia?
(A) Formal attire
(B) Providing detailed slides
(C) Addressing senior officials by title
(D) Opening with humor
- 292.** The definition of Intercultural communication is a form of communication that aims to share information across different cultures and social groups.
(A) False
(B) True
- 293.** In cross-cultural communication, what is most important?
(A) Speaking loudly
(B) Cultural sensitivity
(C) Using complex vocabulary
(D) Maintaining distance
- 294.** The understanding that different people have different beliefs and customs is ____
(A) Language
(B) Culture
(C) Belief
(D) Custom
- 295.** A New Zealand colleague listens carefully during a meeting but speaks up only at the end with a well considered comment. What does this likely reflect?
(A) Hesitation due to lack of confidence
(B) A competitive desire to have the last word
(C) An attempt to dominate the conversation
(D) A cultural emphasis on reflection, humility, and consensus
- 296.** A multinational company ensures that its employees from different countries can openly express ideas during meetings. Which benefit of intercultural communication is shown?
(A) Promotes stereotypes
(B) Encourages respect
(C) Promotes hierarchy
(D) Causes conflict
- 297.** When dealing with people from other cultures who seem uncomfortable with eye contact, we should:
(A) Take their discomfort as an indication of their honesty.
(B) Try to maintain eye contact anyway.
(C) Accept them as they are.
(D) None of above
- 298.** Nora has recently moved to a new country and notices that people around her often prioritize the needs of their family and community over their own personal goals. In this culture, what is typically emphasized?
(A) Self-reliance and personal achievement
(B) Duty, loyalty, and being part of the group
(C) Expressing conflict openly to resolve issues
(D) Valuing individual uniqueness above all
- 299.** Your ability to communicate effectively when encountering difference is an essential component of professional excellence.

- (A) True
(B) False
- 300.** Cultural Awareness means ____
(A) Believing your culture is superior
(B) Knowing that different cultures exist and influence people
(C) Ignoring cultural differences
(D) Changing your culture to fit in
- 301.** Which scenario demonstrates intercultural communication in music?
(A) A U.S. singer performs at a local event.
(B) A Nigerian musician collaborates with artists from Cuba and France on an international album.
(C) A Japanese composer creates a soundtrack for a domestic film.
(D) A French pianist plays for an audience in their hometown.
(E) An Australian band performs at a local festival.
- 302.** Cultural differences have little effect on the way students learn.
(A) True
(B) False
- 303.** Body language varies by:
(A) Country and region
(B) Age of the person talking
(C) Job the person has
(D) What grade the person is in
- 304.** Cultural blindness means:
(A) Learning cultures
(B) Respecting values
(C) Accepting diversity
(D) Ignoring differences
- 305.** True or False: Interculturality according to Author and Sercombe (2010), is a process where people use their knowledge of the culture they are familiar with, and also those who they are not familiar with.
- (A) False
(B) True
(C) All the above
(D) None of the above
- 306.** Sensitivity to others' culture promotes peace and progress.
(A) True
(B) False
(C) Maybe
(D) None of the choices
- 307.** Which scenario illustrates intercultural communication during an international summit?
(A) A Japanese diplomat discusses trade agreements with European leaders.
(B) A French mayor holds a meeting with local council members.
(C) A U.S. senator addresses their constituents.
(D) An Indian politician discusses policy with domestic colleagues.
(E) A Canadian ambassador speaks at a local community event.
- 308.** You meet someone from another country who doesn't eat certain foods for religious reasons. What should you do?
(A) Insist they try it to show respect
(B) Respect their choice and offer alternatives
(C) Avoid eating with them
(D) Laugh about their food restrictions
- 309.** A Filipino nurse respects a Muslim patient's cultural dietary restrictions while giving instructions. Which communication ethic is applied?
(A) Honesty
(B) Respect for diversity
(C) Brevity
(D) Accuracy
- 310.** Collaboration is particularly important in a Global Economy, where:
(A) Different groups in each area make their own plans.

- (B) Co-workers or teammates are always situated locally.
- (C) Co-workers or teammates might be in another part of the country or the world.
- (D) Co-workers or teammates might consider working together to be non-productive.
- 311.** Which of the following shows intercultural communication in a professional setting?
- (A) A British manager leads a project in their hometown.
- (B) A U.S. worker attends a meeting with local colleagues.
- (C) A South African employee works on a multinational team in Dubai.
- (D) A Japanese technician fixes equipment for a domestic client.
- (E) A French entrepreneur pitches ideas to local investors.
- 312.** Positive communication allows people from different backgrounds to:
- (A) Argue about their ideology.
- (B) Foster hatred towards each other.
- (C) Build respect for one another.
- (D) Avoid each other.
- 313.** Which scenario involves intercultural communication in the context of public health?
- (A) A Canadian nurse explains procedures to a fellow Canadian.
- (B) A French doctor consults with a local French patient.
- (C) A U.S. pharmacist advises a local customer.
- (D) A Filipino nurse discusses treatment options with a British patient.
- (E) A Japanese doctor communicates with a patient in their hometown.
- 314.** Define the key term related to culture and diversity: Sensitivity.
- (A) Being aware of cultural differences and similarities between people with assigning a value
- (B) Being aware of physical differences and similarities between rocks without assigning a value
- (C) Being aware of emotional differences and similarities between people without assigning a value
- (D) Being aware of cultural differences and similarities between people without assigning a value
- 315.** Direct verbal communication is needed to properly understand a message being communicated and relies heavily on explicit verbal skills.
- (A) Low Context Culture
- (B) High Context Culture
- 316.** I can tell when persons from other cultures do not understand me or are confused by my actions.
- (A) TRUE
- (B) FALSE
- (C) All the above
- (D) None of the above
- 317.** "It happens when individuals interact, negotiate, and create meanings while bringing in their varied cultural backgrounds."
- (A) Intercultural Communication
- (B) Intercultural competence
- (C) Intercultural sensitivity
- (D) Intercultural awareness
- 318.** What does ICC stand for?
- (A) International Culture Code
- (B) Intercultural Communicative Competence
- (C) Intercultural Cultural Connection
- (D) International Communication Channel
- 319.** Which scenario highlights intercultural communication in community building?
- (A) A multicultural team organizes a festival in a diverse neighborhood.
- (B) A local group plans an event for their town.

- (C) Two neighbors from the same cultural background collaborate on a garden.
- (D) A U.S. teacher mentors students in their local school district.
- (E) A French citizen joins a community project in their village.
- 320.** How can one improve their oral communication skills in a multicultural setting?
- (A) Ignore cultural differences
- (B) Use complex jargon
- (C) Actively listen, use clear language, be aware of non-verbal cues, seek feedback, and engage in cultural sensitivity training.
- (D) Avoid asking questions
- 321.** Cultural sensitivity involves:
- (A) Being open to and respectful of cultural diversity
- (B) A lack of awareness of cultural differences
- (C) Forcing one's own cultural norms on others
- (D) None of above
- 322.** Which example involves intercultural communication in the context of diplomacy?
- (A) An Indian representative consults with their domestic team.
- (B) Two Swedish politicians discuss trade policy.
- (C) A Japanese official speaks at a local town hall.
- (D) A Canadian ambassador addresses a group of Canadian citizens.
- (E) A Moroccan diplomat attends a United Nations summit.
- 323.** Learning strategy in which the students know about the target culture and the way to interact.
- (A) Metacognitive strategies
- (B) Affective strategies
- (C) Compensatory strategies
- (D) Social strategies
- 324.** The sending and receiving of messages across languages and cultures is the definition of?
- (A) Multicultural
- (B) Intercultural Communication
- (C) Cross-cultural Understanding
- (D) Intergroup Relations
- 325.** Third or "link" language understood by two parties who speak different native languages.
- (A) Manners
- (B) Attitudes
- (C) Demand
- (D) Lingua franca
- 326.** Which interaction highlights intercultural communication in business?
- (A) A British manager works with a local team in London.
- (B) Two French colleagues discuss a local deal.
- (C) An Indian entrepreneur opens a shop in their hometown.
- (D) A Japanese businessperson negotiates with a German client.
- (E) A U.S. executive presents to domestic investors.
- 327.** Which interaction demonstrates intercultural communication in a scientific conference?
- (A) A Canadian scientist gives a presentation to local colleagues.
- (B) A South Korean scientist presents research at an international event in the U.S.
- (C) A German researcher shares findings at a national conference.
- (D) An Indian professor speaks at a university in their home country.
- (E) A British academic attends a seminar in London.
- 328.** A multinational team is struggling with misunderstandings due to different communication styles. What strategy should they adopt?

- (A) Ignore cultural differences to avoid conflict
 - (B) Let the dominant culture dictate norms
 - (C) Provide cultural sensitivity training
 - (D) Use only written communication
- 329.** Match five steps in the UNEC project with their appropriate explanation: Try to understand why people from other cultures act differently and what their actions mean
- (A) Understand your culture
 - (B) Identify differences
 - (C) Empathize
 - (D) Use Cross-cultural skills
 - (E) ReflectTagsMatching
- 330.** How can universities enhance inclusivity for international students?
- (A) By reducing the number of international scholarships
 - (B) By restricting access to campus resources
 - (C) By providing language support and cultural integration programs
 - (D) By increasing tuition fees for international students
- 331.** Intercultural ____ enables a communicator to understand and interact with other cultures by applying attitudes and values, and understanding interaction skills (Huber and Reynolds)
- (A) Communication
 - (B) Sensitivity
 - (C) Competence
 - (D) Awareness Edit
- 332.** Cinema has helped expose people to different cultures.
- (A) True
 - (B) False
- 333.** If an educational leader is concerned with developing a communication plan to use in sharing with key external stakeholder the resource challenges the school face, he/she would most likely be concerned with:
- (A) Providing a safe learning environment for each student
 - (B) Identifying an approach to use in communicating with members of the diverse community
 - (C) Enhancing the teaching and learning process
 - (D) Maximizing the use of community resources
- 334.** To write in a culturally sensitive way means to be aware that cultural differences and similarities between people exist and that these should not be assigned a positive or negative value via words and descriptions selected in writing.
- (A) TRUE
 - (B) FALSE
- 335.** It is the ability to communicate effectively and appropriately in various cultural contexts.
- (A) Developmental Model of Intercultural Sensitivity
 - (B) Motivation
 - (C) Cultural Communication
 - (D) Intercultural Communication Competence
- 336.** The purpose and outcome of the communication takes precedence over interpersonal relationships.
- (A) High Context Culture
 - (B) Low Context Culture
- 337.** How can individuals cultivate empathy towards those with different backgrounds or beliefs?
- (A) By ignoring their perspectives and experiences
 - (B) By avoiding any form of communication with them
 - (C) By assuming their beliefs are inferior
 - (D) By actively listening, seeking to understand, engaging in open-minded conversations, educating oneself, and practicing kindness and respect.

- 338.** Imagine you are tasked with improving communication in a diverse workplace. What steps would you take to create an inclusive environment?
- (A) Focus on English-only communication to ensure clarity
 - (B) Implement language training, encourage cross-cultural dialogue, and set communication guidelines for clarity
 - (C) Require all employees to speak the same language regardless of their background
 - (D) Avoid any communication that might highlight cultural differences
- 339.** Erik will be managing a multicultural team so he'll need to ____ his intercultural skills.
- (A) Take
 - (B) Form
 - (C) Build
 - (D) Manage
- 340.** Which of the following is an example of cultural sensitivity in the workplace?
- (A) Making jokes about different cultural traditions
 - (B) Respecting cultural norms and practices
 - (C) Discriminating against employees based on cultural differences
 - (D) Promoting stereotypes about specific cultures
- 341.** Which example demonstrates intercultural communication in food and cuisine?
- (A) A Japanese chef learns Italian cooking techniques and shares them with a French culinary expert.
 - (B) A U.S. chef prepares a meal for a local community event.
 - (C) A British chef runs a local cooking class.
 - (D) An Italian restaurant serves dishes to local clients.
 - (E) A German baker makes traditional bread for a regional market.
- 342.** The set of beliefs, values, and practices that a group of people have in common
- (A) Culture trait
 - (B) Multicultural
 - (C) Culture
 - (D) Cultural universal
- 343.** The statement "Some behaviors are acceptable in one culture but not in another" reflects that nonverbal communication is:
- (A) Relational.
 - (B) Influenced by culture.
 - (C) Highly informative.
 - (D) All of the above.
- 344.** Nonverbal language reflects the values of the culture to which it belongs.
- (A) True
 - (B) False
- 345.** Linear-active cultures tend to prefer which type of communication?
- (A) Polite and implicit
 - (B) Emotional and unstructured
 - (C) Direct, factual, and structured
 - (D) Event-oriented and flexible
- 346.** An international colleague may find U.S. communication style:
- (A) Too indirect and formal
 - (B) Overly polite and hierarchical
 - (C) Passive and silent
 - (D) Too blunt or confrontational
- 347.** Which scenario best illustrates intercultural communication during a leadership event?
- (A) An Australian leader gives a speech to a local audience.
 - (B) A U.S. mayor speaks to their local city council.
 - (C) A German manager addresses their domestic team.
 - (D) A Moroccan diplomat leads a discussion at a global summit.
 - (E) A French politician discusses a bill with their national assembly.

- 348.** Which of the following best shows intercultural communication?
- (A) An American student and a Filipino student exchanging traditions
 - (B) A group of classmates brainstorming a project
 - (C) A teacher lecturing on Philippine literature
 - (D) None of above
- 349.** When do conflicting identities occur?
- (A) Two members from dissimilar cultural and religious background interact
 - (B) Two members from similar cultural and religious background interact
 - (C) Two members from different cultural and religious background don't interfere
 - (D) Two members from similar cultural and religious background don't interfere
- 350.** What principle is this scenario referring to? You are traveling to a foreign country where it is considered rude to make long, direct eye contact, and you are careful to avoid eye contact out of politeness.
- (A) Inescapable
 - (B) Irreversible
 - (C) Context and relationships
 - (D) Complicated
- 351.** A teacher asks students to compare cultural practices and discuss how diversity enriches society. What pillar is most evident?
- (A) Learning to know
 - (B) Learning to do
 - (C) Learning to live together
 - (D) Learning to be
- 352.** True or False: An intercultural approach is absolutely central to influential curricular framework for language pedagogy such as Council of Europe".(2001)
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 353.** A student notices that their international partner in a collaboration project seems uncomfortable with certain jokes. What should they do to show empathy?
- (A) Ignore it since it's not their problem
 - (B) Continue making jokes because it's part of their own culture
 - (C) Try to understand why the partner feels that way and adjust their communication
 - (D) Stop talking to the partner altogether
- 354.** What does intercultural communication require for managing conflict?
- (A) Ignoring cultural differences to avoid conflict
 - (B) Avoiding any type of disagreement
 - (C) Approaching every situation with a win-lose mentality
 - (D) Seeking mutual understanding and compromise
- 355.** What is the best way to demonstrate cultural empathy when working with international collaborators?
- (A) Ignoring cultural differences to avoid conflict
 - (B) Learning about different cultural perspectives and being open-minded
 - (C) Assuming all cultures should follow the same customs
 - (D) Avoiding communication with people from different backgrounds
- 356.** Which example demonstrates intercultural communication during an international event?
- (A) A Brazilian politician discusses policy with local citizens.
 - (B) A U.S. mayor delivers a speech to their local community.
 - (C) A Chinese ambassador meets with domestic leaders.
 - (D) A Moroccan diplomat speaks at a United Nations summit.
 - (E) A German professor attends a domestic academic seminar.

357. When communicating with people from a different culture it is best to assume ____
- (A) Similar interpretation of symbols
 - (B) Differences until similarity is proven
 - (C) Similar understanding of idea
 - (D) People are all the same
358. Which scenario best illustrates intercultural communication during a social gathering?
- (A) A group of local friends meets for coffee.
 - (B) A multicultural dinner party with guests from different countries.
 - (C) Two classmates from the same culture discuss homework.
 - (D) A domestic club hosts a member-only event.
 - (E) A family gathers to celebrate a national holiday.
359. How I handle disagreements with persons from other cultures depends on the situation and the culture(s) they are from.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
360. A group of students from different countries discuss their traditions and holidays. This discussion is focused on their:
- (A) Non-verbal communication
 - (B) Virtual connection
 - (C) Culture
 - (D) Competence
361. Which component involves knowing social norms of another culture?
- (A) Linguistic
 - (B) Sociolinguistic
 - (C) Strategic
 - (D) Grammatical
362. Neal has a coworker who doesn't think that bribery is wrong. The coworker is from another culture where bribery is much more accepted, and he tries to convince Neal that it isn't a big deal. Neal is facing an ethical dilemma because of
- (A) Conflicting values
 - (B) A lack of consequences
 - (C) Greed
 - (D) Transparency
363. In regards to cultural diversity, healthcare worker's must learn to be:
- (A) Honest
 - (B) Hard workers
 - (C) Tolerant
 - (D) Professional
364. What is the primary goal of intercultural communication?
- (A) To reinforce cultural differences
 - (B) To transmit information within a single culture
 - (C) To impart information, ideas, and opinions across various cultures
 - (D) To promote cultural isolation
365. What is the importance of social and cross-cultural skills in education?
- (A) Not relevant in the modern world
 - (B) Helps in building relationships and understanding diverse perspectives
 - (C) Only useful in specific subjects
 - (D) Does not impact learning outcomes
366. It is typical of the collectivistic culture in East Asia stressing the essential connection between the individual to other people.
- (A) Independent Construct
 - (B) Interdependent Construct
 - (C) Interconnected Construct
 - (D) None of above
367. Determine the statement. All international communication is influenced by cultural differences. Even the choice of communication medium can have cultural overtones. The determining factor may not be the degree of industrialization. Source: Communicating Across Cultures by Carol Kinsey Goman

- (A) High-context vs. Low-context
 - (B) Sequential vs. Synchronic
 - (C) Affective vs. Neutral
 - (D) None of above
- 368.** Why is communication not a universal solution in intercultural contexts?
- (A) It always creates more problems
 - (B) It cannot eliminate cultural differences or conflicts
 - (C) It is only effective when both parties speak the same language
 - (D) It assumes that cultures should be assimilated
- 369.** Cultural diversity in the workplace:
- (A) Should be avoided for efficiency
 - (B) Creates unnecessary complications
 - (C) Reduces productivity
 - (D) Enhances creativity and innovation
- 370.** ____ is the process of sending and receiving messages between people of various cultures.
- (A) Intercultural Communication
 - (B) International Relations
 - (C) Public relations
 - (D) Aggressive Negotiations
- 371.** Which interaction highlights intercultural communication in a healthcare setting?
- (A) A South African doctor treats an American tourist in a hospital.
 - (B) A British nurse cares for a patient in their hometown.
 - (C) A Japanese pharmacist explains medication to a local customer.
 - (D) An Indian physician consults with a local patient.
 - (E) A French nurse helps a patient from their own region.
- 372.** Evelyn, a communication expert, is conducting a workshop on how different cultures influence the way people communicate. She emphasizes the importance of understanding cultural differences in communication styles.
- (A) Ethnocentrism
 - (B) Multicultural Communication
 - (C) Intercultural Communication
 - (D) Globalization
- 373.** Which of the following demonstrates intercultural communication during leisure?
- (A) A Japanese family visits a nearby theme park.
 - (B) An American watches a domestic TV show.
 - (C) Two British friends discuss their favorite local pub.
 - (D) A Canadian explores local hiking trails.
 - (E) A French tourist shares cultural experiences with a Moroccan local.
- 374.** Some cultures may prefer greater formality in dress, speech, and social interaction. which country refers to this character?
- (A) America
 - (B) Scandinavian
 - (C) German
 - (D) Korea
- 375.** What might communication scholars study at a cultural level, according to the text?
- (A) The internal thoughts of individuals.
 - (B) The election of an African American president and its impact on racial politics.
 - (C) The structure of group discussions.
 - (D) The effectiveness of advertising campaigns.
- 376.** A country promotes interculturality when ____
- (A) It accepts different cultures, but does not respect religions
 - (B) It respects cultures and discriminates against women
 - (C) It devalues some ethnicities
 - (D) It integrates and values cultural differences

377. In a group report, one member suggests a practice from their ethnic culture. What should you do?
- (A) Dismiss it because it's different
 - (B) Listen and include it if it fits the topic
 - (C) Say it's weird
 - (D) Avoid working with them
378. Intercultural communication is defined as:
- (A) The process of communication between peoples of different cultures
 - (B) Connecting cultures via an interstate to enable communication
 - (C) Knowing how to communicate within one's own culture
 - (D) None of above
379. In which cultural type is communication described as "emotional, loquacious, and unstructured"?
- (A) Reactive
 - (B) Linear-active
 - (C) Multiactive
 - (D) Proactive
380. Which culture is known for respecting polite silences during meetings?
- (A) The British
 - (B) Americans
 - (C) The Japanese
 - (D) The French
381. A teacher notices that students are making fun of a couple of her new students that are from Mexico. What can a teacher do to prevent this from happening?
- (A) Have the class learn about different cultures
 - (B) Threaten the students with detention
 - (C) Let the students work it out on their own
 - (D) Have the principal come in and talk to the class
382. In a small town, Ethan often notices that the way people communicate with each other, including the words they choose and the verbal symbols they use, reflects their home culture. He believes that this is a by-product of their upbringing and environment.
- (A) AGREE
 - (B) DISAGREE
383. These are examples of multicultural setting, except
- (A) Diverse setting
 - (B) Inclusive setting
 - (C) Unified setting
 - (D) Homogeneous setting
384. In a low-context culture, how might a person communicate a request?
- (A) By directly stating the request
 - (B) By hinting at the request indirectly
 - (C) By relying on nonverbal cues to convey the request
 - (D) By avoiding making the request altogether
385. How can business anthropologists use cultural analysis to understand organizational identity?
- (A) By analyzing financial reports
 - (B) By studying corporate rituals, symbols, language, and material culture
 - (C) By conducting experiments on employee productivity
 - (D) By developing new organizational structures
386. The Filipino habit of using indirect language or vague answers is often due to ____
- (A) Fear of authority
 - (B) Desire to maintain harmony in relationships
 - (C) Lack of confidence
 - (D) Lack of knowledge
387. Which of the following is an example of intercultural communication in a trade mission?
- (A) A South African businessman meets with partners in Germany and China.

- (B) A U.S. company promotes their services at a national conference.
- (C) A German trade association attends a local event.
- (D) An Italian entrepreneur negotiates a deal with domestic suppliers.
- (E) A British representative speaks to local clients at a regional conference.
- 388.** Isabella, a Social Media Content Developer, faced some communication problems when she first came to Singapore. As an Italian, she uses a combination of non-verbal and verbal cues. Such communication style closely reflects the
- (A) Multi-level cultures.
- (B) Multi-active cultures.
- (C) Low-context cultures.
- (D) High-context cultures.
- 389.** What are the advantages of understanding language culture?
- (A) It represents the prosperity and glorification of individuals and nations.
- (B) It is important that all people understand the meaning of the experience.
- (C) It is essential for successful cooperation and relationship building among multiethnic and international communities.
- (D) None of the above
- 390.** How can cultural differences impact negotiation styles in international business?
- (A) They have no effect on negotiation
- (B) They can lead to conflicts
- (C) They only matter in informal settings
- (D) They enhance mutual understanding
- 391.** Communication styles differ across subcultures due to:
- (A) Shared norms and values
- (B) Physical height of members
- (C) Globalization only
- (D) Weather conditions
- 392.** What does understanding belief systems help in using?
- (A) Appropriate verbal and nonverbal symbols
- (B) Enforcement of one's own cultural values on others
- (C) Avoidance of communication with people from different cultural backgrounds
- (D) Promotion of one's own culture over others
- 393.** As a manager of a multinational company, Alina is required to be culturally sensitive. She needs to be aware of all the following aspects when interacting with her team members Martha, Cresia, Mika, and Debora, except —
- (A) The culture of the team members
- (B) Her own cultural background
- (C) The temperature of the meeting room
- (D) The expectations surrounding the team meeting
- 394.** Verbal communication influences culture, and culture influences verbal communication
- (A) False
- (B) True
- (C) All the above
- (D) None of the above
- 395.** Edward T. Hall is best known for introducing which key concept in intercultural communication?
- (A) Social distance theory
- (B) Cultural relativism
- (C) High-context and low-context communication
- (D) Hofstede's dimensions of culture
- 396.** You are selected to be one of the delegations of the Philippines in ASEAN Student Leaders Forum. you meet different nationalities and there is an instance that you talk to the Chinese Students. What possible interpersonal communication is present during the time of discussion among you and the Chinese students?

- (A) Dyadic
 - (B) Intercultural
 - (C) Mass
 - (D) Public
- 397.** How does technology influence intercultural communication?
- (A) It isolates people
 - (B) It limits cultural exchange
 - (C) It connects cultures globally
 - (D) It stops communication
- 398.** Which of the following involves intercultural communication in a workplace?
- (A) A Turkish engineer collaborates with German and Chinese teammates on a global project.
 - (B) A British manager supervises a team of local employees.
 - (C) A Canadian entrepreneur opens a business in their neighborhood.
 - (D) An Indian accountant works with a domestic client.
 - (E) A French scientist researches in their local laboratory.
- 399.** What is a good strategy for developing ICC?
- (A) Ignoring mistakes
 - (B) Reflecting on your own cultural values
 - (C) Staying in one culture only
 - (D) Judging others
- 400.** Aside from language, intercultural communication also focuses on?
- (A) Perceptions
 - (B) Communications
 - (C) Education
 - (D) Social attributes
- 401.** I found it quite hard to ____ to Japan's hierarchical culture.
- (A) Adjust
 - (B) Familiar
 - (C) Be willing
 - (D) None of above
- 402.** You are managing a global project with multiple countries involved. What is the most effective way to ensure cross-cultural collaboration?
- (A) Establish strict guidelines and discourage flexibility in communication
 - (B) Encourage all team members to adopt the same cultural norms of the home country
 - (C) Build mutual respect through cultural understanding and adapt strategies to local contexts
 - (D) Discourage cultural discussions to avoid conflict
- 403.** Which factor strongly affects communication across cultures?
- (A) Furniture
 - (B) Clothing brand
 - (C) Office hours
 - (D) Eye contact
- 404.** Which of the following is a sign of multicultural literacy?
- (A) Respecting and understanding different traditions
 - (B) Rejecting foreign cultures
 - (C) Only engaging with one's own cultural group
 - (D) Avoiding international communication
- 405.** What is the synonym of intercultural communication?
- (A) Multicultural
 - (B) Cross-cultural understanding
 - (C) Cross-cultural communication
 - (D) Cross multicultural
- 406.** The Internet is mainly in English speaking, Western culture-Some think that this means there is a process of ____
- (A) Cultural universals
 - (B) Cultural homogenization

- 407.** Which statement best shows cultural sensitivity in communication?
- (A) Listening and adapting to others' cultural communication styles
 - (B) Forcing others to follow your communication style
 - (C) Making fun of cultural accents
 - (D) Refusing to learn new customs
- 408.** Which phrase best reflects an American communication pattern?
- (A) 'We'll consider it as a group.'
 - (B) 'Let me get back to you next week.'
 - (C) 'Let's not say it directly.'
 - (D) 'Say what you mean and mean what you say.'
- 409.** It is a type of communication which is verbal and nonverbal interaction between people from different cultural backgrounds.
- (A) Intercultural
 - (B) Informal
 - (C) Organizational
 - (D) None of above
- 410.** Nonverbal communication has the same meaning in all cultures.
- (A) TRUE
 - (B) FALSE
- 411.** One should not only be aware of one's own culture, but also have awareness and tolerance of the target cultures.
- (A) True
 - (B) False
- 412.** Why is it important to be aware of different communication styles in a diverse society?
- (A) It is not important to be aware of different communication styles in a diverse society
 - (B) To ensure effective communication and build relationships in a diverse society.
 - (C) To create confusion and misunderstandings in a diverse society
 - (D) To promote discrimination and division in a diverse society
- 413.** Cultural information is transmitted in the process:
- (A) Participation in sports life
 - (B) Improving professional skills
 - (C) Mastering cultural experience and traditions through communication with peers
 - (D) Young people mastering their new, adult status in the family
 - (E) Participation in sociocultural changes
- 414.** In which country face saving does not openly matter?
- (A) German
 - (B) North America
 - (C) Japan
 - (D) South America
- 415.** For you to succeed in any professional environment, you do not have to be aware of and sensitive to differences between yourself and others.
- (A) True
 - (B) False
- 416.** During a team call, a New Zealander disagrees with your idea but does so by saying, "I wonder if there's another way we might look at this." What does this reflect?
- (A) An indirect and polite communication style
 - (B) Confusion about the task
 - (C) A sarcastic way to criticize
 - (D) Avoidance of giving feedback
- 417.** A society that values independence and freedom from control.
- (A) Collectivist
 - (B) High-context
 - (C) Ethnocentric
 - (D) Individualistic
- 418.** During a global software development project, Debora, the project manager, wants to get accurate feedback from Kim, a team member from a different cultural background. What is the best way for Debora to obtain this feedback?

- (A) Written communication
- (B) Face-to-face interactions
- (C) Telephone conversations
- (D) Email communication

419. Which scenario reflects intercultural communication during online learning?

- (A) An Indian student takes an online course taught by a British professor.
- (B) A German teacher conducts a virtual class for local students.

(C) A U.S. student watches a domestic tutorial video.

(D) A Japanese tutor teaches a local language lesson online.

(E) A Canadian student participates in a national webinar.

420. People in ____ cultures stand close

- (A) High-contact
- (B) Low-contact
- (C) No contact
- (D) Affect display

1.3 Non-Verbal Communication

1.3.1 Body Language

1. Which action best represents positive body language in a conversation?
 - (A) Looking away and avoiding gaze
 - (B) Maintaining eye contact while listening
 - (C) Crossing arms tightly while speaking
 - (D) Pointing repeatedly during discussion
2. Which of the following is a positive body language to use when speaking?
 - (A) Fold your arms or cross your legs
 - (B) Stand behind a lecture and keep your body hidden
 - (C) Keep your arms open and use gestures
 - (D) Do not make eye contact
3. Looking around the room instead of at the speaker means:
 - (A) You are interested
 - (B) You are not paying attention
 - (C) You are confident
 - (D) You are happy
4. Body language helps us ____
 - (A) Dance better
 - (B) Exercise
 - (C) Understand people
 - (D) None of the above
5. Why is it important to be aware of your own body language?
 - (A) Your body language has no impact on how others perceive you.
 - (B) Body language is irrelevant in communication.
 - (C) Being aware of body language is only important for public speaking.
 - (D) It is important to be aware of your own body language to communicate effectively and ensure your non-verbal cues match your verbal messages.
6. Shaking the head sideways can mean that the person ____
 - (A) Agrees
 - (B) Does not agree
 - (C) Is still thinking
 - (D) All of the above
7. How can body language differ between formal and informal greetings?
 - (A) Body language in formal and informal greetings is identical.
 - (B) Body language in formal greetings is more casual and relaxed.
 - (C) Body language in formal greetings is more reserved and professional, while in informal greetings it is more relaxed and casual.

- (D) Body language in informal greetings is more reserved and professional.
8. Body language refers to
- (A) Posture, facial expressions, eye contact, gestures
 - (B) Oral and written communication
 - (C) All the above
 - (D) None of the above
9. You need to use many hand gestures when you are talking to ensure that your messages are clearly delivered.
- (A) True
 - (B) False
10. What might a head wag by an elephant translate to?
- (A) "I'm angry."
 - (B) "I'm sleepy."
 - (C) "Let's play!"
 - (D) "I'm thirsty."
11. Smiling at humor is an example of ____
- (A) Positive Body Language
 - (B) Negative Body Language
12. If you don't understand ____, communication breakdown may happen.
- (A) Social media
 - (B) Body language
 - (C) Multimedia
 - (D) Message board
13. Which gesture usually shows openness?
- (A) Crossing arms
 - (B) Hands visible and relaxed
 - (C) Avoiding eye contact
 - (D) Tapping fingers
14. In many cultures, which action signifies agreement?
- (A) Turning the head
 - (B) Raising the hand
 - (C) Pointing the finger
 - (D) Nodding the head
15. What should you observe to better understand non-verbal cues?
- (A) Clothing style
 - (B) Weather
 - (C) Body language and facial expressions
 - (D) Time of day
16. BODY LANGUAGE IN MEETINGS: nodding is good because it makes the other person speak more and feel more open.
- (A) TRUE
 - (B) FALSE
17. Shaking the head vertically means
- (A) I do not agree
 - (B) I am sad
 - (C) I agree
 - (D) Eye contact
18. Which of the following is an advantage of holding meetings
- (A) Staff are able to get time away from their normal work to talk about problems
 - (B) It allows customers views to be explained to the managers
 - (C) Points can be emphasised with body language and tone
 - (D) Everybody will be forced to listen to the speaker and pay attention to the important messages
19. True or False: Looking away while answering a question is an obvious sign of lying.
- (A) True
 - (B) False
20. When is it NOT appropriate to shake hands with someone?
- (A) In the middle of a presentation
 - (B) Upon meeting someone for the first time
 - (C) At the start of an interview
 - (D) After a meeting to show agreement Edit

21. Is the way we sit, stand, walk, or carry ourselves
- (A) Gesture
 - (B) Pose
 - (C) Time
 - (D) Posture
22. The E in our BEST communication skills stands for
- (A) Eager
 - (B) Emotions
 - (C) Eye Contact
 - (D) Eye Rolls
23. BODY LANGUAGE IN MEETINGS: leaning forward shows aggressiveness. You should always lean backwards.
- (A) TRUE
 - (B) FALSE
24. Positive gestures are body signals that make you look:
- (A) Nervous
 - (B) Relaxed
 - (C) Arrogant
 - (D) Hurtful
25. What percentage of the suspect's behavior changes when the message is sent through body language?
- (A) 7-10%
 - (B) 50-60%
 - (C) 33-40%
 - (D) 93%
26. Akansha thinks that body language only includes appearance and facial expressions. But Smith thinks that body language includes appearance, facial expressions, tone, volume, pitch, eye-contact, speed, silence. Who according to you is correct?
- (A) Akanksha is correct
 - (B) Smith is correct
27. People may form opinions or judgments about other people based on their body appearance such as their size, build, skin colour, eye colour, body shape etc.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
28. Why is smiling a recommended thing to do during attending an interview?
- (A) It shows professionalism and confidence
 - (B) It shows confidence and uniqueness
 - (C) Smiling makes you comfortable in the long run
 - (D) Smiling is charity
29. Choose the type of communication that does not use words
- (A) Oral
 - (B) Written
 - (C) Verbal
 - (D) Body Language
30. The B in our BEST communication skills stands for ____
- (A) Breathing
 - (B) Bright
 - (C) Boastful
 - (D) Body language
31. A gesture is a non-vocal bodily ____ intended to express meaning.
- (A) Action
 - (B) Glance
 - (C) Contact
 - (D) Movement
32. Even if you have no clue about what someone is saying, just nod your head and say yes.
- (A) False
 - (B) True
 - (C) All the above
 - (D) None of the above

33. Standing erect and leaning slightly forward communicates:
- (A) Disinterest
 - (B) Openness and approachability
 - (C) Anger
 - (D) Nervousness
34. Nonverbal communication through gestures, facial expressions, behaviors, and posture
- (A) Communication
 - (B) Body Language
 - (C) Interpersonal Communication
 - (D) I messages
35. Where should you look while presenting?
- (A) At the board — that's where the audience is looking
 - (B) At your notes so you get the info correct
 - (C) In the eyes of random people in your audience
 - (D) At the chins of individuals in your audience
36. Which of the following statements about non-verbal messages during an interview is most accurate?
- (A) Sit up straight, leaning forward slightly, to show interest and confidence.
 - (B) Change positions often and gesture frequently to show high energy.
 - (C) Lean forward and rest your arms on the desk or table to indicate control.
 - (D) Relax back into your chair, slouching slightly, to demonstrate self-assurance.
37. Wrinkling your brow is usually an example of —
- (A) Positive Body Language
 - (B) Negative Body Language
38. During a conversation, Sophia notices that whenever she leans forward, her crush also leans forward, mirroring her posture. What does this often suggest?
- (A) Interest or connection
 - (B) They're just stretching
 - (C) They're ready to leave
 - (D) They are bored
39. Your appearance should be appropriate for the group you work with.
- (A) True
 - (B) False
40. What example of body language is a good way to help leaders remember to be open-minded?
- (A) Keeping hands opened
 - (B) Staring at the ceiling
 - (C) Making very big gestures
 - (D) Raising the tone of your voice
41. What type of behavior would communicate a strong lack of professionalism during a meeting?
- (A) Texting and checking e-mail
 - (B) Active listening
 - (C) Being supportive
 - (D) Taking notes
42. A student is preparing for a presentation. Which combination of body language and posture should they use to make a positive impression?
- (A) Slouching and crossing arms
 - (B) Standing straight with open hands
 - (C) Leaning on the podium and looking down
 - (D) Fidgeting and avoiding eye contact
43. What does an upright (straight) body posture convey or show?
- (A) Shyness
 - (B) Fear
 - (C) Confidence
 - (D) Intelligence
44. Your body language tells people in front of you —
- (A) Nothing important
 - (B) Exactly what you are thinking
 - (C) Your thoughts and feelings
 - (D) None of the above

45. When you nod your head, it shows-
- (A) You are angry
 - (B) You are sleepy
 - (C) You agree
 - (D) You are confused
46. Which of the following is NOT an action required for a proper handshake?
- (A) Stand and come from around desk
 - (B) Make eye contact
 - (C) Use a weak grip
 - (D) Smile
47. What is the effect of maintaining good eye contact?
- (A) It is irrelevant
 - (B) It shows disinterest
 - (C) It enhances credibility
 - (D) It confuses the listener
48. Which of the following is a component of the SOFTEN acronym for physician/medical student nonverbal communication?
- (A) Strategy
 - (B) Facts
 - (C) Touch
 - (D) Narrative
49. Crossed arms always indicate someone who is closed-off.
- (A) True
 - (B) False Edit
50. What can crossed arms indicate about a person's feelings?
- (A) Confidence and openness.
 - (B) Excitement and joy.
 - (C) Relaxation and ease.
 - (D) Defensiveness or discomfort.
51. What is Body Language?
- (A) Postures, gestures, and facial expressions.
 - (B) The exchange of information through the use of words.
 - (C) Your words say one thing but your body language say another.
 - (D) Speak from your point of view.
52. During a presentation at a local community center, Avery is speaking to a group of people. Which of the following is positive body language for Avery to use while engaging with the audience?
- (A) Fold your arms or cross your legs.
 - (B) Stand behind a podium and keep your body hidden.
 - (C) Keep arms open and use open gestures.
 - (D) Do not make eye contact.
53. In India, shaking the head left and right (Head wobble) means ____
- (A) No
 - (B) May be
 - (C) Yes
 - (D) None of above
54. Facial ____ show one's feelings when he is communicating.
- (A) Expressions
 - (B) Expresses
 - (C) Expressive
 - (D) Expressively
55. Which of the following is an example of body language indicating sadness?
- (A) Smiling and waving
 - (B) Drooping the head and walking slowly
 - (C) Clapping hands
 - (D) Jumping up and down
56. The study published in the Journal of Positive School Psychology found that leaders using upward palm gestures led to increased ____ among employees.
- (A) Job satisfaction
 - (B) Job dissatisfaction
 - (C) Confusion
 - (D) Indifference

57. Communication of information through body positions and gestures.
(A) Body language
(B) Communication
(C) Introvert
(D) Extrovert
58. What does a firm handshake typically convey in non-verbal communication?
(A) Weakness
(B) Confidence
(C) Indifference
(D) Fear
59. Should I slouch?
(A) Yes, hide from the audience
(B) No, stand tall
60. How can teachers use body language effectively in the classroom?
(A) By making frequent eye contact
(B) By avoiding movement
(C) By standing still at the front
(D) By ignoring students' responses
61. If you want to display dominance, confidence or authority ____
(A) You could put your hands behind your back.
(B) You should cross your arms.
(C) You could put your arms Akimbo.
(D) You could put your hands in your pockets.
62. A verbal example of clear, respectful language is "I feel concerned when ____" and a nonverbal example is ____
(A) Calm facial expression
(B) Rolling eyes
(C) Crossed arms
(D) Turning away
63. When sitting in a business meeting, both man and woman should avoid crossing legs.
(A) True
(B) False
64. What role does body language play in communication?
(A) Body language is only important in formal settings
(B) Body language plays a crucial role in communication by conveying emotions, intentions, and attitudes nonverbally.
(C) Body language only affects written communication
(D) Body language has no impact on communication
65. A verbal example of using "I" statements is "I need some time to think about this." and a non-verbal example is ____
(A) Maintaining comfortable eye contact
(B) Crossing your arms and looking away
(C) Interrupting the other person
(D) Raising your voice
66. Which behavior shows positive body language?
(A) Slouching
(B) Looking away
(C) Facing the speaker with relaxed posture
(D) Checking your phone
67. How might someone show they're anxious?
(A) Fidgeting
(B) Breathing normally
(C) Laughing
(D) Talking with friends
68. Body language includes our ____, facial expressions, and gestures.
(A) Posture
(B) Mature
(C) Picture
(D) Body
69. If a person avoids eye contact, it often shows:
(A) Confidence
(B) Nervousness or hiding something
(C) Happiness
(D) Interest

70. Which one of the answers below is the importance of learning or knowing about body language and gestures?
- (A) To learn about etiquette and manners in communicating
 - (B) To be rude to other cultures
 - (C) To mock other cultures
 - (D) None of above
71. The term ____ refers to communication using the movements and attitudes of the body.
- (A) Sign language
 - (B) Body language
 - (C) Verbal communication
 - (D) Visual communication
72. Which body language shows confidence?
- (A) Slouching
 - (B) Avoiding eye contact
 - (C) Upright posture
 - (D) Fidgeting
73. Fatin is careful of how she communicates with people at work. Which is an example of positive nonverbal communication?
- (A) Smiling and nodding.
 - (B) Asking and answering questions.
 - (C) Crossing her arms and sighing.
 - (D) Rolling her eyes and frowning.
74. Eye contact and fidgeting are the best ways to catch deceit.
- (A) True
 - (B) False
75. Wearing untidy or dirty clothes can show:
- (A) Respect
 - (B) Laziness or carelessness
 - (C) Confidence
 - (D) Interest
76. While shaking hands, a hand flat on top and one flat on the bottom means
- (A) Is just right
 - (B) Giving control
 - (C) Taking control
 - (D) None of above
77. Why do you need to use your eyes when actively listening?
- (A) You don't
 - (B) To observe the speaker's body language
 - (C) To make the speaker think you are tuned in
 - (D) None of these
78. The position of a speaker's body refers to
- (A) Articulation
 - (B) Posture
 - (C) Tone
 - (D) Pace
79. A smile is an example of what:
- (A) Body language
 - (B) Leadership
 - (C) Work ethic
 - (D) Attitude
80. Open posture is a relaxed stance with ____ arms and legs while facing the other individual.
- (A) Uncrossed
 - (B) Crossed
 - (C) Folded
 - (D) Hidden
81. According to theory of personal communication introduced by Prof Albert Mehrabian, the 55% is?
- (A) Body language
 - (B) Spoken words
 - (C) Voice, Tone
 - (D) None of above
82. Which of the following has the biggest percentage of what we make meaning in a conversation?
- (A) BODY LANGUAGE
 - (B) TONE
 - (C) WORDS
 - (D) EYE CONTACT

83. How can body language affect communication in a business environment?
- (A) Body language has no impact on communication in a business environment
 - (B) Body language can either enhance or detract from the effectiveness of verbal communication, affecting relationships, teamwork, and leadership within a business setting.
 - (C) Body language only affects personal relationships, not professional ones
 - (D) Body language is only important in non-verbal communication
84. What should you do with your hands during the interview?
- (A) Sit on them
 - (B) Lightly place them on the table in front of you
 - (C) Tap the table
 - (D) Play with your hair
85. Using ___ in presentation is very important to make your speech more attractive.
- (A) Body language
 - (B) Poems
 - (C) Sign language
 - (D) Music
86. Walking or stepping in a directed manner from one spot to another while speaking.
- (A) Pacing
 - (B) Speech pattern
 - (C) Delivery
 - (D) Platform movement
87. The intentional body movements and gestures that communicate an exact meaning are called
- (A) Emblems
 - (B) Adaptors
 - (C) Illustrators
 - (D) Regulators
88. The correct use of open body language includes
- (A) Demonstrating open gestures towards the client and their family.
 - (B) Crossing your arms to put a barrier between you and client and their family.
 - (C) Twerking while providing patient care.
 - (D) Displaying cleavage while on the job.
89. Communication achieved using facial expressions, eye contact, movements, and gestures
- (A) Body language
 - (B) Eye contact
 - (C) Tone
 - (D) Rate
90. The way one uses his or her body to send messages.
- (A) Body language
 - (B) Non-verbal language
 - (C) Humor
 - (D) Dialogue
91. What is considered negative body language?
- (A) Rolling the eyes
 - (B) Reaching for a handshake
 - (C) Facing to look at a person
 - (D) Nodding your head when you like something they say.
92. I could tell she wasn't happy to see me-her ___ made it very clear, for example, when she crossed her arms.
- (A) Body language
 - (B) First language
 - (C) Language barrier
 - (D) Gesture
93. Among these 4 options, which one does NOT fall under the definition of body language?
- (A) Talking
 - (B) Gestures
 - (C) Body posture
 - (D) Eye movements

94. Which of these is good body language for class?
- (A) Slouching
 - (B) Doing other class's homework
 - (C) Doodling
 - (D) Sitting up straight
95. What does sitting up straight show?
- (A) Confidence and attention
 - (B) Tiredness
 - (C) Anger
 - (D) Disinterest
96. What does a clenched fist generally signify?
- (A) Anger
 - (B) Joy
 - (C) Confusion
 - (D) Surprise
97. The nonverbal symbol(s) in face-to-face communication is (are)
- (A) Gestures
 - (B) Gestures and facial expressions
 - (C) Facial expressions and sounds
 - (D) Gestures, facial expressions, and sounds
98. Being made aware of nervous movement will help you become a better speaker.
- (A) True
 - (B) False
99. What are the basic features of teacher's presence in the classroom?
- (A) His activities, voice and body language
 - (B) His tasks and voice
 - (C) His smile, voice, intonation and body language
 - (D) His textbook and activities in it
100. What is the purpose of using appropriate body language in healthcare communication?
- (A) To intimidate patients and assert dominance
 - (B) To avoid any physical contact with patients
 - (C) To convey respect, empath, and understanding
 - (D) To rush through conversations and minimize the time spent with patients
101. Standing tall with your shoulders back to show confidence is an example of:
- (A) Voice tone
 - (B) Signal
 - (C) Body language
 - (D) Facial expression
102. Touching your face is usually an example of —
- (A) Positive Body Language
 - (B) Negative Body Language
103. It is the motions or positions of the muscles beneath the skin of the face. These movements convey the emotions of an individual to observers by looking at their face
- (A) Vocal distractions
 - (B) Facial expressions
104. When someone nods, it shows a sign of
- (A) Agreement
 - (B) Disagreement
 - (C) Sleepiness
 - (D) Anger
105. When you talk to another person, only about 7% of your message is transmitted through the words you use. What percentage is transmitted through body language such as gestures and expression?
- (A) 55%
 - (B) 38%
 - (C) 24%
 - (D) 10%
106. What does standing with your arms crossed usually mean?
- (A) Open to talk
 - (B) Feeling closed or defensive

- (C) Feeling happy
(D) Feeling tired
107. Facial expression and shrugging are examples of ___ type of non verbal communication
(A) Body language
(B) Aural language
(C) For language
(D) Proxemics
108. What does maintaining eye contact demonstrate?
(A) Intimidation
(B) Confidence
(C) Boredom
(D) Disinterest
109. Gestures, posture and eye contact are considered to be ___
(A) Not important
(B) Social skills
(C) Body language
(D) Soft skills
110. Which element of communication includes gestures and postures?
(A) Sounds
(B) Body language
(C) Appearance
(D) Surroundings
111. If you are clenching your fist you are probably feeling
(A) Tired
(B) Fascinated
(C) Exhausted
(D) Angry
112. An open posture would include:
(A) Arms folded in front of you.
(B) Leaning back in your chair.
(C) Avoiding eye contact.
(D) Hands and arms to your sides.
113. Body language can be positive or negative.
(A) True
(B) False
114. In a presentation, good body languages includes all except:
(A) Walking around the room talking to the audience
(B) Making eye contact with the screen or your notes as you read to the audience
(C) Using your hands to gesture to the audience and to your visual aid
(D) Standing up straight and naturally
115. A person with a weak handshake can be perceived as ___
(A) Too soft
(B) Irresponsible
(C) Ugly
(D) Unintelligent
116. Which of following is an example of negative body language?
(A) Fidgeting
(B) Actively listening
(C) Keep your arms open and use gestures
(D) Making eye contact
117. A firm handshake signifies which of the following in most cultures?
(A) Disinterest
(B) Aggression
(C) Confidence
(D) Confusion
118. During a job interview, James extends a firm handshake to the interviewer. What does this usually indicate?
(A) Aggression
(B) Confidence
(C) Disinterest
(D) Impatience
119. To show INTEREST during a conversation you should.

- (A) Tapp fingers rapidly on the table
 - (B) Keep eye contact
 - (C) Cross your arms
 - (D) None of the above
- 120.** What is positive body language
- (A) Someone giving no eye contact
 - (B) Someone who looks bored and disinterested
 - (C) Someone who is smiling and looks ready to listen
 - (D) Someone with their arms folded
- 121.** Match the body language to the meaning. Stroking chin means ____
- (A) Don't understand, no interest
 - (B) Shy, not wanting to or comfortable communicating
 - (C) Defensiveness
 - (D) Bored, Impatient
 - (E) Thoughtful
- 122.** Your posture
- (A) Is important when giving a speech
 - (B) Conveys your attitude
 - (C) Both answers are correct
 - (D) Neither answer is correct
- 123.** Using gestures is usually an example of ____
- (A) Positive Body Language
 - (B) Negative Body Language
- 124.** Reading directly from a manuscript usually enhances eye contact with the audience. True or False?
- (A) True
 - (B) False
- 125.** Which is the best position for a health care worker who is interacting with a patient in a wheelchair?
- (A) Standing
 - (B) Lying down
 - (C) Sitting
 - (D) Lean against a wall
- 126.** Communicating by using the movements of the body via arms, torso, and legs
- (A) Expressions
 - (B) Body language
 - (C) Non-verbal communication
 - (D) Sign language Edit
- 127.** A ____ jaw can indicate tension or anger.
- (A) Clenched
 - (B) Relaxed
 - (C) Open
 - (D) Drooping
- 128.** Which set best lists positive body language cues?
- (A) Pointing, rolling eyes, hands on hips
 - (B) Slouching, sighing, turning away
 - (C) Frown, no eye contact, folded arms
 - (D) Eye contact, open posture, leaning forward
- 129.** Gestures often have the same meaning for everyone, regardless of culture or individual differences.
- (A) True
 - (B) False
- 130.** Posture in communication means-
- (A) Sitting and standing position
 - (B) Talking fast
 - (C) Writing neatly
 - (D) Smiling
- 131.** The act of making gestures or moving one's body parts, usually arms, hands, and/or legs.
- (A) Facial expression
 - (B) Movement
 - (C) Gesticulation
 - (D) Diction
- 132.** In Thailand, avoiding eye contact is a sign of ____
- (A) Permission
 - (B) Promise
 - (C) Respect
 - (D) Partnership

- 133.** How can you use body language to enhance nonverbal communication in the workplace?
- (A) By using aggressive and confrontational gestures
 - (B) By using open and welcoming body language, maintaining eye contact, and using gestures to emphasize points.
 - (C) By slouching and looking disinterested
 - (D) By avoiding all eye contact and keeping arms crossed
- 134.** What role does body language play in animal communication?
- (A) It helps convey emotions and intentions
 - (B) It is used to perform photosynthesis
 - (C) It is necessary for digestion
 - (D) It is used to build nests
- 135.** What does leaning forward while talking show?
- (A) Boredom
 - (B) Interest and attention
 - (C) Anger
 - (D) Nervousness
- 136.** A mime artist involves acting out a story through body motions.
- (A) True
 - (B) False
- 137.** Select the most likely meaning of the following action: looks at watch.
- (A) Interested
 - (B) Agreeing
 - (C) Impatient
 - (D) Patient
- 138.** Gestures, movements, and manners used to communicate non verbally.
- (A) Respect
 - (B) Accountability
 - (C) Responsibility
 - (D) Body language
- 139.** Goodwill can be conveyed by
- (A) A friendly smile.
 - (B) Never saying please or thank you.
 - (C) Making sarcastic remarks.
 - (D) All of these choices
- 140.** Choose the answer that is an example of body language.
- (A) Volume
 - (B) Tone
 - (C) Questioning
 - (D) Posture
- 141.** Relaxed posture is an example of ____
- (A) Positive Body Language
 - (B) Negative Body Language
- 142.** Which category do movements and gestures belong to?
- (A) Temporal expressions
 - (B) Body parts
 - (C) Body language
 - (D) Emotional responses
- 143.** What body language shows you are listening
- (A) Turning away from the speaker
 - (B) Nodding and making eye contact
 - (C) Looking out of the window
 - (D) Chatting to people
- 144.** Where should you look?
- (A) At the floor
 - (B) At the audience
 - (C) At my hands
 - (D) None of above
- 145.** Ethan, Aria, and Jackson are having a conversation. Ethan smiles at a joke Aria made. This smile is an example of what?
- (A) Body language
 - (B) Leadership
 - (C) Work ethic
 - (D) Attitude

146. In American culture, it is respectful to make eye contact when speaking to someone.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
147. Not having good eye contact generally does NOT mean
- (A) Anxiety
 - (B) Defenselessness
 - (C) Avoidance
 - (D) Disruption
148. This refers to body changes that shows discomfort and stress in a situation. This includes sweating, blushing or tearing up.
- (A) Physiological Changes
 - (B) Facial Expressions
 - (C) Body Movements
 - (D) Eye Contact
149. What refers to the conscious and unconscious movements and postures by which attitudes and feelings are communicated.
- (A) Public speaking
 - (B) Body Language
 - (C) Gestures
 - (D) Voice modulation
150. Which of these is an example of a mixed message?
- (A) Saying "I'm happy" while smiling
 - (B) Saying "I'm fine" while frowning
 - (C) Nodding when saying "yes"
 - (D) Waving hello while saying hello
151. Facial expressions are a part of ____
- (A) Non-effective communication
 - (B) Sign language
 - (C) Body language
 - (D) Gestures
152. Which of the following are body language tactics that officers should NOT utilize on a DV call?
- (A) Not looking directly at the individuals when they are telling you their account of the story
 - (B) Standing arms crossed in front of your chest
 - (C) Keeping your hand on you gun while addressing the individuals
 - (D) All of the above
153. A smile or sneer, a raised eyebrow or frown, and a shrug or clenched fist are all examples of nonverbal messages sent through
- (A) Observation
 - (B) Cultural communications
 - (C) Body language
 - (D) Impressions
154. Description of body language
- (A) The conscious and unconscious movements and postures by which attitudes and feelings are communicated.
 - (B) Excellent artistic and design skills, customer focused.
 - (C) Being in charge of a group of people and making sure tasks get completed effectively by them.
 - (D) Ability to do what needs to be done, without needing to be managed or persuaded so you can be relied on to complete a task.
155. Match the body language to the meaning. Folded arms means ____
- (A) Don't understand, no interest
 - (B) Shy, not wanting to or comfortable communicating
 - (C) Defensiveness
 - (D) Bored, Impatient
 - (E) Thoughtful
156. Good eye contact does NOT mean
- (A) Respect
 - (B) Willingness to listen
 - (C) Keep communication open
 - (D) Willingness to speak

157. What is important in spoken communication besides words?
- (A) Grammar rules only
 - (B) Body language, tone, and pitch
 - (C) Text messages
 - (D) Silence
158. The type of nonverbal communication that is related to body position. It represents numerous messages by the way people walk, talk, stand and sit.
- (A) Artifact
 - (B) Proxemics
 - (C) Posture
 - (D) Facial expression
159. A person is frowning and avoiding eye contact during a conversation. What might this combination of body language cues suggest?
- (A) They are showing positivity and warmth
 - (B) They are interested and confident
 - (C) They are experiencing discomfort and possibly dishonesty
 - (D) They are showing patience and understanding
160. Through facial expression, a public speaker can set the emotional tone for his or her message before he or she starts speaking.
- (A) True
 - (B) False
161. What part of the body has the most profound impact on communication?
- (A) Face
 - (B) Hands
 - (C) Eyes
 - (D) Mouth
162. What does a relaxed posture with lowered shoulders most likely signal?
- (A) Comfort and openness in the interaction
 - (B) Complete disinterest in the topic
 - (C) Dishonesty and intentional deception
 - (D) High stress and imminent conflict
163. What type of communication includes gestures, posture, or movements?
- (A) Eye contact
 - (B) Body language
 - (C) Verbal
 - (D) Tone
164. Shelia waves to her friend and motions her to come sit down beside her. Shelia is using ___ to communicate with her friend
- (A) Empathy
 - (B) Tolerance
 - (C) Behavior
 - (D) Body Language
165. The look on a person's face to communicate or a gesture made with the face to communicate is called what?
- (A) Verbal
 - (B) Language
 - (C) Body language
 - (D) Facial expression
166. What does body language indicate when a person often clenches their fists and taps their feet on the floor during communication?
- (A) Challenge
 - (B) Reflection
 - (C) Avoidance
 - (D) Readiness to respond
167. A smile is what kind of nonverbal symbol?
- (A) Touching
 - (B) Body language
 - (C) Space
 - (D) Time
168. We can understand a person's feelings by looking at the expression on their face.
- (A) Correct
 - (B) Incorrect

169. What does sitting with your legs and arms open show?
(A) Confidence and relaxation
(B) Nervousness
(C) Shyness
(D) Disrespect
170. Uncrossing one's arms is an example of ____
(A) Positive Body Language
(B) Negative Body Language
171. Language communicated through unspoken cues, including hand gestures, facial expressions, physical greetings, eye contact, and the manipulation of personal space
(A) Body language
(B) Brain drain
(C) Communication
(D) Communism
172. A device used by speakers that involves looking directly into listeners' eyes to emphasize a point or to show how strongly the speaker feels about something.
(A) Body language
(B) Eye contact
(C) Follow-up questioning
(D) Nonverbal message
173. What does crossing your arms typically signify in non-verbal communication?
(A) Openness
(B) Defensiveness
(C) Happiness
(D) Confusion
174. It is recommended that you use gestures that are:
(A) Asymmetrical and natural
(B) Symmetrical and natural
(C) Both asymmetrical and symmetrical
(D) Emphasis a point and divert attention from your face
175. Which of the following is NOT a visible body movement that gives a message?
(A) Waving our arms
(B) Saying yes
(C) Pointing our finger
(D) Shrugging our shoulders
176. A thumbs-up gesture means:
(A) No
(B) Yes or good job
(C) Stop
(D) Confused
177. What is a recommended communication method for someone with deafness or hearing loss?
(A) Use body language and speak clearly in short sentences
(B) Speak loudly and quickly
(C) Avoid facing the individual
(D) Use complex vocabulary
178. Direct eye contact is essential in an interview.
(A) True
(B) False
179. Match the body language to the meaning. Frown means ____
(A) Don't understand, no interest
(B) Shy, not wanting to or comfortable communicating
(C) Defensiveness
(D) Bored, Impatient
(E) Thoughtful
180. What role does context play in interpreting body language?
(A) Context is irrelevant to body language interpretation.
(B) Body language can be understood without any context.
(C) Context only confuses the interpretation of body language.
(D) Context is crucial for accurately interpreting body language.

181. Communication in the form of your body is called ____
(A) Verbal
(B) Body language
(C) Talking
(D) Perception
182. How we sit and stand; need good posture to speak properly
(A) Eye Contact
(B) Breathing
(C) Posture
(D) Consonants
183. Dress and grooming are one of the 8 cues of making a first impression.
(A) True
(B) False
184. A person's head tilted to one side while listening to a speaker's talk is displaying his ____
(A) Being defensive
(B) Being cold
(C) Being in control
(D) Being interested
185. Which of the followings is a form of body contact?
(A) Frown
(B) Waving
(C) Winking
(D) Shaking hands
186. Why is it important to maintain good body posture during communication?
(A) It helps you speak louder
(B) It makes you look taller
(C) It conveys confidence and attentiveness
(D) It allows you to move faster
187. A manager is giving feedback to an employee. According to the 7-38-55% Rule, which element should the manager be most mindful of to ensure the message is received positively?
(A) The exact words used
(B) The tone and pitch of their voice
(C) Their body language
(D) The length of the conversation
188. Folding your arms is usually an example of ____
(A) Positive Body Language
(B) Negative Body Language
189. Personal appearance is an element of non-verbal communication
(A) True
(B) False
(C) All the above
(D) None of the above
190. Which aspect of communication is highlighted by the term "kinesis"?
(A) Written communication
(B) Verbal communication
(C) Body language
(D) Sign language
191. What is the significance of maintaining eye contact in a group discussion?
(A) It intimidates others
(B) It shows disinterest
(C) It indicates attentiveness and respect
(D) It distracts others
192. BODY LANGUAGE IN MEETINGS: Making eye contact is usually consider rude. Experts recommend avoiding eye contact.
(A) TRUE
(B) FALSE
193. Nonverbal communication that occurs through conscious or unconscious gestures and movements
(A) Body language
(B) Communication
(C) Electronic health record (EHR)
(D) Etiquette
(E) Facsimile machine (fax)

- 194.** Initiating a handshake when you meet your interviewer exhibits professionalism and confidence.
(A) True
(B) False
- 195.** Crossed arms generally indicate
(A) Openness
(B) Defensiveness
(C) Confidence
(D) Agreement
- 196.** What is it called when someone looks at you in the eyes while speaking?
(A) Eye contact
(B) Eye tact
(C) Staring
(D) Psycho
- 197.** It is culturally determined. Each culture has a clear concept of what parts of the body one may not touch.
(A) Posture
(B) Touch
(C) Gesture
(D) Time
- 198.** Body Language Include
(A) Posture
(B) Facial Expression
(C) Gestures
(D) All of the above
- 199.** How does body language impact teaching?
(A) It confuses students
(B) Enhances communication and engagement
(C) Has no impact on teaching
(D) Makes students uncomfortable
- 200.** Nodding your head up and down usually means:
(A) Yes or agreement
(B) No or disagreement
(C) Confusion
(D) Anger
- 201.** INTERPRET THE SIGNS: Head resting in hand, eyes downcast
(A) Readiness, aggression
(B) Rejection, doubt, lying
(C) Boredom
(D) Sincerity, openness, innocence
- 202.** The process of communicating nonverbally through conscious or unconscious gestures and movements
(A) Body Language
(B) Paralanguage
(C) Sending Barriers
(D) Context
- 203.** Which gesture is typically associated with confusion or uncertainty?
(A) Hand on head with a tilted posture
(B) Both arms raised in excitement
(C) Hands together in prayer
(D) Waving hand
- 204.** Posture, movement, gestures, and clarity are all examples of body language.
(A) True
(B) False
- 205.** Which body language cue is commonly perceived as negative in professional settings?
(A) Consistent eye engagement
(B) Upright attentive posture
(C) Being clumsy with objects
(D) Open relaxed shoulders
- 206.** In face-to-face communication, what percentage does body language account for?
(A) 7%
(B) 55%
(C) 38%
(D) 100%

207. Paul Ekman's six universal facial expressions are:
- (A) Happiness, sadness, fear, disgust, anger, surprise
 - (B) Happiness, sadness, jealousy, disgust, anger, surprise
 - (C) Happiness, sadness, fear, disgust, anger, confusion
 - (D) Happiness, excitement, fear, disgust, anger, surprise
208. Raised eyebrows and shrugs are examples of
- (A) Body language
 - (B) Cross-cultural communication
 - (C) Poor communication
 - (D) Good communication
209. What does a firm handshake typically convey in body language?
- (A) Nervousness
 - (B) Confidence
 - (C) Fear
 - (D) Disinterest
210. Which of the following is an example of assertive body language?
- (A) Avoiding eye contact
 - (B) Crossing arms
 - (C) Maintaining eye contact
 - (D) Slouching
211. Is bowing a common throughout Japan and is often used to show emotions?
- (A) Yes
 - (B) No
 - (C) Not mentioned
 - (D) None of above
212. What percentage of communication does body language and facial expression make up?
- (A) 20%
 - (B) 30%
 - (C) 50%
 - (D) 55%
213. What do we call for body posture, movements of eye, head, hand, finger, lips touch etc.?
- (A) Body language
 - (B) Physical language
 - (C) Difficult language
 - (D) Simple language
214. Generally a straight but relaxed posture sends a message of ____
- (A) Relaxation
 - (B) Confidence
 - (C) Immediacy
 - (D) Verbal
215. Body language gives credibility and ____ to your message.
- (A) Sincerity
 - (B) Sincere
 - (C) Sin
 - (D) Sinful
216. INTERPRET THE SIGNS: Rubbing the eye
- (A) Open, relaxed
 - (B) Doubt, disbelief
 - (C) Anticipation
 - (D) Defensiveness
217. Which of the following is a type of non-verbal communication that includes facial expressions, body posture, gestures, eye movement, touch, and the use of space?
- (A) Verbal language
 - (B) Nonverbal language
 - (C) Sign language
 - (D) Body language
218. Body language is not a form of communication.
- (A) True
 - (B) False
219. What is the effect of a slumped posture?
- (A) Indicates openness
 - (B) Indicates low spirits

- (C) Indicates high spirits
 - (D) Indicates confidence
220. Which of the following is positive body language to use when speaking?
- (A) Fold your arms or cross your legs
 - (B) Stand behind a lectern and keep your body hidden
 - (C) Keep your arms open and use open gestures
 - (D) Don't make eye contact
221. Where should you be looking when you shake someone's hand?
- (A) Down to the floor
 - (B) Out the window
 - (C) Make eye contact
 - (D) Look to the sky
222. Gesturing naturally during a speech increases audience engagement.
- (A) True
 - (B) False
223. What kind of body language should you have during a presentation?
- (A) Hands at sides
 - (B) Hands in the pocket
 - (C) Hands behind back
 - (D) Clutching hands
224. A smile is what kind of Non-Verbal symbol
- (A) Space
 - (B) Body Language
 - (C) Touching
 - (D) Time
225. Using open body language helps send which kind of message?
- (A) Positive
 - (B) Negative
 - (C) Aggressive
 - (D) Passive
226. What is an example of Body Language that shows you are interested in what someone is saying?
- (A) Slumping over
 - (B) Leaning forward when someone is talking to me
 - (C) Crossing my arms
 - (D) Turning away from the person talking to me
227. Quick, sudden body movement is usually an example of ____
- (A) Positive Body Language
 - (B) Negative Body Language
228. Maintaining good posture and open body language can positively influence how others perceive us in the workplace. True or False?
- (A) True
 - (B) False
229. Which of the following is NOT a component of 'body language'?
- (A) Gestures
 - (B) Postures
 - (C) Facial expressions
 - (D) Voice volume
230. Revealing one's palms is known to create a feeling of ____
- (A) Distrust
 - (B) Warmth
 - (C) Trust
 - (D) Anger
231. A firm handshake generally communicates:
- (A) Confidence
 - (B) Aggression
 - (C) Disinterest
 - (D) Nervousness
232. True or False? Nonverbal communication can influence an interview.
- (A) True
 - (B) False

233. A verbal example of asking open questions is "How did that make you feel?" and a nonverbal example is ____
- (A) Leaning slightly forward to show interest
 - (B) Looking away frequently
 - (C) Crossing your arms tightly
 - (D) Checking your watch repeatedly
234. Why is body language important in communication?
- (A) It helps us understand how another person is feeling.
 - (B) It replaces the need for spoken language.
 - (C) It is only used in formal settings.
 - (D) It is less important than verbal communication.
235. Which of these is NOT an example of positive body language?
- (A) Using gestures
 - (B) Relaxed posture
 - (C) Body tension
 - (D) Leaning closer
236. Nonverbal communication are messages that are sent through ____ language and facial expressions.
- (A) The Spanish
 - (B) The English
 - (C) The body
 - (D) Any foreign
237. Which of the following is an example of a "closed body and closed attitude"?
- (A) Standing with arms and legs open
 - (B) Standing with arms crossed and body turned away
 - (C) Smiling and making eye contact
 - (D) Waving hands in the air
238. Hand gestures in a meeting would be a type of which of these?
- (A) Verbal Communication
 - (B) Written Communication
 - (C) Body Language
 - (D) Formal Communication
239. An example of body position is crossing your ____ and arms.
- (A) Legs
 - (B) Ears
 - (C) Fingers
 - (D) Shoulders
240. Not crossing your arms when listening to clients or team members is an example of:
- (A) Being aware of your body language
 - (B) Always remembering that listening is the best relationship builder
 - (C) Using correct English
 - (D) Speaking clearly and loudly enough for people to hear
241. Examples of body language control include
- (A) Eye contact, modulation, enunciation, facial expressions, and dress
 - (B) Eye contact, movement, posture, facial expressions, and dress
 - (C) Dress, movement, enunciation, tone, and eye contact
 - (D) Modulation, enunciation, eye contact, posture, and dress
242. If a speaker winks after saying something, it suggests to the audience that the subject is:
- (A) Incredible
 - (B) Serious
 - (C) True
 - (D) Non-serious
243. A co-worker come to your office to introduce you to a friend of his. You:
- (A) Smile and nod
 - (B) You stand up, establish eye contact, smile and shake his hand
 - (C) Wave and tell him how happy you are to meet him
 - (D) Give him a high five

- 244.** Nonverbal messages sent through gestures, facial expressions, posture, and other body actions
- (A) Communication
 - (B) Occupational Safety & Health Administration (OSHA)
 - (C) Body language
 - (D) Culture
- 245.** Which book by body language experts Allan and Barbara Pease illustrates different types of handshakes and their function?
- (A) The Definitive Book of Body Language
 - (B) On Writing: A Memoir of the Craft
 - (C) The Elements of Style
 - (D) The Hidden Dimension
- 246.** A direct eye gaze indicates an important message is about to be ____
- (A) Delivered
 - (B) Ignored
 - (C) Forgotten
 - (D) Delayed
- 247.** Non-verbal communication can be ____ through body language.
- (A) Convey
 - (B) Conveyed
 - (C) Conveying
 - (D) Conveys
- 248.** Non verbal communication that occurs through conscious or unconscious gestures and movements is called what?
- (A) Data
 - (B) Feedback
 - (C) Body language
 - (D) Communication
- 249.** What does a furrowed brow usually indicate?
- (A) Happiness
 - (B) Anger
 - (C) Excitement
 - (D) Confusion, concentration, or concern
- 250.** Match the body language to the meaning. Lowered eyes mean ____
- (A) Don't understand, no interest
 - (B) Shy, not wanting to or comfortable communicating
 - (C) Defensiveness
 - (D) Bored, Impatient
 - (E) Thoughtful
- 251.** The way a person stands or sits is called their ____
- (A) Posture
 - (B) Gesture
 - (C) Attire
 - (D) Expression
- 252.** Eli rubs his palms together as he walks towards the dining hall for lunch. His body language is saying
- (A) He is angry.
 - (B) He has an expectation of something good happening in the dining room today.
 - (C) He heard there will be a fight in the dining room today and he is fearful.
 - (D) He is not going to eat lunch today.
- 253.** In understanding the message ____ % is body language, ____ % is tone of voice
- (A) 55, 38
 - (B) 38, 55
 - (C) 52, 45
 - (D) 83, 56
- 254.** During a boring lecture, Daniel was seen fidgeting and Aria was caught yawning. These are examples of ____
- (A) Interest
 - (B) Compassion
 - (C) Negative body language
 - (D) Lying
- 255.** Whenever you speak to your friends or family members, do you not move your hands, make eye-contact and change your facial ____?
- (A) Movement

- (B) Features
(C) Expressions
(D) Appearance
256. What is the primary focus of non-verbal communication?
(A) Written messages
(B) Body language
(C) Facial expressions
(D) Words spoken
257. Too firm a handshake comes across as being
(A) Rude or lacking in interest
(B) Domineering or arrogant
(C) Eager to please
(D) Upset or insecure
258. Billy was sent to the AP's office for disruptive behavior in class. When the AP walks into the room, Billy has his leg swung over a chair beside him. What is his body language communicating?
(A) Billy is angry.
(B) Billy feels dominant.
(C) Billy does not feel concern about being sent to the office.
(D) Billy feels rejected by the AP.
259. If a girl is happy, which of the following body language behaviors might she display?
(A) Sit quietly with her hands folded
(B) Stand up straight and put her hands in the air
(C) Frown and look down
(D) Walk slowly with her head down
260. True or False? Sometimes our body language can send a message that is different from what we meant to say.
(A) True
(B) False
261. Immediacy includes ____
(A) Length of speech
(B) Verbal communications
(C) Smiling
(D) None of above
262. How do facial expressions contribute to body language in communication?
(A) They help convey emotions and attitudes non-verbally.
(B) They are only used for artistic purposes.
(C) They replace the need for spoken language entirely.
(D) They are unrelated to communication.
263. Your body language contributes to ____ % of your overall communication.
(A) 14%
(B) 4%
(C) 55%
(D) 78%
264. When listening to others, how do you usually position yourself?
(A) Lean back, away from the speaker
(B) Slightly lean forward and stand facing the speaker
(C) Cross your arms in front of your chest
(D) None of above
265. Which of the following best describes closed posture?
(A) Relaxed stance with uncrossed arms and legs
(B) More formal, distant stance, generally with the arms, and possibly the legs, tightly crossed
(C) Jumping and waving arms
(D) Sitting on the floor
266. Which sitting posture shows that you are a professional listener?
(A) Eyes looking straight, body leaning forward
(B) Eyes looking straight, hands on the table
(C) Eyes looking straight, back leaning on the chair, legs crossed
(D) Eyes looking straight, body facing forward, hands on the table, head nodding along

267. A smile is a sign ____ friendliness and interest.
(A) On
(B) About
(C) Of
(D) From
268. Which includes a component that is NOT a part of body language?
(A) Gestures, eye contact, facial expressions, and territory
(B) Gestures, eye contact, facial expressions, posture, and positions
(C) Gestures, eye contact, facial expressions, and verbal messages
(D) Gestures, eye contact, facial expressions, and positions
269. What does rapid blinking often indicate?
(A) Happiness
(B) Confidence
(C) Distress or discomfort
(D) Calmness
270. Which of the following indicate that you are not interested or not listening?
(A) Checking texts, time
(B) Crossing arms, tapping fingers, dropping the head, biting your lips
(C) Looking away, long breaks in eye contact, avoiding eye contact, rolling eyes
(D) All the other answers
271. Using gestures, posture, and eye contact shows effective use of:
(A) Tone
(B) Body Language
(C) Grammar
(D) Visual Aids
272. Olivia is careful of how she communicates with people at work. Which is an example of positive nonverbal communication?
(A) Smiling and nodding.
(B) Asking and answering questions.
(C) Crossing her arms and sighing.
(D) Rolling her eyes and frowning.
273. The picture of the two men fist bumping is a form of ____
(A) Facial expression
(B) Body posture
(C) Gesture
(D) Use of time
(E) Pitch Edit
274. Making eye contact is a form of body language.
(A) TRUE
(B) FALSE
275. Nodding is an example of ____
(A) Positive Body Language
(B) Negative Body Language
276. Leon is being interviewed by a panel of three interviewers. When answering questions, he should maintain contact only with the person who asks the question.
(A) True
(B) False
277. Can your body language confuse your audience?
(A) Yes
(B) No
278. Why is maintaining eye contact important in active listening?
(A) It shows disinterest
(B) It helps with multitasking
(C) It shows engagement and focus
(D) It distracts the speaker
279. Why is eye contact important in public speaking?
(A) It helps the speaker remember their lines
(B) It creates a connection with the audience
(C) It prevents the audience from falling asleep
(D) It is required by formal speaking rules

- 280. INTERPRET THE SIGNS:**Open palm
- (A) Readiness, aggression
 - (B) Rejection, doubt, lying
 - (C) Boredom
 - (D) Sincerity, openness, innocence
- 281.** Leaning closer to someone is an example of —
- (A) Positive Body Language
 - (B) Negative Body Language
- 282.** Mirroring body language helps in
- (A) Conflict
 - (B) Rapport building
- 283.** Watch how they stand, where they look, how they use space, speed of their speech
- (A) Prepare
 - (B) Gain their attention
 - (C) Listen
 - (D) Declare the message
 - (E) Read body language
- 284.** Gesture “Brisk & erect walking” shows
- (A) Boredom
 - (B) Defensiveness
 - (C) Confidence
 - (D) Insecurity
- 285.** How did Iris tell the story with her hands?
- (A) By drawing it on paper.
 - (B) By using sign language.
 - (C) By writing it down.
 - (D) By acting it out.
- 286.** Jordan came into the classroom, slammed his backpack down, rolled his eyes at the teacher, then put his head down. What is Jordan’s body language communicating?
- (A) Jordan is scared of the teacher
 - (B) Jordan is excited to be in class
 - (C) Jordan is mad about something
 - (D) Jordan is shy around new friends
- 287.** What is the first impression you score with the person communicating with you?
- (A) Opening of your story
 - (B) Warm greetings
 - (C) Humorous conversation
 - (D) Posture, gestures, and attire
- 288.** Making a twisted or contorted face to show pain or disgust is called —
- (A) Grimacing
 - (B) Smiling
 - (C) Laughing
 - (D) Winking
- 289.** During a school debate, Arjun wants to appear confident while sitting. What posture should he adopt?
- (A) Slouching in his chair
 - (B) Leaning back in his chair
 - (C) Crossing his legs
 - (D) Sitting up straight
- 290.** In a communication skills workshop, Noah, Mason, and Avery learned about the importance of body language. According to the Mehrabian study they discussed, what percentage of communication is attributed to body language?
- (A) 55%
 - (B) 38%
 - (C) 7%
 - (D) 45%
- 291.** One’s facial expressions should naturally vary to be consistent with one’s message.
- (A) True
 - (B) False
- 292.** Keeping your hands in your pockets while talking can show:
- (A) Nervousness or shyness
 - (B) Confidence
 - (C) Interest
 - (D) Openness

1.3.2 Kinesics

1. Which connotation is more NEGATIVE? I didn't like the ____ on her face.
(A) Smirk
(B) Grin
(C) Smile
(D) None of above
2. A verbal example of active listening is "I understand you're upset." and a nonverbal example is ____
(A) Nodding head
(B) Looking away
(C) Crossing arms
(D) Checking your phone
3. Learners that prefer to touch, move or manipulate. They learn best through hands on-activities, practicum and other similar activities.
(A) Visual learners
(B) Kinesthetic learners
(C) Auditory learners
(D) None of above
4. In Japan, people greet each other by bowing. A bow can range from a small nod of the head to a deep bend at the waist. A deeper, longer bow indicates ____
(A) Personal responsibility
(B) Respect and apology
(C) Casually greeting someone
(D) Thankfulness
5. The invited guest speaker last commencement exercises was walking around the stage while delivering his speech. The audience did not know that the speaker is observing a speech delivery principle. What principle is it?
(A) Facial expression
(B) Gestures
(C) Movement
(D) Stage presence
6. Which facial expression is described as turning down the corners of your mouth to show displeasure?
(A) Frowning
(B) Smiling
(C) Laughing
(D) Yawning
7. The nurse must be careful not to nonverbally communicate disapproval through gestures or facial expressions.
(A) True
(B) False
8. In facial expressions, raised brows and a tense mouth suggest ____
(A) Surprise
(B) Fear
(C) Disgust
(D) Anger
(E) Happiness
9. Frowning, smiling, giggling
(A) Kinesics
(B) Oculistics
(C) Proxemics
(D) Haptics
(E) Vocalics
10. Raising an eyebrow typically belongs to which type of non-verbal communication?
(A) Oculistics
(B) Kinesics
(C) Para-language
(D) Artifacts
11. Deaf people communicate by ____
(A) Language
(B) Sign language
12. Which of the following is the definition of kinesics?

- (A) Study of the relationship between body movement and communication
(B) The idea that different languages create different ways of thinking
(C) Extinction of language that have very few speakers
(D) A flawed system of classification that has no biological reason that puts people in different groups
13. Maria's boss just delivered some bad news. Maria's shoulders slump, her brows furrow, and she avoids eye contact, clearly indicating disappointment and sadness.
(A) Proxemics
(B) Kinesics
(C) Chronemics
(D) Paralanguage
(E) Haptics
14. When a person gives another person ____ during a conversation, it establishes a level of trust with that person by allowing people to know the speaker is sincere.
(A) Handshake
(B) Eye-contact
(C) Facial expressions
(D) Proximity
15. INTERPRET THE SIGNS: Rubbing hands
(A) Open, relaxed
(B) Doubt, disbelief
(C) Anticipation
(D) Defensiveness
16. Which of the following is a form of conscious non-verbal communication?
(A) Subliminal messages
(B) Deliberate body movements
(C) Unplanned facial expressions
(D) Involuntary gestures
17. Facial expressions are a primary component of which type of nonverbal communication?
(A) Kinesics
(B) Paralanguage
(C) Proxemics
(D) Standard Language
18. Which of the following is an example of positive nonverbal communication?
(A) Rolling your eyes
(B) Tapping your foot
(C) Leaning forward to listen
(D) Crossing your arms
19. What is kinesics?
(A) The management of personal space
(B) External appearance
(C) Gestures or body movements that convey information
(D) Long-distance communication
20. During a workshop, Cristian observed that Martha was demonstrating how to solve a challenging algebra equation to Debora without uttering a single word. What type of kinesic behavior was Martha using in this non-verbal communication?
(A) Communication through body movements
(B) Communication through facial expressions
(C) Communication through eye contact
(D) Communication through gestures
21. Look at the person's eyes
(A) Ask if they are ready to catch
(B) Throw slowly and carefully
(C) Throw one beanbag at a time
(D) Look at the person
(E) Say the person's name
22. INTERPRET THE SIGNS: Sitting, legs apart
(A) Open, relaxed
(B) Doubt, disbelief
(C) Anticipation
(D) Defensiveness

23. One of the means of communication is the position of the body. Standing up straight and tall during a speech
(A) Posture
(B) Gestures
(C) Volume
(D) None of above
24. Which of the following is NOT a component of kinesics?
(A) Touch
(B) Posture
(C) Eye Contact
(D) Speech
25. The purposive movement of our fingers, hands, arms, head, shoulders, torso, legs, or feet for nonverbal communication.
(A) Gesture
(B) Touch
(C) Posture
(D) Time
26. Which of these facial expression is a favorable (good) expression?
(A) Staring hard
(B) Nodding while listening
(C) Looking away from the speaker
(D) Wrinkled forehead
27. Facial Expressions is ____
(A) Act of making gestures or moving one's body parts
(B) The people who are listening and/or viewing a presentation or speaker.
(C) Communicating ideas and emotions non-verbally by contorting one's face.
(D) Word choice.
28. She sat in the corner ____ after they rejected her proposal.
(A) Sneering
(B) Pouting
(C) Smirking
(D) Gaping
29. What does 'kinesics' refer to?
(A) Study of touch
(B) Study of time
(C) Study of body language
(D) Study of space
30. This non-verbal way of communicating is how you sit, whether your arms are crossed, and so on.
(A) Posture
(B) Personal Space (Proxemics)
(C) Physiological Changes
(D) Para-Language
31. The handshake that conveys confidence is
(A) Limp
(B) Firm
(C) Loose
(D) Double
32. The expression you make can change the meaning of the words you say or show how you feel about someone. Being aware of your own facial expressions is very important in professional environment.
(A) Physiological Changes
(B) Body Movements
(C) Facial Expressions
(D) Eye Contact
33. Kendall was very animated with his speaking. He gave lots of eye contact and appropriate hand gestures. He had great use of which type of nonverbal communication?
(A) Kinesics
(B) Proxemics
(C) Haptics
(D) Chronemics
34. What is a common nonverbal cue that indicates disagreement or disapproval?
(A) Thumbs up
(B) Nodding the head up and down
(C) Clapping hands
(D) Shaking the head from side to side

35. Smiling at someone shows:
(A) Anger
(B) Happiness or friendliness
(C) Confusion
(D) Sadness
36. True or False: Facial expressions are not a part of body language
(A) True
(B) False
37. Which of the following involves sending messages through body movement?
(A) Written communication
(B) Kinesics
(C) Semantics
(D) Chronemics
38. What is the study and use of body language called?
(A) Kinesics
(B) Linguistics
(C) Semantics
(D) Phonetics
39. Body Language is called ____
(A) Kinesics
(B) Haptics
(C) Chronemics
(D) Paralinguistics
40. Match the body language to the meaning. Drumming fingers mean ____
(A) Don't understand, no interest
(B) Shy, not wanting to or comfortable communicating
(C) Defensiveness
(D) Bored, Impatient
(E) Thoughtful
41. Posture reflects
(A) Vocabulary
(B) Attitude
(C) Grammar
(D) Pronunciation
42. What does steady eye contact show?
(A) Shyness
(B) Meanness
(C) Lack of confidence
(D) Confidence
43. Gestures create a more interesting appearance. Gestures should be used appropriately to ____ certain words and phrases.
(A) Emphasize
(B) Entertain
(C) Distract away from
(D) Avoid
44. In ____, shaking heads mean 'YES' and nodding heads means 'NO'
(A) Australia
(B) Canada
(C) Romania
(D) Bulgaria
45. A smile can be a form of enthusiasm and a positive attitude.
(A) True
(B) False
46. INTERPRET THE SIGNS Arms crossed on chest
(A) Doubt, disbelief
(B) Open, relaxed
(C) Defensiveness
(D) Anticipation
47. 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

48. This refers to the use of body language in communication.
- (A) Kinesics
 - (B) Proxemics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
49. How can eye contact be interpreted in communication?
- (A) Always positive
 - (B) Indicates boredom
 - (C) Is irrelevant
 - (D) Shows interest and attention
50. Which of the following is an example of a non-verbal that contradicts a verbal message?
- (A) Smiling when you give a compliment
 - (B) Rolling your eyes when you answer positively
 - (C) Nodding your head when you are agreeing
 - (D) Saying someone looks nice and smiling
51. Looking at the audience before saying anything communicates weakness or unpreparedness.
- (A) True
 - (B) False
52. What should you pay attention to when using facial expressions?
- (A) Smile genuinely
 - (B) Use forced expressions
 - (C) Use inappropriate expressions
 - (D) Avoid using facial expressions
53. In facial expressions, lowered brows and tension in the jaw suggests ____
- (A) Surprise
 - (B) Fear
 - (C) Disgust
 - (D) Anger
 - (E) Happiness
54. Using your hands while you talk can communicate a range of meanings, from enthusiasm and passion, to a lack of control. What would calm, rounded hand gestures say to you?
- (A) "I think I'm in trouble"
 - (B) "I'm open and clear"
 - (C) "I'm feeling over the moon"
 - (D) None of above
55. When we use body Language to communicate with others we are using ____
- (A) Pictographs
 - (B) Written language
 - (C) Gestures
 - (D) Symbols
56. What is the term for the study of body movements and gestures in communication?
- (A) Proxemics
 - (B) Kinesics
 - (C) Haptics
 - (D) Chronemics
57. Which of the following nonverbal cues indicates anger or frustration?
- (A) Tense jaw
 - (B) Relaxed posture
 - (C) Smiling
 - (D) Raised eyebrows
58. During an international conference, the CEO Cresia noticed that the Senegalese delegate, Baba Traore, was expressing her points through her body movements. What type of kinesic behavior was Deborah using in this nonverbal communication?
- (A) Communication through body movements
 - (B) Communication through facial expressions
 - (C) Communication through eye contact
 - (D) Communication through gestures
59. A person's ____ can communicate many messages. The way a person walks, talks, stands, or sits creates communication.

- (A) Posture and body orientation
 - (B) Gesture
 - (C) Facial expression
 - (D) Proximity
60. Folding your arms in front of you makes it seem as if you are ____
- (A) Distant and unwilling to talk
 - (B) The group leader
61. What facial expression is commonly associated with happiness?
- (A) Frown
 - (B) Squint
 - (C) Pout
 - (D) Smile
62. What are the nonverbal cues that have a universal meaning within a specific culture?
- (A) Emblems
 - (B) Illustrators
 - (C) Songs
 - (D) Symbols
63. Facial expressions are the movements and positions of our ____, like smiling or rolling our eyes.
- (A) Face
 - (B) Hands
 - (C) Feet
 - (D) Ears
64. Body posture is the ____ of speaker's body while body gestures are ____
- (A) Space occupied, limb positions
 - (B) Position, limb movements
 - (C) Position, expressions
 - (D) None of above
65. Facial expressions, head movements and hand gestures are often used instead of verbal language altogether. For example, a person's eyes can often convey a far more vivid message than words and often do.
- (A) Contradiction
 - (B) Substitution
 - (C) Accenting
 - (D) Complementing
66. What facial expression should you have when speaking on the phone?
- (A) A grimace
 - (B) It doesn't matter, they can't see you
 - (C) A frown
 - (D) A smile
67. Offering your hand palm-down shows your
- (A) Equality
 - (B) Dominance
 - (C) Submissiveness
 - (D) Jewellery
68. Imagine David, Grace, and Lily are in class. Which of the following nonverbal cues shows that someone is really paying attention?
- (A) Looking away
 - (B) Nodding
 - (C) Checking their phone
 - (D) Yawning
69. Which of the following is an example of non-verbal communication in directing?
- (A) Email
 - (B) Hand gestures
 - (C) Phone call
 - (D) Written report
70. Which of the following non-verbal communication methods conveys emotions, such as anger and happiness?
- (A) Eye Contact
 - (B) Facial Expressions
 - (C) Touch
 - (D) Paralanguage
71. Kinesics is primarily concerned with:
- (A) Facial expressions and body movements
 - (B) Verbal communication
 - (C) Written language
 - (D) Environmental factors

72. What is an example of kinesics?
(A) Pointing while giving someone directions
(B) A person's facial expressions
(C) Any body movement
(D) All of these are examples of kinesics
73. Kinesics is one of the types of non-verbal communication.
(A) True
(B) False
(C) All the above
(D) None of the above
74. Open, relaxed posture conveys approachability; crossed arms may signal defensiveness. What is this skill?
(A) Body posture and gestures
(B) Active listening
(C) Verbal communication
(D) Time management
75. During a heated discussion at work, Benjamin suddenly crosses his arms and leans back in his chair. What does this body language usually signal?
(A) Defensiveness or closing off the conversation
(B) That they are cold
(C) High confidence
(D) Deep agreement with the speaker
76. Leaning forward shows
(A) Disinterest
(B) Aggression
(C) Interest
(D) Fatigue
77. Choose the best examples of an emblem
(A) Using 2 fingers in the shape of a V to sign "Peace"
(B) Shaking of the head to say no
(C) Pointing in the air while saying up
(D) Making a cradle with the arms when saying baby
78. What did Grandpa use to help tell the story of the whale?
(A) His singing voice
(B) His signing hands
(C) A book
(D) Pictures
79. This includes frowning and blinking, which are very hard to control consciously. Interestingly, the broad ____ that show strong emotions, such as fear, anger, and happiness, are the same throughout the world.
(A) Facial Expressions
(B) Personal Space (Proxemics)
(C) Eye Contact
(D) Para-Language
80. During a group discussion, David noticed that Anika crossed her arms. In body language, what does this typically signify?
(A) Openness
(B) Defensiveness
(C) Excitement
(D) Relaxation
81. What does a slight Forward lean indicate during communication with a patient?
(A) You are about to stand up
(B) You are ready to give an apology
(C) You are interested in what he/she has to say
(D) You want to ask a closed-ended question
82. What do gestures do when speaking?
(A) Distract people
(B) Highlight your words
(C) Make you sound louder
(D) None of these
83. What does a happy face look like?
(A) EYES WIDEN, BROWS LIFT, MOUTH FORMS THE SHAPE OF AN O.
(B) EYES SQUINT, BROWS LIFT, MOUTH CURVES UP, SOMETIMES WITH LIPS PARTING.

- (C) EYES NARROW AND LIDS DROP, OUTER BROWS TURN DOWNWARD, MOUTH TURNS DOWN, FACIAL MUSCLES SAG.
- (D) EYES NARROW CONSIDERABLY, BROWS FURROW, MOUTH TWISTS DOWNWARD, JAW SETS FIRMLY.
84. Which of the following refers to the use of body parts such as arms, legs, hands, and head to convey meaning?
- (A) Proxemics
(B) Time language
(C) Gestures
(D) Paralanguage
85. How we sit and stand
- (A) Eye Contact
(B) Inflection
(C) Posture
(D) Diaphragm
86. Which of the following is a form of non-verbal communication involving the movement of body parts such as hands and face?
- (A) Chants
(B) Convergence
(C) Gestures
(D) Rhetoric
87. INTERPRET THE SIGNS: Touching, slightly rubbing nose
- (A) Readiness, aggression
(B) Rejection, doubt, lying
(C) Boredom
(D) Sincerity, openness, innocence
88. What does leaning forward while sitting indicate in communication?
- (A) The person is trying to control.
(B) The person has a submissive or hostile attitude.
(C) The person is very confident.
(D) The person is very interested and ready to respond.
89. Which of the following is a sign of defensive posture?
- (A) Leaning forward
(B) Relaxed shoulders
(C) Crossed arms
(D) Open arms
90. What is a tip for effective non-verbal communication?
- (A) Avoid observing others' non-verbal cues
(B) Cross your arms defensively
(C) Avoid maintaining eye contact
(D) Use gestures to emphasize points
91. Posture has the potential to convey warmth and acceptance or distance and disinterest.
- (A) True
(B) False
92. It is a Non-verbal Communication that deals with physical movement sometimes called affective displays.
- (A) Kinesics
(B) Occulesics
(C) Proxemics
(D) Haptics
(E) Vocalics
93. Which of the following is an example of sub-conscious nonverbal communication?
- (A) Speaking loudly
(B) Writing a letter
(C) Facial expressions
(D) Typing an email
94. When considering eye contact it is appropriate to:
- (A) Look above the heads of the audience
(B) Maintain direct eye contact with people at different distances
(C) Look down to the floor
(D) Look at only a few individuals throughout the message

95. Act of moving one's body parts, usually arms, hands, legs, as a means of expression is called as
- (A) Gestures
 - (B) Facial expressions
 - (C) Vocal distractions
 - (D) Fluency
96. The movement of the head, arms, and hands to illustrate, emphasize, or signal ideas in a presentation are examples of what kind of nonverbal communication?
- (A) Gestures
 - (B) Body language
 - (C) Facial expression
 - (D) Posture
97. What does a frown on someone's face mean?
- (A) Happiness
 - (B) Sadness or anger
 - (C) Confidence
 - (D) Excitement
98. A smile during conversation shows-
- (A) Rudeness
 - (B) Politeness
 - (C) Anger
 - (D) Boredom
99. What does eye contact indicate when we talk or listen to someone?
- (A) Lack of interest
 - (B) Distrust
 - (C) Paying attention
 - (D) Disrespect
100. The use of gestures (sign language)
- (A) Kinesics
 - (B) Proxemics
 - (C) Artifacts
 - (D) None of above
101. Which body position is described as "defensive standing position" in kinesics?
- (A) Arms crossed and legs crossed
 - (B) Arms open and hands extended
 - (C) Hands on hips
 - (D) Sitting with legs crossed
102. Facial expressions aid in all of the following EXCEPT?
- (A) Setting the tone of the conversation
 - (B) Providing feedback
 - (C) Providing clues of audience comprehension
 - (D) Breaking through the stress in the room
103. Clenched fists mean
- (A) Acceptance
 - (B) Pleading
 - (C) Anger
 - (D) Sympathy
104. Which of the following is an unaided method of communication?
- (A) Facial expressions
 - (B) AAC device
 - (C) E-Tran frames
 - (D) Chatbots
105. The speaker's message can be visualized through it and also helps the speaker express his/her point very well. It refers to:
- (A) Body posture
 - (B) Facial gestures
 - (C) Facial expression
 - (D) Hand and Body gestures
106. What does a raised and arched eyebrow typically indicate?
- (A) Sadness
 - (B) Anger
 - (C) Surprise
 - (D) Disgust
107. Kinesics are a type of non-verbal code that refer to:
- (A) The space used to communicate
 - (B) Your eye contact with the audience.

- (C) The emotions that are given through your face while speaking.
(D) Body movements, gestures, and posture.
- 108.** Which gesture would you use to indicate that someone should calm down?
(A) Both hands raised with palms facing out
(B) One hand pointing
(C) Both hands on head
(D) Arms crossed
- 109.** Which nonverbal channel primarily conveys universal emotions such as happiness, anger, and fear without words?
(A) Chronemics or timing
(B) Artifacts like jewelry
(C) Gestures with the hands
(D) Facial expressions on the face Edit
- 110.** The study of bodily movements, including posture, gestures, and facial expressions
(A) Emblems
(B) Kinesics
(C) Objectics
(D) Proxemics
- 111.** Smiling and rolling your eyes are examples of
(A) Tone.
(B) Jargon.
(C) Gestures.
(D) Semantics.
- 112.** This is often the easiest element of non-verbal communication to control. Examples: hand gestures or nodding or shaking the head.
(A) Eye Contact
(B) Posture
(C) Body Movements (Kinesics)
(D) Physical Appearance
- 113.** Which is a correct pairing of kinesics element and meaning?
(A) Slouching-communicates attentiveness and respect
(B) Head nods-display disagreement and rejection
(C) Gestures-indicate involvement and emphasis
(D) Eye contact-signals boredom and apathy
- 114.** — are silent but say a lot.
(A) Languages
(B) Students
(C) Gestures
(D) Teachers
- 115.** Hand and body movements used to bring an idea across.
(A) Posture
(B) Tone
(C) Rate
(D) Gestures
- 116.** You should not look the other person in the eyes because it can mean you are mad at them.
(A) True
(B) False
- 117.** INTERPRET THE SIGNSHand to cheek
(A) Impatience
(B) Authoritative
(C) Evaluation, thinking
(D) Disbelief
- 118.** What are gestures?
(A) Written communication
(B) Movement used to emphasize the idea of being communicated, with different meanings in different cultures
(C) Spoken words
(D) None of the above
- 119.** Which of the following is a type of non-verbal cue?
(A) Text messages
(B) Spoken language

- (C) Written words
(D) Facial expressions
- 120.** Smiling in communication can convey:
(A) Hostility
(B) Happiness and warmth
(C) Confusion
(D) Anger
- 121.** Components of Nonverbal Communication: (Manner or pattern of walking) are forms of self-expression. The way people sit, stand, and move reflects attitudes, emotions, self-concept, and health status.
(A) Personal appearance
(B) Posture and gait
(C) Facial expressions
(D) Eye contact
- 122.** Which of these signals suggest the person you are speaking to might not be telling the whole truth?
(A) They make steady eye contact.
(B) They make frequent hand to face touches, including attempts to cover their mouth.
(C) They answer you fairly promptly.
(D) None of above
- 123.** A person is better able to control their non-verbal kinetic signals than their verbal kinetic signals.
(A) True
(B) False
- 124.** Which of the following is an example of a nonverbal cue indicating discomfort or anxiety?
(A) Relaxed posture
(B) Smiling
(C) Fidgeting
(D) Nodding
- 125.** Body language is a dead giveaway for how you really feel about someone.
(A) False
(B) True
- 126.** What are facial expressions?
(A) A series of pictures of people's faces.
(B) The way the face looks when it is happy.
(C) Use of muscles in the face that communicate emotions
(D) The shape a mouth makes when it is speaking.
- 127.** In facial expressions, an asymmetrical expression suggests ____
(A) Surprise
(B) Fear
(C) Disgust
(D) Anger
(E) Contempt
- 128.** Someone breathing heavy and fidgeting while you're talking to them might feel:
(A) Upset
(B) Excited
(C) Sad
(D) Anxious
- 129.** What is posture?
(A) The way you speak during an interaction
(B) The way you hold your body
(C) The way you communicate through writing
(D) The way you dress for a job interview
- 130.** What does eye contact indicate in communication?
(A) Confusion
(B) Disinterest
(C) Interest
(D) Anger
- 131.** When asking a "Yes/No" question, what should your eyebrows do?
(A) Nothing
(B) Go Up
(C) Go down
(D) It doesn't matter

132. What does a surprised face look like?
- (A) Eyes wide, brows lift, mouth makes an "o" shape
 - (B) Eyes narrow, tongue sticks out, eyebrows lift.
 - (A) Gesture
 - (B) Language
 - (C) Dialect
 - (D) Fluency
133. Kinesics refers to body language and gestures.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
134. Maria uses hand gestures to emphasize her point during a class presentation. This refers to which type of non-verbal communication?
- (A) Proxemics
 - (B) Kinesics
 - (C) Haptics
 - (D) Paralanguage
135. Alex is hanging out with her boyfriend. She notices her friend, Tami, tilts her head to the side when she looks at or talks to her boyfriend. What is Tami's body language communicating?
- (A) Tami slept on her neck wrong last night.
 - (B) Tami finds Alex's boyfriend interesting.
 - (C) Tami is trying to understand why Alex is dating a guy like this.
 - (D) Tami is trying to understand what is being said.
136. The term kinesics refers to;
- (A) Time cycles that affects our communication
 - (B) Touch behaviors that convey meaning during interactions
 - (C) All forms of body movement other than physical contact
 - (D) Space and distance within communication
137. There is a lot of ____ involved in communication. One can use various movements, or hand signals to convey messages or emotions.
138. Hand gestures are what kind of element?
- (A) Vocal element
 - (B) Physical element
139. What does kinesics primarily deal with?
- (A) The study of time signals
 - (B) The study of touch signals
 - (C) Physical movement and body language
 - (D) The study of space signals
140. What does crossed legs typically suggest in body language?
- (A) Openness
 - (B) Confidence
 - (C) Relaxation
 - (D) Closed-off feelings
141. Mr. Jones is stroking his chin while talking to his Science class. What is he communicating?
- (A) Anger
 - (B) Fear
 - (C) Contempt
 - (D) Trying to make a decision
142. The term kinesics means:
- (A) Crooked person
 - (B) Copying each others' motions
 - (C) Body language
 - (D) Kenny's property
143. In which regions is the "thumbs up" gesture considered a severe insult?
- (A) South America and Australia
 - (B) Iran, Afghanistan, parts of the Middle East, and some parts of Africa
 - (C) Canada and Japan
 - (D) Russia and China

144. TRUE or FALSE: A good speaker will never add hand gestures.
(A) True
(B) False
145. She is using a hand ____ to say "okay."
(A) Facial expression
(B) Gesture
(C) Posture
(D) None of above
146. The Movements you make with your body
(A) Gestures
(B) Speed
(C) Hygiene
(D) None of above
147. Your classmate avoids eye contact when talking to you. What should you understand?
(A) They are being rude
(B) It may be a cultural sign of respect
(C) They dislike you personally
(D) They are hiding something
148. What is mirroring and matching?
(A) When the way you see yourself in the mirror matches how others see you
(B) Looking at yourself in the mirror and adjusting your image to look like your role model
(C) Dressing up like your peers
(D) Adjusting body language, voice speed & tonality, and choice of vocabulary to match who you are speaking with
149. An example of body position is ____ your eyes.
(A) Rolling
(B) Clapping
(C) Jumping
(D) Running
150. She's using ____ to communicate
(A) Sign language
(B) Body language
(C) Signs and placards
(D) Hand gestures
151. People are more likely to make eye contact when
(A) Listening
(B) Speaking
(C) Analyzing
(D) Bored
152. Below is an analysis of body language produced in giving a smile during a business presentation, EXCEPT ____
(A) Delivering appreciation
(B) Makes a friendlier appearance
(C) Build a close relationship with the audience
(D) Condescend to the audience
153. If someone is not looking at you in the eye, he or she may be uncomfortable or ____
(A) Happy to see you
(B) Hiding the truth
(C) Tired and sleepy
(D) Hungry
154. What does maintaining eye contact during a conversation typically signify?
(A) Disinterest
(B) Confidence
(C) Nervousness
(D) Confusion
155. Which of the following is an orientation and positioning of our body to send various meanings?
(A) Body Posture
(B) Sender
(C) Communication
(D) Communication Channel
- Explanation:** Body posture is a type of non-verbal communication. It is an orientation and positioning of the body to send various meanings. For example: Bowing a little to greet a person, sitting on knees to pray, standing straight to show confidence, lowering head to feel ashamed.

- 156.** Motioning a body part to express your feelings is known as:
(A) Impatience
(B) Communication
(C) Hyperactivity
(D) Gesture
- 157.** Which of the following is an example of posture?
(A) Shoulders relaxed.
(B) Pointing.
(C) Nodding.
(D) High-fives.
- 158.** What does tapping your foot quickly show?
(A) You are calm
(B) You are nervous or impatient
(C) You are confident
(D) You are happy
- 159.** If you cross your arms when talking to someone you are doing what?
(A) Being very rude
(B) Putting your body in a closed position
(C) Putting your body in an open position
(D) Showing that you are really listening
- 160.** A woman beside you suddenly stands up and scratches his head. This is an example of?
(A) An illustrator
(B) A manipulator
(C) An emblem
(D) None of the above
- 161.** This body language shows that one is listening.
(A) Looking out of the window
(B) Nodding and making eye contact
(C) Turning away from the speaker
(D) Whistling while biting nails
- 162.** Which of the following is not a body gesture?
(A) Lounging
(B) Shrugging
(C) Pointing fingers
(D) Tapping your feet
- 163.** What is the significance of posture in communication?
(A) It only conveys verbal messages
(B) It can indicate emotional states
(C) It has no impact
(D) It is irrelevant to communication
- 164.** Which term refers to the study of body movements and gestures in non-verbal communication?
(A) Chronemics
(B) Haptics
(C) Kinesics
(D) Proxemics
- 165.** The movie watched was able to understand by kids though they do not understand the language. This happened through body language used in the film. The other term for this non-verbal communication is ____.
(A) Kinesics
(B) Chronemics
(C) Proxemics
(D) Oculistics
- 166.** Rolling your eyes during a conversation is an example of:
(A) Kinesics
(B) Chronemics
(C) Haptics
(D) Artifactual
- 167.** The amount of ____ often determines the level of trust and trustworthiness
(A) Healthy hugs
(B) Eye contact
(C) Text messages
(D) Instagram posts
- 168.** The best way to convey friendliness is to
(A) Smile
(B) Speak slowly
(C) Tell a joke
(D) Use a tone of importance

- 169.** What is the BEST non-verbal cue to use in a public communication?
(A) Chronemics
(B) Kinesics
(C) Oculistics
(D) Physical appearance
- 170.** All students and adults gesture. Gesture can be very communicative and useful as well as a linguistic part of our language.
(A) True
(B) False
- 171.** Defensive behavior is often signaled by
(A) Crossed arms
(B) Open posture
(C) Smiling
(D) Leaning forward
- 172.** Facial expressions convey messages of many emotions, such as joy, sadness, anger, and fear.
(A) True
(B) False
- 173.** Eye contact during communication shows:
(A) Disrespect
(B) Confidence
(C) Nervousness
(D) Anger
- 174.** Which of these is a positive (good) facial expression?
(A) Staring hard
(B) Nodding while listening
(C) Wrinkled forehead
(D) Looking away from the speaker
- 175.** What does 'body position' refer to in communication?
(A) The way you speak
(B) Physical posture that conveys a sense of disinterest, defensiveness, etc
(C) The words you use
(D) The tone of your voice
- 176.** What is an example of a widely understood gesture?
(A) Singing a song
(B) Writing a letter
(C) Reading a book
(D) Waving goodbye
- 177.** Body language that includes posture, hand and arm gestures, facial expressions, and total body movement.
(A) Kinesics
(B) Proxemics
(C) Personal Dimensions
(D) Paralanguage
- 178.** Avoid discouraging responses like yawning, looking at your watch and ____
(A) A-Smiling
(B) B-Nervous gestures
(C) C-Taking notes
(D) D-Appropriate eye contact
- 179.** One of the 8 cues of a first impression is
(A) Smile
(B) Eye contact
(C) Movement
(D) None of above
- 180.** Which of the following is an example of kinesics as described in the material?
(A) The distance people maintain while talking
(B) The use of smiling, frowning, or giggling
(C) The time taken to respond in a conversation
(D) The language spoken in a conversation
- 181.** What can a down-turned mouth indicate?
(A) Surprise
(B) Sadness or disapproval
(C) Happiness
(D) Excitement

- 182.** Which of the following is a negative form of nonverbal communication?
- (A) Smiling
 - (B) Nodding
 - (C) Rolling your eyes
 - (D) Leaning forward
- 183.** Which of the following is an example of positive body language?
- (A) Smiling
 - (B) Arms crossed
 - (C) Slouching
 - (D) Staring
- 184.** Why should healthcare providers respect the preference for less eye contact among some Indigenous Australian patients?
- (A) Too much eye contact can feel disrespectful or uncomfortable.
 - (B) It is a sign of weakness.
 - (C) It is a legal requirement.
 - (D) It helps build trust quickly.
- 185.** INTERPRET THE SIGNS: Standing with hands on hips
- (A) Readiness, aggression
 - (B) Rejection, doubt, lying
 - (C) Boredom
 - (D) Sincerity, openness, innocence
- 186.** Gestures of communication executed with facial muscles are known as —
- (A) Gestures
 - (B) Facial expression
 - (C) Appearance
 - (D) Eye contact
- 187.** Susan is hanging out with her friends. She notices her friend, Jennifer, rubs her nose frequently when she, Susan, is speaking. What is Jennifer's body language communicating about what Susan is saying?
- (A) Jennifer thinks Susan is a liar.
 - (B) Jennifer thinks Susan is insecure.
 - (C) Jennifer is accepting of what Susan is saying.
 - (D) Jennifer is rejecting what Susan is saying.
- 188.** Eye contact in some Western subcultures is a sign of:
- (A) Disrespect
 - (B) Aggression
 - (C) Confidence and attentiveness
 - (D) Silence
- 189.** Posture may convey boredom or disinterest if sitting straight.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 190.** Examples of facial expressions are
- (A) Smiling, frowning and even blinking
 - (B) Running, jumping, swimming
 - (C) Text, read, send
 - (D) Screaming, crying, laughing
- 191.** Which type of nonverbal communication sends a positive message?
- (A) Making good eye contact
 - (B) Acting passive or indifferent
 - (C) Keeping your arms crossed
 - (D) Hunching your shoulders to avoid looking aggressive
- 192.** A form of nonverbal communication that includes waving hands, nodding heads, and pointing fingers. It makes communication more lively and effective.
- (A) Gestures
 - (B) Artifacts
 - (C) Eye gaze
 - (D) Haptics
- 193.** What's meant by kinesics?
- (A) The study of body language, which is not universal, but, instead, learned from one's culture

- (B) The study of cultural space requirements
 - (C) The study of how a culture perceives time and its use
 - (D) None of above
- 194.** If you are nervous about making eye contact during an elevator pitch, where can you look?
- (A) At the other person's nose or forehead
 - (B) At the other person's feet
 - (C) Over the other person's shoulder
 - (D) Close your eyes and hope for the best Edit
- 195.** This refers to the way you hold your body around you. The way you stand or sit sends a message to the person you are talking to.
- (A) Facial Expressions
 - (B) Eye Contact
 - (C) Touch
 - (D) Posture
- 196.** Which type of non-verbal communication is primarily associated with body language?
- (A) Kinesis
 - (B) Chronemics
 - (C) Olfactory
 - (D) Haptics
- 197.** The sign of a genuine smile is ____
- (A) Showing one's teeth
 - (B) Expressing with one's eyes
 - (C) A smile of greater width
 - (D) None of above
- 198.** David is giving a presentation. He uses open hand gestures to emphasize points, makes direct eye contact with the audience, and smiles warmly, conveying confidence and approachability.
- (A) Proxemics
 - (B) Kinesics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
- 199.** The use of body language, such as posture and gestures, is known as:
- (A) Kinesics
 - (B) Paralanguage
 - (C) Proxemics
 - (D) Code-switching
- 200.** Nodding your head and smiling sends the nonverbal message that you are listening.
- (A) True
 - (B) False Edit
- 201.** Which nonverbal skill is described as 'Expressing emotions genuinely and clearly'?
- (A) Facial expressions
 - (B) Gestures
 - (C) Posture
 - (D) Eye contact
- 202.** Body kinetics also known as ____ include gestures or nodding. This can be voluntary or involuntary and can convey your excitement or disappointment, disagreeableness about the conversation or topic.
- (A) Posture
 - (B) Proximity
 - (C) Body Movements
 - (D) Touch
- 203.** Finger pointing in conversation is usually
- (A) Advised
 - (B) Not advised Edit
- 204.** What does the term "gestures" refer to in the context of body language?
- (A) Spoken words
 - (B) Attitude or movement
 - (C) Written communication
 - (D) Facial expressions only
- 205.** When you travel to Korea, local people will have lack of eye contact during conversation. Koreans do not like to look directly at people, since it is regarded as ____
- (A) Confrontational

- (B) Too friendly
- (C) Embarrassing
- (D) None of above

206. Which is the best example of accenting in non-verbal communication?

- (A) Pointing a finger to stress your idea
- (B) Head nod replacing a spoken yes
- (C) Maintaining silence to deceive others
- (D) Crossed arms contradicting friendly words

207. Which shows emotions using your face?

- (A) Tone
- (B) Facial expression

- (C) Clarity
- (D) Respect

208. What does a sad face look like?

- (A) EYES NARROW CONSIDERABLY, BROWS FURROW, MOUTH TWISTS DOWNWARD, JAW SETS FIRMLY.
- (B) EYES SQUINT, BROWS LIFT, MOUTH CURVES UP, SOMETIMES WITH LIPS PARTING.
- (C) EYES NARROW AND LIDS DROP, OUTER BROWS TURN DOWNWARD, MOUTH TURNS DOWN, FACIAL MUSCLES SAG.
- (D) EYES WIDEN, BROWS LIFT, MOUTH FORMS THE SHAPE OF AN O.

1.3.3 Proxemics

1. Proxemics has to do with how close or far you stand when speaking with someone.

- (A) True
- (B) False
- (C) All the above
- (D) None of the above

2. In a conversation, you:

- (A) Stand 5-6 steps away from the speaker.
- (B) Stand 2-3 steps away from the speaker.
- (C) Stand 1 step away from the speaker.
- (D) None of above

3. The nonverbal behavior involving personal space and physical location is called:

- (A) Proxemics
- (B) Kinesics
- (C) Olfactics
- (D) Haptics

4. It is the closeness between people when they speak

- (A) Kinesics
- (B) Oculesics
- (C) Proxemics
- (D) Haptics
- (E) Vocalics

5. TRUE OR FALSE? Closeness or Personal Space (Proxemics), which determines the level of intimacy;

- (A) TRUE
- (B) FALSE
- (C) All the above
- (D) None of the above

6. What does 'proxemics' study?

- (A) Use of touch
- (B) Use of time
- (C) Use of body language
- (D) Use of space

7. Distance between yourself and other person is called ____ distance.

- (A) Spatial
- (B) Close
- (C) Relationship
- (D) Formal

8. The study of spatial inter-relationships is called:

- (A) Kinesics
- (B) Proxemics
- (C) Silence
- (D) Symbols

9. People from Arab countries generally converse with each other at closer distances than do people in U.S.
(A) TRUE
(B) FALSE
10. Which of the following is an example of proxemics?
(A) Facial expressions
(B) Tone of voice
(C) Use of personal space
(D) Gestures
11. Personal space is allowing a distance of 1.5-3 ft.
(A) True
(B) False
(C) All the above
(D) None of the above
12. When you allow a family member, best friend, or significant other to be physically close to you (0-1.5 ft), you are communicating by using which type of nonverbal communication?
(A) Proxemics
(B) Eye Contact
(C) Body Posture
(D) Vocalics
13. Who is the author of *The Silent Language* and introduced the science of proxemics?
(A) Richard J. Neutra
(B) Edward T. Hall
(C) Malcolm Tarlofsky
(D) Carol Carson
14. In China, people love to stand a little bit closer, and if two friends stand too far from each other, people will feel that they are not friends at all
(A) Privacy
(B) Physical space
(C) Guo 2012
(D) Time
15. What does proxemics deal with in non-verbal communication?
(A) Pitch and tone
(B) Eye contact
(C) Spatial distance
(D) Body language
16. What nonverbal communication deals with how the space and distance affect communication?
(A) Kinesics
(B) Vocalics
(C) Proxemics
(D) Chronemics
17. It is the effective use of space in social settings
(A) Kinesics
(B) Occulesics
(C) Proxemics
(D) Haptics
(E) Vocalics
18. Proxemics refers to the use of personal space in communication.
(A) True
(B) False
19. People often refer to their need for “personal space,” which is also an important type of nonverbal communication.
(A) Proxemics
(B) Haptics
(C) Facial expressions
(D) Paralanguage
20. Form of non-verbal communication that relates to the message conveyed by space and distance.
(A) Chronemics
(B) Kinesics
(C) Proxemics
(D) Oculesics

21. ____ defines proxemics as “the interrelated observations and theories of man’s use of space as a specialized elaboration of culture”.
- (A) Sigmund Freud
 - (B) Amy Cuddy
 - (C) Edward T. Hall
 - (D) Christopher Turk
22. A comfortable social space and distance is
- (A) Under 18 inches
 - (B) 18 inches to 4 feet
 - (C) 4 to 12 feet
 - (D) 12 feet and beyond
23. The unseen boundary of personal space becomes obvious when
- (A) You are meditating
 - (B) You are minding your own business
 - (C) Someone is insulting you
 - (D) Someone tries to enter your bubble
24. It is a study of how people use space and distance in communicating.
- (A) Oculistics
 - (B) Proxemics
 - (C) Kinesics
 - (D) Haptics
25. Which one is a proxemics?
- (A) Language
 - (B) Facial expression
 - (C) Tone
 - (D) Touch
26. How close someone is to your personal space is called ____
- (A) Culture
 - (B) Proxemics
 - (C) Radius
 - (D) Relativity
27. Hannah is giving a presentation to the class about the importance of eating healthy. The rest of the class are sitting at their desks while she is presenting her topic. Hannah’s distance in relation to her classmates is known as which of the following?
- (A) Paralinguistic
 - (B) Proximity
 - (C) Inflection
 - (D) Orientation
28. The distance maintained between two individuals during a conversation is an example of which type of non-verbal communication?
- (A) Visual
 - (B) Para language
 - (C) Proxemics
 - (D) Aural language
29. Respecting others’ comfort zones to build trust is known as what?
- (A) Personal space
 - (B) Body language
 - (C) Eye contact
 - (D) Active listening
30. Which term describes the personal space that individuals typically maintain between each other?
- (A) Chronemics
 - (B) Gestures
 - (C) Proxemics
 - (D) Kinesics
31. Is it also known as the language of Proxemics?
- (A) Sound
 - (B) Appearance
 - (C) Personal space
 - (D) Posture
32. It refers to the interpersonal space to regulate intimacy.
- (A) Kinesics
 - (B) Chronemics
 - (C) Proxemics
 - (D) Haptics

33. Which of the following is a form of non-verbal communication that involves the use of space?
- (A) Proxemics
 - (B) Gestures
 - (C) Facial expressions
 - (D) Paralanguage
34. The use of space to communicate is referred to as?
- (A) Vocalics/Paralanguage
 - (B) Proxemics
 - (C) Artifacts
 - (D) Chronemics
35. Which is an example of personal space?
- (A) Sitting too close to someone
 - (B) Standing at a comfortable distance
 - (C) Sharing a chair
 - (D) Talking loudly
36. Space of territory refers to seating arrangements, who sits next to whom and the shape of meeting tables.
- (A) False
 - (B) True
 - (C) All the above
 - (D) None of the above
37. In proxemics, which space is typically reserved for close family members and intimate partners?
- (A) Intimate space zone
 - (B) Semi-fixed workspace
 - (C) Personal space zone
 - (D) Social and public zone
38. Use of personal space
- (A) Haptics
 - (B) Clarifying questions
 - (C) Negative body language
 - (D) Proxemics
39. What is proximity?
- (A) The way we sit and stand can express feelings.
 - (B) Distance between two objects.
 - (C) How close we are to somebody?
 - (D) Speaking to a client in sign language.
40. Aiden, Michael, and Ethan are at a family gathering. Who can they sit or stand really close to without worrying about personal space?
- (A) Strangers at the park
 - (B) Their family members at the gathering
 - (C) People they just met at a store
 - (D) None of above
41. Proxemics is a study about ____
- (A) Face expression
 - (B) Space
 - (C) Gesture
 - (D) Non-verbal communication
42. What is the term for the distance one feels is necessary to create between themselves and others?
- (A) Chronemics
 - (B) Proxemics
 - (C) Haptics
 - (D) Kinesics
43. What is the range of the Social zone of space?
- (A) 0-1 1/2 feet
 - (B) 1 1/2-4 feet
 - (C) 4-12 feet
 - (D) Beyond 12 feet
44. Standing too close to someone may violate which non-verbal code?
- (A) Artifacts
 - (B) Proxemics
 - (C) Kinesics
 - (D) Chronemics

45. Two close friends, Maya and Liam, are sharing a secret. They instinctively huddle closer together, their heads almost touching, to whisper conspiratorially.
- (A) Proxemics
 - (B) Kinesics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
46. Physical distance between people is related to ____
- (A) Eye contact
 - (B) Paralanguage
 - (C) Physical Space (Proxemics)
 - (D) None of the above
47. Which of the following best describes 'proxemics' in non-verbal communication?
- (A) The study of facial expressions
 - (B) The use of space in communication
 - (C) The tone of voice used
 - (D) The choice of words
48. Proxemics is defined as the study of personal space and distance in communication. An example in the workplace is maintaining appropriate distance during meetings. Which of the following best illustrates proxemics in a workplace setting?
- (A) Maintaining appropriate distance during meetings
 - (B) Using formal language in emails
 - (C) Wearing business attire to work
 - (D) Arriving on time for appointments
49. Isla notices that when she talks to her friends, some of them like to stand very close while others prefer more distance. What is it called when you study the way people use distance (how close or far they stand) in communication?
- (A) Personal Space (Proxemics)
 - (B) Hand gestures
 - (C) Eye Contact
 - (D) The study of time
50. Jamie went over and sat down next to his best friend. Moving closer to his best friend is what type of nonverbal communication?
- (A) Haptics
 - (B) Kinesics
 - (C) Proxemics
 - (D) Chronemics
51. What is one aspect of proxemics in communication?
- (A) The use of facial expressions
 - (B) The closeness between and among people when they speak
 - (C) The tone of voice used in conversation
 - (D) The use of written language
52. During a team meeting, Arturo observed that Sara and Alina were able to coordinate their project tasks seamlessly without verbal instructions. This non-verbal communication that deals with how their physical distance influenced their communication process is called ____
- (A) Syntax
 - (B) Phonetics
 - (C) Proxemics
 - (D) Semantics
53. Which of the following may make individuals feel uncomfortable if too close?
- (A) Distance
 - (B) Professionalism
 - (C) Time
 - (D) Colors
54. Which of the following best describes "proxemics"?
- (A) The study of personal space and how people use it
 - (B) The study of body language only
 - (C) The study of written communication
 - (D) The study of time management

55. Differences in proximity while communicating
- (A) Personal space
 - (B) Language used in communication
 - (C) Volume of the communication
 - (D) Time taken for communication
56. The study of how we use space and distance to communicate is called:
- (A) Kinesics
 - (B) Paralanguage
 - (C) Proxemics
 - (D) Semantics
57. Which of the following DOES NOT affect the acceptability of proxemics
- (A) Level of familiarity
 - (B) What's allowed socially
 - (C) Cultural expectations
 - (D) Appearance
58. Use of space is considered a form of nonverbal communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
59. In proxemics, the 'Casual-personal' personal space ranges from ___ to 4 feet.
- (A) 18 inches
 - (B) 6 inches
 - (C) 3 feet
 - (D) 5 feet
60. Which pairing aligns with proxemics in workplace design?
- (A) Random seating-fixed space cues authority
 - (B) Permanent room size-semi-fixed space cues flexibility
 - (C) Movable chairs-semi-fixed space cues informality
 - (D) Assigned round head seat-equality signaling hierarchy
61. Proxemics refers to the use of space and distance in communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
62. Distance between two people while speaking indicates a meaning is defined in ___ type of non verbal communication
- (A) Visual
 - (B) Para language
 - (C) Proxemics
 - (D) Aural language
63. What is the standard acceptable distance between conversational partners in Canada?
- (A) 300 cm
 - (B) 200 cm
 - (C) 60 cm
 - (D) 15 cm
64. During a job interview, Sarah sits upright in her chair, maintaining a respectful distance from the interviewer. The interviewer leans slightly forward, indicating engagement.
- (A) Proxemics
 - (B) Kinesics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
65. The area allowed between two or more people while communicating is called ___
- (A) Personal space
 - (B) Outer space
 - (C) Verbal communication
 - (D) Eye contact
66. What does proxemics refer to in nonverbal communication?
- (A) Tone of voice
 - (B) Gestures
 - (C) Personal space
 - (D) Body language

67. In proxemics, the 'Intimate' personal space ranges from physical contact to ____?
(A) 18 inches
(B) 3 feet
(C) 6 feet
(D) 12 inches
68. What is personal space?
(A) The space reserved for family and friends
(B) Most daily interactions are in this space
(C) Your personal bubble
(D) Interactions with strangers
69. The way people use space when communicating is known as ____
(A) Posture
(B) Stance
(C) Proxemics
(D) Mannerisms
(E) Credibility
70. What is the typical range of social distance for impersonal business interactions?
(A) 1 to 3 feet
(B) 4 to 12 feet
(C) 13 to 20 feet
(D) Over 20 feet
71. Proxemics refers to the use of:
(A) Voice
(B) Space
(C) Appearance
(D) Eye movement
72. Type of Non-Verbal Communication means personal space.
(A) Eye gaze
(B) Proxemics
(C) Paralanguage
(D) None of above
73. Devion is directing a video shoot about the importance of healthy eating. The crew members are positioned around the set while he is directing the scene. Devion's distance in relation to his crew is known as which of the following?
(A) Paralanguage
(B) Proxemics
(C) Inflection
(D) Orientation
74. This non-verbal communication can determine the level of intimacy, and varies by culture.*Hint:It's been discussed in a bellringer.
(A) Facial Expression
(B) Para-Language
(C) Posture
(D) Personal Space (Proxemics)
75. Distance maintained by both the sender and receiver
(A) Kinesics
(B) Proxemics
(C) Artifacts
(D) None of above
76. Which is true about the use of space during communication?
(A) It can vary with culture
(B) It varies by person
(C) It connects with comfort& familiarity
(D) All of these are true
77. The distance between speaker and listener that determines whether a public speech is being given is:
(A) 0-2 feet
(B) 2-4 feet
(C) 4-12 feet
(D) 12 + feet
78. What does the factor 'Space and territoriality' refer to in communication?
(A) The physical distance and personal space maintained during communication
(B) The mental state of the individuals communicating

- (C) The cultural background of the individuals
- (D) The roles and responsibilities of the individuals
79. It refers to the space around you is often referred to as your personal space. It is important to maintain space to someone you are talking to, to make them feel comfortable.
- (A) Proximity
- (B) Vocalics
- (C) Posture
- (D) Touch
80. What does the term 'proxemics' refer to?
- (A) Body language
- (B) Physical proximity in conversations
- (C) Eye contact
- (D) Touching conventions
81. When a student misbehaves, Teacher Jestoni will often go near to the misbehaving student or stand beside the student to give a signal to that student that he should refrain from misbehaving. This situation is an example of what low-profile response of a teacher?
- (A) Non-verbal gesture
- (B) Proximity control
- (C) Redirecting student
- (D) Name-dropping
82. Which of the following refers to the physical space between people?
- (A) Eye contact
- (B) Touch
- (C) Proximity
- (D) Physical appearance
83. Which example best illustrates proxemics in interpersonal communication?
- (A) Adjusting pitch and vocal inflection
- (B) Choosing an appropriate conversation distance
- (C) Wearing a watch and accessories
- (D) Maintaining steady eye contact
84. In terms of shape of the meeting table, square or rectangular tables show how someone's personal space bubbles are being minimized or enlarged, while a round table provides equal space.
- (A) True
- (B) False
- (C) All the above
- (D) None of the above
85. ___ refers to the amount of space that individuals naturally maintain between each other.
- (A) Chronemics
- (B) Gestures
- (C) Proxemics
- (D) None of These
86. In proxemics, the 'Public' personal space is ___ if possible.
- (A) 12 feet
- (B) 3 feet
- (C) 6 inches
- (D) 2 feet
87. A science that deals with non-verbal communication, focusing on the use of space and the significance of distances between individuals is
- (A) Chronology
- (B) Takeshika
- (C) Proxemics
- (D) Kinesics
88. Proxemics relates to
- (A) Time management
- (B) Voice tone
- (C) Use of space
- (D) Gestures
89. What is the primary purpose of public distance in communication settings?
- (A) To create intimacy
- (B) To amplify communication for a larger audience
- (C) To ensure confidentiality
- (D) To reduce distractions

90. Whether in verbal or non-verbal communication, we use this element of space and distance to indicate the closeness of the speaker to his/her listener, this refers to:
- (A) Premix
 - (B) Promix
 - (C) Proxemics
 - (D) Proxemical
91. This type of nonverbal communication refers to the interpersonal space during communication that affects the interaction.
- (A) Eye gaze
 - (B) Gesture
 - (C) Posture
 - (D) Proxemics
92. Intimate distance for talking has a distance of:
- (A) 1.5 to 3 feet
 - (B) 18 inches or less
 - (C) 13 feet or more
 - (D) 3.2 feet to 13 feet
93. A space or distance symbolizes or represents your thoughts or feelings about your world.
- (A) Distance/Proxemics
 - (B) Body Movements
 - (C) Paralanguage
 - (D) Time/Chronemics
 - (E) Physical Appearance and Object Language
94. What is the range of the Public zone of space?
- (A) 0-1 1/2 feet
 - (B) 1 1/2-4 feet
 - (C) 4-12 feet
 - (D) Beyond 12 feet
95. Personal space is reserved for:
- (A) Family and close friends
 - (B) Acquaintances
 - (C) Formal conversations
 - (D) None of these answers
96. How is Proxemics defined in non verbal communication:-
- (A) The way that someone or something looks.
 - (B) A movement of part of the body, especially a hand or the head, to express an idea or meaning.
 - (C) The use of technology that stimulates the senses of touch and motion
 - (D) The branch of knowledge that deals with the amount of space that people feel it necessary to set between themselves and others.
97. Kelly is giving a presentation to the class about the importance of eating healthy. The rest of the classmates are sitting in their desks while she is presenting her topic. Kelly's distance in relation to her classmates is her ____
- (A) Paralinguistic
 - (B) Proximity
 - (C) Inflection
 - (D) Orientation
98. Components of Nonverbal Communication: The needs to gain, maintain, and defend one's right to space. Territory is important because it provides people with a sense of identity, security, and control.
- (A) Gestures
 - (B) Sounds
 - (C) Territoriality and personal space
 - (D) Eye contact
99. Standing too close to someone may make them feel:
- (A) Comfortable
 - (B) Uncomfortable or nervous
 - (C) Happy
 - (D) Relaxed
100. In proxemics, which factor does NOT influence personal space?
- (A) Cultural expectations
 - (B) Social norms
 - (C) Weather conditions
 - (D) Personality characteristics

101. WHAT IS PROXEMICS?

- (A) EYE CONTACT
- (B) BODY LANGUAGE
- (C) SPACE DISTANCING
- (D) PERSONAL APPEARANCE

1.3.4 Chronemics

1. Monochronic; Polychronic
 - (A) Chronemics
 - (B) Environment
 - (C) Artifacts
 - (D) Appearance
 - (E) Olfatics
2. It is one of the most central differences that separate cultures and cultural ways of doing things.
 - (A) Eye contact
 - (B) Time
 - (C) Space
 - (D) Sense
3. What role does chronemics play in non-verbal communication?
 - (A) Timing and perception
 - (B) Pitch and tone of voice
 - (C) Eye contact
 - (D) Spatial distance
4. Chronemics is also known as ____ language.
 - (A) Space
 - (B) Time
 - (C) Body
 - (D) Eye
5. What nonverbal communication pertains to the study of how time influences communication?
 - (A) Kinesics
 - (B) Vocalics
 - (C) Proxemics
 - (D) Chronemics
6. Punctuality and speed of speech of both sender and receiver
 - (A) Chronemics
 - (B) Vocalics
 - (C) Haptics
 - (D) None of above
7. Which non-verbal code reflects cultural perceptions of time?
 - (A) Chronemics
 - (B) Proxemics
 - (C) Tactilics
 - (D) Artifacts
8. Which of the following is a type of non-verbal communication that involves the use of time?
 - (A) Chronemics
 - (B) Proxemics
 - (C) Gestures
 - (D) Facial expressions
9. True/ False Time is a type of nonverbal communication
 - (A) True
 - (B) False
10. A Non-verbal Communication that deals with the use of time as an element of communication. Formal time is measured in minutes, hours, days, and so on. Informal time is measured relative to seasons, social customs, lunar cycles, etc
 - (A) Haptics
 - (B) Vocalics
 - (C) Chronemics
 - (D) Appearance
11. Which of the following is an example of chronemics in a professional setting?
 - (A) Using bold gestures
 - (B) Arriving late to a meeting
 - (C) Dressing formally
 - (D) Making eye contact

12. It is the study of time and how it communicates
- (A) Proxemics
 - (B) Haptics
 - (C) Chromatics
 - (D) Chronemics
13. It is also called the language of time.
- (A) Proxemics
 - (B) Paralanguage
 - (C) Haptics
 - (D) Chronemics
14. Which of the following is TRUE about chronemics?
- (A) This reflects the kind of personality that one has.
 - (B) This is the use of touch to carry a great deal of information.
 - (C) This is the use time that can affect interpersonal relationship or setting.
 - (D) This represents the different kinds of distance that occur between people that vary from different cultures.
15. This context refers to the time and timing that affect the transmission and reception of the message.
- (A) Social Context
 - (B) Chronological Context
 - (C) Physical Context
 - (D) Timeline Context
16. What is Chronemics?
- (A) Gesture in communication
 - (B) Time in Communication
 - (C) Space in Communication
 - (D) None of above
17. At a formal business meeting, everyone arrives exactly on time, demonstrating professionalism and respect for others' schedules. The meeting starts promptly as scheduled.
- (A) Proxemics
 - (B) Kinesics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
18. Alex is meeting a friend for coffee. He arrives 30 minutes late without explanation, showing a lack of consideration for his friend's time and potentially signaling a more casual or less important relationship.
- (A) Proxemics
 - (B) Kinesics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
19. Which of the following describes 'chronemics'?
- (A) Study of time
 - (B) Study of body language
 - (C) Study of space
 - (D) Study of touch
20. Which term refers to the study of how time is used and communicated in social interactions?
- (A) Vocalics
 - (B) Appearance
 - (C) Chronemics
 - (D) Proxemics
21. The teacher was synthesizing the lesson when the bell rung. Students automatically kept their notes and pen so they would go recess. What kind of non-verbal communication occurred?
- (A) Kinesics
 - (B) Chronemics
 - (C) Proxemics
 - (D) Oculistics
22. The use of time to communicate is referred to as?
- (A) Dialogue
 - (B) Movement
 - (C) Substituting
 - (D) Chronemics/time

1.3.5 Haptics

1. Your handshake should be ____
(A) Firm, but not to the point of hurting the other person
(B) Like a limp fish
(C) So soft that you only use your fingers and pull away quickly
(D) None of above
2. Which of the following is true regarding gender and tactile communication?
(A) Women are touched more than men.
(B) Men value touch more than women.
(C) Females and their daughters touch each other the least.
(D) Female touch others more often than males touch others.
3. Which of the following is a type of non-verbal communication that involves the use of touch?
(A) Haptics
(B) Proxemics
(C) Gestures
(D) Chronemics
4. Haptics is communicating through
(A) Eye movements
(B) Sounds
(C) Touch
(D) Words
5. What can touch convey in therapeutic communication?
(A) Anger and frustration
(B) Warmth, caring, support, and understanding
(C) Indifference
(D) Hostility
6. The meaning from touch is dependent ____ the context, the relationship between communicators, and the manner of touch
(A) In
(B) Upon
(C) With
(D) From
7. Tactile communication is a form of non verbal communication expressed by ____
(A) Eye contact
(B) Touch
(C) Physical distance
(D) Body movements
8. The use of touch in communication
(A) Objectics
(B) Kinesics
(C) Adaptors
(D) Tactile communication
9. Type and example nonverbal communication that conveys information involving touch. Examples are hugging or holding hands.
(A) Paralinguistics
(B) Proxemics
(C) Haptics
(D) Artifacts
10. Touch can portray positive and negative messages.
(A) True
(B) False
11. After a long and difficult week, Mark's colleague places a comforting hand on his shoulder and gives a gentle squeeze, conveying empathy and support without words.
(A) Proxemics
(B) Kinesics
(C) Chronemics
(D) Paralanguage
(E) Haptics
12. Touch is a form of communication we talked about in class?
(A) True
(B) False

13. This action can convey warmth and love, but can also make the other person uncomfortable, so it's important to always make sure your action is in professional manner.
- (A) Touch
 - (B) Eye Contact
 - (C) Posture
 - (D) Facial Expression
14. ___ is the study of touches as non-verbal communication.
- (A) Haptics
 - (B) Body language
 - (C) Gestures
 - (D) Prosody
15. Touch is a personal behavior that means the same thing to all persons.
- (A) True
 - (B) False
16. This refers to the use of touch to convey meaning in a conversation.
- (A) Kinesics
 - (B) Proxemics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
17. Which term refers to the study of touch communication?
- (A) Proxemics
 - (B) Haptics
 - (C) Gestures
 - (D) Paralanguage
18. Which of the following is an example of haptics in non-verbal communication?
- (A) A handshake
 - (B) Maintaining eye contact
 - (C) Speaking loudly
 - (D) Standing close to someone
19. What is the significance of touch in communication?
- (A) It has no impact
 - (B) It can convey emotions
 - (C) It confuses the audience
 - (D) It is irrelevant
20. Which of the following is an example of haptics?
- (A) Touch
 - (B) Posture
 - (C) Gestures
 - (D) Eye contact
21. Communicating through TOUCH is called
- (A) Artefacts
 - (B) Proxemics
 - (C) Haptics
 - (D) Body Language
22. When a mother cat comforts her kitten through touch, this is ___ communication.
- (A) Visual
 - (B) Auditory
 - (C) Pheromones
 - (D) Tactile
23. This describes the study of touch and its role in communication between individuals of different statuses and genders.
- (A) Kinesics
 - (B) Haptics
 - (C) Physical appearance
 - (D) Proxemics
24. What is the term for the nonverbal signal of the use of touch?
- (A) Haptics
 - (B) Olfactics
 - (C) Artifacts
 - (D) Kinesics
25. Which of the following is a non-verbal therapeutic communication technique?
- (A) Touch

- (B) Yelling
 - (C) Typing
 - (D) Drawing
26. It is a nonverbal communication where message is conveyed through touching.
- (A) Pragmatics
 - (B) Haptics
 - (C) Kinesics
 - (D) Oculistics
27. Basketball coach high-fives each player as they run onto the court, using touch to show encouragement and build team camaraderie.
- (A) Proxemics
 - (B) Kinesics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
28. Communication through touch is another non-verbal behavior. The study of the sense of touch pertains to ____
- (A) Haptics
 - (B) Artifacts
 - (C) Posture
 - (D) Proxemics
29. What is touch communication known as?
- (A) Tactile
 - (B) Visual
 - (C) Chemical
 - (D) Auditory
30. Use of touch
- (A) Positive body language
 - (B) Proxemics
 - (C) Haptics
 - (D) Nonverbal communication
31. Communication shown through touch
- (A) Auditory
 - (B) Pheromone
 - (C) Tactile
 - (D) Visual
32. How should you gain the attention of a person who is deaf or hard of hearing before starting a conversation?
- (A) Shout
 - (B) Wave your hand
 - (C) Tap the person gently on the shoulder or arm
 - (D) Ignore them
33. It is a touching behavior including handshake or pat on the shoulder.
- (A) Kinesics or Body Motion
 - (B) Proxemics
 - (C) Haptics
 - (D) Chronemics
 - (E) Micronics
34. When introducing yourself, you should use what form of touch?
- (A) A pat on the head
 - (B) A controlling grip of the arm
 - (C) A firm handshake
 - (D) A pat on the back
35. The sense of touch in cultural life in its relation to the human processes of testing and expressing reality and meaning.
- (A) Linguistic Determinism
 - (B) Honorifics
 - (C) Lexicon
 - (D) Haptics
36. A firm but not crushing handshake best represents effective use of which nonverbal type?
- (A) Paralinguistics or tone
 - (B) Kinesics or body movement
 - (C) Proxemics or space
 - (D) Haptics or touch cues
37. Johnny had an interview, and as he entered he made sure to shake the boss' hand. A hand shake would be which type of nonverbal communication?
- (A) Kinesics
 - (B) Haptics
 - (C) Vocalics
 - (D) Chronemics

38. Touch as communication is:
- (A) Proxemics
 - (B) Haptics
 - (C) Artifacts
 - (D) Paralanguage
39. Communication, with the help of handshakes, pats on one's back, and hugs is known as
- (A) Haptics
 - (B) Kinesics
 - (C) Proxemics
 - (D) Chronemics
40. The Study of communication through touch is ____
- (A) Chronemics
 - (B) Haptics
 - (C) Proxemics
 - (D) Semantics
41. What does haptics refer to in the context of communication?
- (A) Communication through written signs
 - (B) Communication through visual cues and gestures
 - (C) Communication through touch
 - (D) Communication through facial expressions
42. What nonverbal communication pertains to touch?
- (A) Personal appearance
 - (B) Physical environment
 - (C) Proxemics
 - (D) Haptics
43. It focuses on touching as an element of communication, indicating both the type of touch as well as its frequency and intensity
- (A) Appearance
 - (B) Haptics
 - (C) Vocalics
 - (D) Chronemics
44. Using touch to express emotions or social signals refers to:
- (A) Haptics
 - (B) Proxemics
 - (C) Kinesics
 - (D) Paralanguage

1.3.6 Oculistics

1. What is a visual cue for non-verbal communication?
- (A) Eye contact
 - (B) Loud voice
 - (C) Distracting sounds
 - (D) Lack of movement
2. Eye contact is not an important form of non-verbal communication.
- (A) True
 - (B) False
 - (C) I have no flippin' clue!
 - (D) None of above
3. How long should you hold your eye contact to establish rapport?
- (A) Between 2 to 3 secs
 - (B) At least 3 seconds
 - (C) Not more than 1 sec
 - (D) For as long as you can
4. Contact that occurs when two people look directly at each other
- (A) Eye contact
 - (B) Non-verbal communication
 - (C) Verbal communication
 - (D) Jargon
5. Oculistics is the study of
- (A) Gestures
 - (B) Eye behavior
 - (C) Foot behavior
 - (D) Hearing

6. Eye contact signals all EXCEPT ____
- (A) Substitute to words such as ok no
 - (B) Interest or lack of interest in others
 - (C) Nature of relationship
 - (D) Observing others feedback or reaction
7. When connecting with someone, you should make eye contact and address them by their name if possible.
- (A) Maybe
 - (B) Sometimes
 - (C) Yes
 - (D) No
8. What is eye contact?
- (A) Speaking to a live audience
 - (B) Looking at someone when communicating
 - (C) Using your body to communicate
 - (D) The strength of your voice when speaking
- Edit
9. What can maintain an atmosphere of interest and engagement during communication breakdowns?
- (A) Maintaining eye contact
 - (B) Avoiding eye contact
 - (C) Using gestures
 - (D) Speaking loudly
10. What does the term "oculesics" refer to in communication?
- (A) The use of space in communication
 - (B) The use of touch in communication
 - (C) Eye behavior as an element of communication
 - (D) The use of facial expressions in communication
11. Establishing eye contact does not enhance one's credibility.
- (A) True
 - (B) False
12. Focusing and looking at the eyes of the person speaking to you shows your interest and engagement. If this is properly observe you can convey strong and effective communication.
- (A) Facial Expressions
 - (B) Eye Contact
 - (C) Posture
 - (D) Body Movements
13. Allowing our eyes to make visual contact with someone else's is referred to as:
- (A) Voice inflection.
 - (B) Eye contact.
 - (C) Visual interaction.
 - (D) Imagery.
14. This may suggest lying or uncertainty.
- (A) Bad Posture
 - (B) Deadpan
 - (C) Shifty eyes
 - (D) Hands on the back
15. What does prolonged eye contact typically indicate?
- (A) Interest
 - (B) Distraction
 - (C) Boredom
 - (D) Fear
16. Which subcategory of kinesics focuses specifically on eye gaze and eye contact?
- (A) Haptics
 - (B) Proxemics
 - (C) Oculesics
 - (D) Facial Expressions
17. Why is it important to maintain eye contact during a conversation in the workplace?
- (A) To avoid understanding the other person's perspective
 - (B) To show respect, engagement, and active listening
 - (C) To intimidate the other person
 - (D) To show disinterest and boredom

18. Is eye contact considered appropriate when communicating
(A) Yes
(B) No
19. What is the most revealing in regards to non-verbal communication?
(A) Hands
(B) Smile
(C) Eyebrows
(D) Eyes
20. Maintaining appropriate eye contact shows interest and respect. What is this skill called?
(A) Eye contact
(B) Hand gestures
(C) Active listening
(D) Verbal communication
21. Which eye signal can help you determine a person's intent in a situation?
(A) Blinking
(B) Pupil Size
(C) Eye Contact
(D) Blinking and Pupil size
22. Eye contact is not important when making a first impression.
(A) True
(B) False
23. Making eye contact means.
(A) Making eye contact involves staring.
(B) Making eye contact means not blinking.
(C) Making eye contact can be a way of letting your service user know you are watching them.
(D) Making eye contact can be a way of building a connection with someone
24. What can extended eye contact indicate?
(A) Aggression or induce anxiety
(B) Shyness
(C) Disinterest
(D) Lack of confidence
25. What is the importance of eye contact in spoken communication?
(A) It makes the speaker appear disinterested
(B) It helps establish a connection with the audience
(C) It distracts the listener
(D) It is unnecessary
26. Which question best evaluates eye contact during a conversation?
(A) Is eye contact balanced rather than intense
(B) Are the shoes polished and fashionable
(C) Is the meeting room brightly decorated
(D) Did the person arrive exactly on time
27. Maintaining ____ is important in communication.
(A) Explain
(B) Reserved
(C) Eye Contact
(D) To put someone in the picture
28. Looking at the audience while speaking
(A) Posture
(B) Eye contact
(C) Volume
(D) None of above
29. Why is eye contact considered a powerful form of non-verbal communication?
(A) It implies active listening and engagement
(B) It signifies rudeness
(C) It shows disinterest
(D) It indicates boredom
30. This type of non-verbal communication includes the eyebrows, tears and blinking.
(A) Proxemics
(B) Eye gaze
(C) Appearance
(D) Posture

31. Visual contact
(A) Eye contact
(B) Target audience
(C) Soft skills
(D) None of above
32. Eye contact and gaze fall under which non-verbal category?
(A) Kinesics
(B) Oculistics
(C) Chronemics
(D) Tactilics
33. All of the following are considered “eye signals” except which one?
(A) Eye Color
(B) Eye Contact
(C) Blinking
(D) Pupil Size
34. What do you mean by having eye contact?
(A) Look your audience in the eye.
(B) Look at one person in the room.
(C) Look at your teacher only
(D) Look at the ceiling and floor
35. What can the intensity of eye contact range from?
(A) Challenging to rude
(B) Friendly to neutral
(C) Neutral to challenging
(D) Friendly to challenging
36. How can eye contact help control?
(A) Avoid eye contact
(B) Look at people steadily
(C) Blink eyes
(D) Close eyes
37. The most important aspect of this is eye contact that opens communication.
(A) Oculistics
(B) Kinesics
(C) Chronemics
(D) Olfactics
38. Eye contact communicates an intention to interact.
(A) True
(B) False
39. Making contact with an audience using your eyes
(A) Eye Contact
(B) Posture
(C) Body Language
(D) Rate
40. Which one is a way to nonverbally send the message that you are listening?
(A) Keep eye contact with the person speaking
(B) Looking away from the person talking
41. The meaning of ‘Eye Contact’ is ____
(A) Able to influence people’s opinions
(B) To make someone uncertain
(C) Looking directly at someone while speaking
(D) Logical and well-organized speech
42. It deals with eye behavior as an element of communication.
(A) Proxemics
(B) Haptics
(C) Oculistics
(D) Chronemics
43. Which is the most accurate statement about nonverbal behavior?
(A) When verbal and nonverbal messages conflict, receivers put more faith in verbal messages.
(B) Gestures have the same meanings in all cultures.
(C) The eyes are often the best predictor of a speaker’s true feelings.
(D) All of the above statements are accurate.

44. Choose the best answers to complete the sentences. ____ occurs when two people look at each other's eyes at the same time.
- (A) Eye contact
 - (B) Conversation
 - (C) Chatting
 - (D) Talking
45. Even without words, Angela's teary eyes show sadness. This non-verbal communication is also called ____
- (A) Kinesics
 - (B) Chronemics
 - (C) Proxemics
 - (D) Oculistics
46. The act of looking directly into one another's eyes while communicating is known as ____
- (A) Gestures
 - (B) Facial expression
 - (C) Appearance
 - (D) Eye contact
47. What role does 'eye contact' play in communication?
- (A) It distracts the speaker
 - (B) It enhances connection and trust
 - (C) It is irrelevant in communication
 - (D) It makes the speaker nervous
48. ____ is a facial expression that often shows anger or displeasure by drawing the eyebrows together.
- (A) Scowling
 - (B) Smiling
 - (C) Winking
 - (D) Yawning
49. The secret rule for when you are speaking is to hold eye contact with someone for ____ then take a break.
- (A) 15 seconds
 - (B) 5-10 seconds
 - (C) 3 minutes
 - (D) 10-20 seconds
50. Eye contact indicates
- (A) Disinterest
 - (B) Confidence and attention
 - (C) Aggression only
 - (D) Confusion
51. Looking at the audience during a speech
- (A) Eye contact
 - (B) Proxemics
 - (C) Inflection
 - (D) Tone
52. When someone maintains direct eye contact during a conversation, it usually suggests ____
- (A) Boredom
 - (B) Engagement
 - (C) Distrust
 - (D) Nervousness
53. Maintaining eye-contact during conversations is appropriate in all cultures?
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
54. What is a common nonverbal cue that indicates interest and engagement?
- (A) Looking away
 - (B) Eye contact
 - (C) Nodding of the head
 - (D) Crossed arms
55. Eye contact in nonverbal communication demonstrates:
- (A) Agreement with the patient's story
 - (B) A sign of denial
 - (C) Paying attention and not being distracted
 - (D) High emergence of a leader
56. How long should eye contact last during interaction to help involve the other person and indicate continuous focused attention?
- (A) 2-6 seconds

- (B) 10-15 seconds
- (C) 30-60 seconds

- (D) Less than 1 second

1.3.7 Paralanguage

1. The attitude an individual projects with the tone and pitch of his or her voice is ____
 - (A) Paralanguage
 - (B) Haptics communication
 - (C) Context
 - (D) Professional Communication
2. What aspect of vocalics that you need to avoid in speech delivery as they can be considered as speech defects?
 - (A) Pitch
 - (B) Verbal fillers
 - (C) Voice quality
 - (D) Rate
3. What is paralanguage in communication?
 - (A) Speaking multiple languages
 - (B) Voice qualities and vocal sounds
 - (C) Written communication
 - (D) Sign language
4. Speaking at the same rate, pitch, and tone, without variation
 - (A) Delivery
 - (B) Monotone
 - (C) Volume
 - (D) Articulation
5. The speed at which one speaks.
 - (A) Rate, or Pace
 - (B) Pitch
 - (C) Volume
 - (D) Competency
6. What percentage of a emotional communication is conveyed by the tone of the person speaking ____
 - (A) 38
 - (B) 55
 - (C) 7
 - (D) None of above
7. Which of the following best describes "voice tone" in communication?
 - (A) The visual presentation of the speaker
 - (B) The emotional quality or character of the speaker's voice
 - (C) The clothing style of the speaker
 - (D) The size of the room where communication occurs
8. A quality of voice which sounds as if speaking through the nose.
 - (A) Smooth
 - (B) Raspy
 - (C) Nasal
 - (D) Breathy
9. What nonverbal communication refers to the vocalized yet nonverbal parts of a message or paralanguage?
 - (A) Kinesics
 - (B) Vocalics
 - (C) Proxemics
 - (D) Chronemics
10. How can tone of voice affect the perception of a speech style?
 - (A) Speech style is solely determined by content, not tone of voice
 - (B) Tone of voice can affect the perception of a speech style by conveying emotions, attitudes, and intentions.
 - (C) Tone of voice has no impact on speech style perception
 - (D) Using a monotone voice enhances the perception of speech style
11. The non-linguistic aspects of speech (stress, tone, pitch etc) is known as ____
 - (A) Speech style
 - (B) Emotional speech
 - (C) Paralanguage
 - (D) Pronunciation

12. What is pitch?
- (A) Specific vocal quality
 - (B) How quickly or slowly a person speaks
 - (C) The rhythmic quality of a person's speech
 - (D) The highness or lowness of sound on a musical scale
13. Adjust volume for confidence and appropriateness.
- (A) Organization
 - (B) Volume
 - (C) Word Choice
 - (D) Rate
 - (E) Articulation
14. This is the term we use to call the way we pronounce or utter sounds.
- (A) Pitch
 - (B) Volume
 - (C) Hesitation/Pause
 - (D) Articulation
15. Which of the following is most closely associated with paralanguage?
- (A) Voice qualities
 - (B) Time
 - (C) Space
 - (D) Body language
16. Your tone of voice or expression as you speak
- (A) Inflection
 - (B) Voice Style
 - (C) Volume
 - (D) Verbal Communication
17. Being considerate with the sounds you make, knowing your environment and what may be disturbed by the sounds you create are good ways of making a positive impact.
- (A) False
 - (B) True
18. What is the term used to describe the emotion or feeling in your voice?
- (A) Tone
 - (B) Affect
 - (C) Sarcasm
 - (D) Sentiment
19. Speaking in a high pitch can suggest that you feel what?
- (A) Relaxed
 - (B) Anxious
 - (C) Content
 - (D) Calm
20. Which element of non-verbal communication involves tone, pitch, and volume?
- (A) Gestures
 - (B) Paralanguage
 - (C) Haptics
 - (D) Body language
21. Which of the following refers to the "how" of saying something other than what is said.
- (A) Paralanguage
 - (B) Proxemics
 - (C) Chronemics
 - (D) Haptics
22. How is tone different from volume?
- (A) Volume includes expression and how words are said
 - (B) Tone can be high and low
 - (C) Both are the same
 - (D) Tone is how words are said and the expression
23. How many messages are delivered through the way that the words are said like tone, pitch:
- (A) 7 %
 - (B) 38 %
 - (C) 55 %
 - (D) None

24. Paralanguage is the same for all cultures
(A) True
(B) False
(C) All the above
(D) None of the above
25. The tone of the speaker should be ____
(A) Loud
(B) Clear
(C) Low
(D) Soft
26. When asked about his weekend, John replies, "It was ____ interesting, " with a slow, drawn-out delivery and a slightly rising intonation, suggesting he had an unusual or perhaps even negative experience without explicitly stating it.
(A) Proxemics
(B) Kinesics
(C) Chronemics
(D) Paralanguage
(E) Haptics
27. What does your tone of voice communicate?
(A) Your age
(B) Your mood and attitude
(C) Your favorite color
(D) Nothing
28. Changing the pitch of a word to express a certain meaning is
(A) Inflection
(B) Mumbling
(C) Projection
(D) Monotone
29. The rise and fall of a speaker's pitch as he or she is speaking.
(A) Pitch
(B) Inflection
(C) Volume
(D) Rate
30. In a project meeting, Sarah observed that Atsuhiro's manner of speaking was swaying the group's decision more than the actual content of his arguments. This phenomenon is referred to as ____
(A) Body language
(B) Object language
(C) Sign language
(D) Paralanguage
31. What does a "Loud" volume typically indicate in paralanguage?
(A) Shy or lacking confidence
(B) Rude or overbearing
(C) Calm and composed
(D) Happy and excited
32. Bob is currently working with a vocal coach because he has a croaky voice. They are working to create a smoother sound for his voice. What is the focus of Bob's voice lessons?
(A) His Pitch
(B) His Tone
(C) His Volume
(D) His Pace
33. How can pitch affect a presentation?
(A) It has no effect on the presentation
(B) It only affects how far the voice carries
(C) It defines the connotation and meaning of words
(D) It determines how long a presentation should be
34. True / False: When you are giving a speech or telling a long story to a friend, you should try to incorporate inflection into your message.
(A) TRUE
(B) FALSE
35. Use it for guidance, key points, and emotion.
(A) Emphasis
(B) Volume
(C) Word Choice
(D) Rate
(E) Articulation

36. Most often refers to the pitch and tone patterns in a person's speech: where the voice rises and falls
- (A) Articulation
 - (B) Pronunciation
 - (C) Inflection
 - (D) Volume
37. This is NOT an example of sound used for communicating.
- (A) Car horn
 - (B) Wind in the trees
 - (C) Bell in a school
 - (D) Siren on an ambulance
38. How much of our communication is vocal (intonation, pitch, pauses, etc.)?
- (A) 7%
 - (B) 38%
 - (C) 43%
 - (D) 55%
39. A person's ____ should support the message and show your feelings and emotion behind it.
- (A) Language
 - (B) Tone
 - (C) Perspective
 - (D) Proxemics
40. It refers to the raise or fall of voice.
- (A) Pitch
 - (B) Intonation
 - (C) Rhythm
 - (D) Volume
41. ____ is the way a person says something to indicate what he or she is feeling or thinking.
- (A) Body language
 - (B) Eye contact
 - (C) Tone
 - (D) Sign language
42. It is also called paralanguage. It deals with vocal cues, more accurately referred to as the non-phonemic qualities of language. These include accent loudness, tempo, pitch, cadence, rate of speech, nasality and tone, insofar as these convey meaning
- (A) Olfactics
 - (B) Vocalics
 - (C) Kinesics
 - (D) Chronemics
43. Which of the following best describes paralanguage?
- (A) The tone and pitch of voice
 - (B) The actual words spoken
 - (C) The use of silence
 - (D) The physical space between communicators
44. Which description captures a constructive tone of voice in discussion?
- (A) Projects warmth, confidence, and interest
 - (B) Becomes melodramatic, loud, and erratic
 - (C) Sounds monotone, flat, and disengaged
 - (D) Appears strained, blocked, and tense
45. Which of the following are the appropriate determinants of paralanguage?
- (A) Biological, Psychological
 - (B) Physiological, Occupational, Sociocultural
 - (C) Only B
 - (D) Both A and B
46. To use your voice effectively,
- (A) Speak in a moderately low-pitched voice at about 125 words per minute.
 - (B) Overemphasize all words to guarantee audience understanding.
 - (C) Avoid listening to educated individuals to retain your speaking uniqueness
 - (D) Keep the same volume and rate while speaking

47. Which of the following is NOT a component of paralanguage?
(A) Tone
(B) Noise
(C) Pitch
(D) Loudness
48. "The scaled highness or lowness of the sound". This is referring to
(A) Pitch
(B) Volume
49. Emphasis in tone of voice means focusing on certain ____
(A) Words
(B) Colors
(C) Numbers
(D) Shapes
50. A change in the tone or pitch of a voice
(A) Enumerate
(B) Nonverbal message
(C) Feedback
(D) Inflection
51. In business phone calls, what is being said is more important than the tone.
(A) True
(B) False
52. An accent of speech style that shifts towards that of the other person.
(A) Speech convergence
(B) Speech divergence
(C) All the above
(D) None of the above
53. "The scaled highness or lowness of the sound a voice makes". This is the definition of
(A) Rate
(B) Volume
(C) Quality
(D) Pitch
54. The loudness or softness of the voice
(A) Pitch
(B) Volume
(C) Tone
(D) Posture
55. What is tone?
(A) The speed of speech
(B) The degree of loudness
(C) Communicates mood and feelings
(D) None of the above
56. Saying a phrase sarcastically changes its meaning primarily through the use of what?
(A) Kinesics (gestures)
(B) Paralanguage (tone)
(C) Proxemics (space)
(D) Jargon
57. We use tone of voice to-
(A) Change words
(B) Show feelings
(C) Write better
(D) Stay quiet
58. This quality of the voice refer to its volume.
(A) Loudness
(B) Tone
(C) Quality
(D) Pitch
59. Aspects of the voice, other than the speech are known as:
(A) Para language
(B) Physical language
(C) Delivery language
(D) Personal language
60. This refers to how high or how low your vocal tones are.
(A) Pitch variation
(B) Voice volume
(C) Voice speed
(D) Juncture Edit

61. Happens when you control or adjust the tone or volume of your voice as you try to lower your voice to a loud whisper in order to get the attention of your audience as they find your message more appealing, dramatic and mysterious.
- (A) Articulation
 - (B) Modulation
 - (C) Stage Presence
 - (D) Gain audience attention
62. A student is giving a speech but is speaking so quickly that the audience can't understand them. This is an issue related to what?
- (A) Kinesics (gestures).
 - (B) Proxemics (space).
 - (C) Paralanguage (rate of speech).
 - (D) Appearance.
63. Which affectation device is described as an "emotional overtone"?
- (A) Volume
 - (B) Pace
 - (C) Inflection
 - (D) Eye contact
64. What aspect of vocalics that tells you that you have your distinct voice signature?
- (A) Pitch
 - (B) Verbal fillers
 - (C) Voice quality
 - (D) Rate
65. Can you tell more from someone's tone or from their verbal words?
- (A) Tone
 - (B) Words
 - (C) Other
 - (D) None of above
66. What is paralanguage?
- (A) A verbal aspect of communication
 - (B) How someone says something, such as the tone of their voice
 - (C) Figuring out the message
 - (D) It's a type of encoding
67. When someone is not Monotone they?
- (A) Speak at the same rate
 - (B) Do not change their speed
 - (C) Maintain volume
 - (D) Change their pitch to suit the call
 - (E) Keep consistent energy
68. What does paralanguage refer to in non-verbal communication?
- (A) Spatial distance
 - (B) Pitch and tone of voice
 - (C) Eye contact
 - (D) Body movements
69. The attitude you project with the tone and pitch of your voice.
- (A) Context
 - (B) Body Language
 - (C) Behavior
 - (D) Paralanguage
70. How does volume function as an affectation device?
- (A) It refers only to how loud a speaker can shout
 - (B) It refers to the loudness or softness in the level of speech
 - (C) It refers to the total amount of information presented
 - (D) It refers to the size of the presentation room
71. The use of volume, tone, rate, pitch, and quality of voice is referred to as?
- (A) Vocalics/Paralanguage
 - (B) Proxemics
 - (C) Artifacts
 - (D) Chronemics
72. How soft (quiet) or loud your voice is, is an example of:
- (A) Tone of voice
 - (B) Volume
 - (C) Facial expression
 - (D) None of above

73. Type of nonverbal communication that plays a significant role in changing the meaning of the speaker's speech. Examples are inflection, tone, pitch, filler words, indicators, volume, rate, and articulation.
- (A) Proxemics
 - (B) Artifacts
 - (C) Gestures
 - (D) Paralinguistics
74. Based on your voice, listeners will make judgments about what?
- (A) Your taste in music and food
 - (B) Your attitude and ideas
 - (C) All the above
 - (D) None of the above
75. Changes in a speaker's rate, pitch, and volume that give the voice variety and expressiveness
- (A) Gestures
 - (B) Eye Contact
 - (C) Vocal Variety
 - (D) Posture
76. This refers to the way you speak, such as your tone, volume and pitch of your voice.
- (A) Vocalics
 - (B) Proximity
 - (C) Body Movements
 - (D) Posture
77. How something is said, not what is said refers to ____
- (A) Tone of voice
 - (B) Space
 - (C) Touch
 - (D) None of these
78. In communicating, timing, pacing and intonation are very important because it is not only the words but also the manner of delivery matters. What non-verbal communication skill is being described?
- (A) Voice
 - (B) Touch
 - (C) Eye contact
 - (D) Facial expressions
79. TRUE or FALSE: Using appropriate pitch and rate can make your speech more engaging for the audience.
- (A) FALSE
 - (B) TRUE
80. Clearly saying the sounds and syllables in words
- (A) Enunciation
 - (B) Proxemics
 - (C) Volume
 - (D) Rate
81. Extending something outward (such as your voice)
- (A) Projection
 - (B) Mumbling
 - (C) Volume
 - (D) Inflection
82. What is the purpose of distinct character voices in TV programs and movies?
- (A) To create confusion
 - (B) To bore the audience
 - (C) To reflect the personalities and backgrounds of different characters
 - (D) To eliminate diversity in language use
83. Strong intonation is linked to heightened emotion and ____, both personally and nationally.
- (A) Submission
 - (B) Weakness
 - (C) Indifference
 - (D) Dominance
84. Verbal strategies include tone, pacing, and articulation.
- (A) True
 - (B) False

85. Which of the following is an example of paralinguage?
(A) Tone of voice
(B) Hand gestures
(C) Facial expressions
(D) Eye contact
86. What is the role of tone in communication?
(A) To confuse others
(B) To convey emotions
(C) To avoid communication
(D) To make statements
87. The tone, volume, pitch, and rate of your speech are all components of what?
(A) Kinesics
(B) Paralanguage
(C) Proxemics
(D) Standard Language
88. What can the tone of voice convey in communication?
(A) Only the volume of speech
(B) Emotions like anger, sarcasm, or excitement
(C) The correctness of the words used
(D) A person's body language
89. Which paralinguistic element refers to how high or low your voice is?
(A) Tone
(B) Pitch
(C) Rhythm
(D) Timbre
90. Your tone of voice can reveal your true feelings.
(A) True
(B) False
91. The expression in one's voice generated by altering pitch (highness and lowness).
(A) Rate
(B) Volume
(C) Posture
(D) Tone
92. Which of the following is an example of paralinguage in non-verbal communication?
(A) Pitch and rate of speech
(B) Grammar rules
(C) Written symbols
(D) Mathematical equations
93. How loud or soft your voice is during delivery
(A) Volume
(B) Tone
(C) Rate of Delivery
(D) Projection
94. Filler words such as er, um, and you know, used in the place of a pause
(A) Gestures
(B) Pause
(C) Vocal distractions
(D) Eye contact
95. "Emphasis placed on certain words by speaking them more loudly than the rest". This is referring to
(A) Monotone
(B) Stress
(C) Pauses
(D) None of above
96. The Message that we send with our voice is known as
(A) Para language
(B) Pitch language
(C) Principle language
(D) None of these
97. It is a mood or emotion that you relay with your voice during a speech
(A) Vocal distractions
(B) Tone
98. What is rate of speech?
(A) The rhythmic quality of a person's speech
(B) Specific vocal quality
(C) How quickly or slowly a person speaks

- (D) The highness or lowness of sound on a musical scale
99. What aspect of communication does paralinguistics examine?
- (A) Word choice
 - (B) Sentence structure
 - (C) Elements of speech like pitch and tone
 - (D) Body language
100. Which is an example of someone using a sound to get a friend's attention?
- (A) Making a smoke signal at a fire
 - (B) Using a mirror to reflect sunlight
 - (C) Blowing a metal whistle
 - (D) Using a flashlight
101. A mother tells her child, "Go to your room, now!" The increased volume and firm tone of "now" clearly convey authority and urgency, despite the simple words.
- (A) Proxemics
 - (B) Kinesics
 - (C) Chronemics
 - (D) Paralanguage
 - (E) Haptics
102. We use ____ to emphasize spoken words.
- (A) Non-Verbal Communication
 - (B) Multi-channelled
 - (C) Body language
 - (D) Emphatic gestures
 - (E) Descriptive gestures
103. Extra sounds that go with your spoken words (pitch, volume, duration, intonation, quality)
- (A) Distance/Proxemics
 - (B) Body Movements
 - (C) Paralanguage
 - (D) Time/Chronemics
 - (E) Physical Appearance and Object Language
104. Vocal cues involve all of the following EXCEPT for ____
- (A) Pitch
 - (B) Silence
 - (C) Volume
 - (D) Language
 - (E) Rate
105. The speaker's emotion toward the subject is shown with changes in
- (A) Pace
 - (B) Volume
 - (C) Articulation
 - (D) Tone
106. Which is an example of a social marker in speech?
- (A) Accent
 - (B) Paralanguage
 - (C) Grammar
 - (D) Pitch
107. Volume refers to whether your voice is too soft or too ____
- (A) Loud
 - (B) High
 - (C) Deep
 - (D) Fast
108. It involves how we say something in different pitch, tone and voice modulation such as slow or fast.
- (A) Kinesics
 - (B) Proxemics
 - (C) Time language
 - (D) Paralanguage
109. The degree of loudness of sound. A speaker must be heard clearly is called ____
- (A) Diction
 - (B) Facial Expression
 - (C) Volume
 - (D) Pronunciation

110. Conveyed largely by the words in a message, tone reflects how a receiver ____ upon reading or hearing a message.
- (A) Thinks
 - (B) Considers
 - (C) Feels
 - (D) None of above
111. Rise and fall of pitch of voice is called ____
- (A) Vowel
 - (B) Intonation
 - (C) Consonant
 - (D) Pronunciation
112. A change in pitch (upwards or downwards, rising or falling)
- (A) Inflection
 - (B) Gestures
113. Includes the tone, speed and volume of voice.
- (A) Gestures
 - (B) Para Language
 - (C) Body Language
 - (D) Eye Contact
114. Which is not an example of paraverbal communication?
- (A) Tone
 - (B) Volume
 - (C) Body Language
 - (D) Cadence
115. According to theory of personal communication introduced by Prof Albert Mehrabian, the 38% is?
- (A) Body language
 - (B) Voice, Tone
 - (C) Spoken words
 - (D) None of above
116. What is the term for the sound vibration frequency (the highness or lowness) of our voices?
- (A) Pronunciation
 - (B) Volume
 - (C) Rate
 - (D) Pitch
117. Which of the following is not an aspect of paralanguage?
- (A) Facial expressions
 - (B) Pitch of voice
 - (C) Rate of speech
 - (D) Volume of voice
118. Which of the following is NOT a component of paralinguistic?
- (A) Tone
 - (B) Pitch
 - (C) Inflection
 - (D) Facial expressions
119. Components of Nonverbal Communication: Sighs, moans, groans, or sobs also communicate feelings and thoughts. Combined with other nonverbal communication, sounds help to send clear messages.
- (A) Gestures
 - (B) Sounds
 - (C) Facial expressions
 - (D) Eye contact
120. Writing a word in capital letters in an email is considered to be what?
- (A) Swearing
 - (B) Whispering
 - (C) Complimenting
 - (D) Shouting
121. Paralanguage is important because:
- (A) It conveys emotions and attitudes beyond words.
 - (B) It is the only way to communicate.
 - (C) It replaces verbal communication entirely.
 - (D) It is not relevant in communication.
122. Variations in the sounds created when speaking
- (A) Vocal variety
 - (B) Posture

- 123.** Inflection is
(A) Change in pitch or tone of voice.
(B) Has nothing to do with speaking.
(C) Neither answer.
(D) None of above
- 124.** The rising and falling of the pitch
(A) Breathing
(B) Posture
(C) Consonants
(D) Inflection
- 125.** How might “Paralinguistic” features influence the interpretation of a spoken message?
(A) By changing the meaning through vocal-ics such as tone and pitch
(B) By altering the use of personal space
(C) By modifying attire
(D) By using touch
- 126.** What happens to auditory cues beyond a distance of 100 feet?
(A) They become more effective.
(B) They remain the same.
(C) They begin to break down rapidly.
(D) They improve in clarity.
- 127.** This form of non-verbal communication includes factors such as tone of the voice, loudness, inflection and pitch.
(A) Kinesics
(B) Proxemics
(C) Chronemics
(D) Paralinguistics
- 128.** According to Albert Mehrabian, tone of voice in communication has as much influence as:
(A) 55%
(B) 38%
(C) 7%
(D) 0%
- 129.** Which component of KOPPACT involves interpreting silence and pauses?
(A) Kinesics
(B) Chronemics
(C) Para-language
(D) Tactilics
- 130.** How high or low vocal notes that a speaker reaches while speaking.
(A) Rate
(B) Tone
(C) Pitch
(D) Volume
- 131.** Which of the following is NOT a paralinguistic feature?
(A) Pitch
(B) Gesture
(C) Volume
(D) Speed of speech
- 132.** What does the tone in an email refer to?
(A) The length of the email
(B) The emotional and linguistic quality of the message
(C) The font style used in the email
(D) The subject line of the email
- 133.** We are sometimes misunderstood due to the volume of our voice.
(A) True
(B) False
- 134.** What does the term “paralanguage” refer to?
(A) The words used in a conversation
(B) The tone, pitch, and volume of voice
(C) The grammar and syntax of a language
(D) The written form of a language
- 135.** Tone of voice mainly affects
(A) Grammar
(B) Meaning and emotion
(C) Vocabulary
(D) Sentence length

136. Voice pitch which only uses one tone
(A) Inflection
(B) Volume
(C) Monotone
(D) Enunciation
137. We can find paralanguage reflected in inflection, sarcasm, and tone.
(A) True
(B) False
(C) All the above
(D) None of the above
138. Which of the following is a sign that a speaker is trying to make an important point?
(A) They speak more quietly
(B) They slow down and raise their voice
(C) They look away
(D) They stop talking
139. During a class presentation, Grace keeps using vocal fillers like “um, “ “like, “ and “you know” in almost every sentence. How might this make her sound to the audience?
(A) Less confident or prepared
(B) Super intelligent
(C) Highly persuasive
(D) Very decisive
140. A quality of voice which is caused by high amounts of air pushing through the vocal chords, sounding whispery.
(A) Smooth
(B) Raspy
(C) Nasal
(D) Breathy
141. Ahs, ahms, ohhss, or other words/sounds we use when we are thinking of words/ thoughts to express.
(A) Fillers
(B) Tag question
(C) Juncture
(D) Dead air
142. The clarity of your voice; shaping and molding sounds clearly
(A) Articulation
(B) Posture
(C) Volume
(D) Breathing
143. Which speech pattern makes the speaker appear weak and tentative?
(A) Fillers
(B) Speaking in monotone
(C) Vocal fry
(D) Uptalk
144. You Can Let Someone Hear The Smile In Your Voice
(A) Of Course Not
(B) Yes You Can!
(C) That Sounds Silly
(D) Maybe
145. What does a high pitch in paralanguage typically indicate?
(A) Sadness and boredom
(B) Normal conversation
(C) Stress, fear, tension, excitement, frustration
(D) Happiness and joy
146. What is the term used to describe the manipulation of sound qualities in nonverbal communication?
(A) Kinesics
(B) Proxemics
(C) Paralanguage
(D) Semantics
147. Talking in a monotone voice is not an example of poor prosody.
(A) True
(B) False
148. The intonation of the voice that expresses meaning and feeling is
(A) Volume

- (B) Verbal Communications
 - (C) Tone
 - (D) None of the above
149. Pitch refers to how ____ or too low your voice is.
- (A) High
 - (B) Fast
 - (C) Soft
 - (D) Clear
150. Ronnie says "ummm" frequently when speaking. This aspect of vocalics is referred to as
- (A) Disfluency
 - (B) Pitch
 - (C) Disconnection
 - (D) Rate
151. Enunciation is ____
- (A) The degree of quickness with which one delivers a speech.
 - (B) Changing physical position.
 - (C) The degree of loudness of sound.
 - (D) Clearly saying the sounds and syllables in words.
152. The rising and falling loudness of your voice
- (A) E-mail
 - (B) Audience
 - (C) Purpose
 - (D) Intonation
153. How does tone of voice contribute to communication effectiveness?
- (A) Tone of voice only matters in written communication.
 - (B) Tone of voice significantly impacts communication effectiveness by conveying emotions, enhancing understanding, and establishing rapport.
 - (C) Tone of voice has no effect on communication.
 - (D) Tone of voice is irrelevant to establishing relationships.
154. Which voice feature most influences how listeners 'read' your feelings beyond words?
- (A) Room temperature only
 - (B) Seating arrangement only
 - (C) Vocabulary selection only
 - (D) Tone, pace, and loudness
155. Typing in all capitals in electronic communication means
- (A) This message is very important
 - (B) It's okay to forward this message to others.
 - (C) You are shouting.
 - (D) Nothing special. Typing all caps is normal.
156. How fast or slow a person talks
- (A) Voice Style
 - (B) Speech Rate
 - (C) Voice Pitch
 - (D) Enunciation
157. What is the primary purpose of using intonation in spoken communication?
- (A) To confuse the listener
 - (B) To add emphasis and convey emotion
 - (C) To increase the volume of speech
 - (D) To make speech monotonous
158. Which of the following vocal behaviors did we discuss that can change the way that someone perceives what you say ____ i.e. you can say anything it depends how you say it.
- (A) Inflection
 - (B) Volume
 - (C) Tone
 - (D) Rate
159. Part of the speech which involves vocal but without words communication such as laughter, sounds of hmm, aham, tone of voice, stressing certain sounds, rate and volume of speech is known as ____
- (A) Non verbal communication
 - (B) Sound communication
 - (C) Emblem
 - (D) Paralanguage

160. What is the purpose of using appropriate tone of voice in communication?
(A) To sound authoritative
(B) To convey emotions effectively
(C) To confuse the listener
(D) To make the conversation longer
161. What uses the way words are spoken to show emotion?
(A) Facial expression
(B) Tone of voice
(C) Message
(D) Feedback
162. Paralanguage refers to:
(A) Gestures and facial expressions
(B) Vocal cues such as tone, pitch, and volume
(C) Sign language
(D) Written language
163. The pitch or loudness of your voice is called:
(A) Pronunciation
(B) Enunciation
(C) Inflection
(D) Temper
164. A different tone can change the perceived meaning of a message.
(A) TRUE
(B) FALSE
165. Tone, rate, and volume affect the nonverbal message being sent.
(A) True
(B) False
166. What type of element is volume?
(A) Vocal element
(B) Physical element
167. In face to face communication, "tone of voice" accounts for
(A) 0.07
(B) 0.38
(C) 0.55
(D) 1
168. Which is an example of auditory communication?
(A) Dolphins use whistles to communicate with other dolphins
(B) A wolf rolls on his back to show submission
(C) A cat strokes his head on furniture to mark it as his territory
(D) Frogs hide in leaves of the same color
169. If a speaker uses loud volume and fast pace to stress urgency, this element belongs to:
(A) Haptics
(B) Kinesics
(C) Paralanguage
(D) Proxemics
170. Which of the following is an example of paralinguistics?
(A) Tone of voice
(B) Gestures
(C) Facial expressions
(D) Written language
171. Body language is an example of para-verbal communication, and the tone of your voice is an example of para-verbal communication.
(A) True
(B) False
172. In the context of communication, what does the term 'tone' refer to?
(A) The pitch of a person's voice
(B) The choice of words used
(C) The emotional quality of the message
(D) The speed of speech
173. Geographic and cultural influence can affect the characteristics of people's voices.
(A) True
(B) False

174. Which of the following is an example of para-language?
(A) Smiling
(B) Physical distance
(C) Tone and pitch
(D) Handshake
175. When communicating verbally, tone is defined as
(A) Feelings displayed in the voice.
(B) Verbal and nonverbal behavior.
(C) Behavior demonstrated when speaking.
(D) The factor that determines the voice's volume.
176. The study of paralanguage includes which of the following?
(A) Eye contact
(B) Volume, pitch, and tone of voice
(C) Hand gestures
(D) Physical distance
177. True or false: Tone of voice can reveal your true feelings/intention
(A) True
(B) False
178. Which of these factors affects the pace of speech?
(A) The size of the room
(B) The number of people in the audience
(C) The emotion being conveyed (excitement, anger, sadness)
(D) The time of day

1.3.8 Artifacts in Communication

1. What does artifacts refer to in non-verbal communication?
(A) Body movements
(B) Eye contact
(C) Pitch and tone of voice
(D) Dressing and appearance
2. The use of items to communicate is referred to as?
(A) Vocalics/Paralanguage
(B) Proxemics
(C) Artefacts
(D) Chronemics
3. An example of an object related to communication is ____
(A) Dishwasher
(B) High-speed train
(C) Smartphone
(D) Pacemaker
4. A congenial environment helps in communication, it includes color, ventilation, lighting, furniture of the working place; this is termed as:
(A) Chronemics
(B) Artefacts
(C) Posture
(D) Haptics
5. Emojis, Avatars, and Uniforms are all examples of common ____ used to communicate non-verbally.
(A) Artifacts
(B) Body language
(C) Feedback
(D) Gestures
6. The words, gestures, pictures or objects that have recognized or accepted meaning in a particular culture
(A) Symbols
(B) Cultural Art
7. It is anything that is used to stand for something else.
(A) Symbols
(B) Norms
(C) Artifacts
(D) Language

8. We use artifacts (man made objects) such as clothing, fragrance, jewellery, gadgets, accessories to communicate about ourselves as impression management.
- (A) True
(B) False
(C) All the above
(D) None of the above
9. What device would you plug in to a VGA connector on a laptop?
- (A) Display.
(B) OneDrive.
(C) Camera.
(D) External Drive.
10. Which device is used to capture sound or facilitate voice communication over the Internet?
- (A) Speakers
(B) Printer
(C) Microphone
(D) Joysticks
11. Which of the following refers as object in non verbal communication?
- (A) Smiling
(B) Birthday cake
(C) Signature perfume
(D) Hugging a friend
12. Small pictures used in electronic devices to express feelings are called ____
- (A) Emoticons
(B) Emojis
(C) Avatar
(D) Embodiments
13. ____ is anything that stands for an idea and is used for communication.
- (A) Symbol
(B) Stereotype
(C) Gesture
(D) Body Language
14. Which language is used to set the basic format for how a web page looks?
- (A) Www.http
(B) TCP/IP
(C) HTML
(D) Scratch
15. A petroglyph is a carving or inscription on a rock and is one of the earliest forms of communication.
- (A) True
(B) False
16. Every time Jack will take a break in between his work as a crew in Jollibee, he would wear a jacket so his uniform will be covered and that customers will not ask him to do some errands. Which of the following non-verbal elements is exemplified in this context?
- (A) Posture
(B) Haptics
(C) Artifacts
(D) Appearance
17. Clothing and personal adornment is:
- (A) Interchangeable according to the audience and topic.
(B) Is always best when done in professional attire i.e suit, dress etc.
(C) Has no effect on the message of the speaker.
(D) A factor that applies to the audience, but not the speaker.
18. What does the term "artifacts" refer to in the context of non-verbal communication?
- (A) The emotional expressions conveyed through facial movements
(B) The spatial relationships between individuals
(C) Objects and possessions that convey information about an individual or culture
(D) The vocal elements such as tone and pitch during speech

19. One of the following provide physical and psychological protection, permit personal expression, and communicate age, gender, socioeconomic class and personality.
- (A) Affect displays
 - (B) Vocal cues
 - (C) Artifacts
 - (D) Illustrators
20. In non-verbal communication, these refer to objects and images that are used to communicate nonverbally. The things or objects people wear, use or associate with their cultures are typical examples of these?
- (A) Haptics
 - (B) Artifacts
 - (C) Posture
 - (D) Proxemics
21. Clothing and artefacts communicates all of the answers below except for ____
- (A) Social status
 - (B) Cultural background
 - (C) Language
 - (D) Profession
 - (E) Age
22. Objects used to communicate with the gods
- (A) Dynastic Cycle
 - (B) Pictographs
 - (C) Oracle Bones
 - (D) Totems
23. Hannah visits a new country and notices that people stand up and sing when a certain song is played. She learns that this song represents something important to them. Which of the following is an example of a symbol in this situation?
- (A) A mathematical equation
 - (B) The national anthem
 - (C) A scientific theory
 - (D) A historical date
24. Similarly deals with the communicative aspect of apparent objects visible in the room-art, possessions and so on-in that these may be personal, indicative of status, and/or revealing of lifestyle.
- (A) Proxemics
 - (B) Synchrony
 - (C) Artifacts
 - (D) Olfactics
25. Use of perfume, hairstyle, or clothing to convey personality is part of:
- (A) Proxemics
 - (B) Oculistics
 - (C) Artifacts
 - (D) Chronemics
26. The type of nonverbal communication that refers to the physical objects of the person, including the brand of clothes and shoes, car brands, tattoos, piercing, and jewelry.
- (A) Haptics
 - (B) Facial expression
 - (C) Artifact
 - (D) Eye gaze
27. The way we dress and the accessories we use fall under:
- (A) Kinesics
 - (B) Artifacts
 - (C) Chronemics
 - (D) Para-language
28. A public speaker uses national symbols and personal artifacts to express patriotism. This is an example of:
- (A) Haptics
 - (B) Proxemics
 - (C) Artifacts
 - (D) Kinesics
29. Annisa put some effort in cosmetics, clothing, accessories and haircuts to change her appearance. It is one sample of ____ message
- (A) Kinesic

- (B) Proxemic
 - (C) Artifactual
 - (D) Paralinguistic
 - (E) Tactile and Olfactory
30. Artifacts and objects in a group discussion can include paper, pens, chalkboards, flip charts, and anything that is necessary for the group's functioning.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above

1.4 Communication Skills and Barriers

1.4.1 Communication Skills

1. If you are the person to whom all incoming calls are routed, you should identify first your company, then yourself.
 - (A) True
 - (B) False tag chapter4
2. How to disagree politely in English?
 - (A) I'm sorry but I have to disagree with you on that
 - (B) What are you talking about?
3. Which sentence is different from others?
 - (A) I'm calling about the interview next week.
 - (B) I'm phoning about the meeting schedule.
 - (C) I'm returning Jane's call.
 - (D) May I speak to Jane, please?
4. Communication skills are only important in marketing.
 - (A) True
 - (B) False
5. How can you convey that the person you want to speak with is unavailable?
 - (A) Could you tell him (that) the meeting is cancelled?
 - (B) The line is busy.
 - (C) I'll connect you (to Mr. Jack.).
 - (D) I'm afraid he's not available.
6. A speech of acceptance typically includes thanking those who helped you achieve the award.
 - (A) True
 - (B) False
7. Good morning, everyone! I would like ____ you that the Seminar on Sustainable City is about to begin. Please silent your mobile phone.
 - (A) To speak
 - (B) To talk
 - (C) To say
 - (D) To inform
8. What does 'Open the door to other conversations' mean? Fill in the blank: To create opportunities for further ____ (e.g., "Talking about communication differences can open the door to other conversations").
 - (A) Discussion
 - (B) Conflict
 - (C) Delay
 - (D) Confusion
9. The ability to prepare concise, audience-centered, persuasive, and purposeful messages comes naturally.
 - (A) True
 - (B) False
10. Practice is important in developing communication skills because it ____
 - (A) It has no impact on communication skills.
 - (B) It allows individuals to refine their abilities over time.
 - (C) It discourages confidence and proficiency.
 - (D) It makes communication skills less effective.

11. Which of the following is the most important tip when appearing for an interview?
- (A) Focus on your weaknesses
 - (B) Avoid asking questions to the interviewer
 - (C) Talk about irrelevant personal details
 - (D) Be confident and prepared
12. When presenting, your poise should be:
- (A) Nervous and angry
 - (B) Confident and relaxed
 - (C) Annoyed
 - (D) Shy
13. Which of the following is an example of an 'I message'?
- (A) "I feel upset when plans change because I get confused."
 - (B) "You always change plans and confuse me."
 - (C) "Why do you never stick to the plan?"
 - (D) "This is your fault."
14. Which of the following can help you to be a great conversationalist.
- (A) Sharing the conversation 50-50
 - (B) Sharing your feelings
 - (C) Embracing differences
 - (D) All of the above
15. If you are a great communicator, is that a hard skill or soft skill?
- (A) Soft
 - (B) Hard
16. Why is it important to have a professional email address
- (A) So people will take you seriously
 - (B) Because it will make you look good
 - (C) So your boss will know you are mature
 - (D) It will get you a better job
17. This is knowing how to present oneself and, in turn, get one's message across.
- (A) Being highly likable
 - (B) Being socially assertive
 - (C) Mastering communication
 - (D) Sustaining lasting confidence
18. Paul feels the schedule posted at his place of employment is confusing. He creates a new form and presents it to his manager, sharing his thoughts on how it could improve the current schedule. This shows Paul's:
- (A) Values.
 - (B) Diversity awareness.
 - (C) Integrity.
 - (D) Initiative
19. Why are open-ended questions important for the successful communication?
- (A) They require more than one-word answer, encourage people to speak
 - (B) They have only one right answer which is easier for students
 - (C) They can easily be ignored
 - (D) None of above
20. Unwilling or unable to express thoughts and feelings in a direct or firm manner
- (A) Aggressive
 - (B) Passive
 - (C) Passive-Aggressive
 - (D) Assertive
21. When exchanging ideas in the office, a polite way to disagree is ____
- (A) "That is a stupid idea."
 - (B) "I see your point, but have we considered the budget?"
 - (C) "You are wrong."
 - (D) "I refuse to listen."
22. Ben is planning a speech about company lay-offs. He should use which strategy when delivering his speech?
- (A) Direct strategy
 - (B) Direct strategy for Receptive audiences
 - (C) No strategy
 - (D) Indirect strategy for Unreceptive audiences

23. Receptionist: Hello. BowChore Hotel. Linda speaking. How may I help you? Lady: Hello. May I speak to the marketing manager, please? Receptionist: Who's speaking? Lady: —
(A) It's Tini of P.T. Agri.
(B) Can I take a message?
(C) I'll put you through.
(D) It's me.
24. Maybe we can let Joana answer that.
(A) Inviting / Nominating someone to say something
(B) Checking if you have understood something correctly
(C) Stating that you are not persuaded or have doubts about something
(D) Managing the discussion and the behaviour of the participants
(E) Summarizing / Ending the discussion
25. Which of the following is a key component of effective interpersonal communication in scientific collaboration?
(A) Active listening
(B) Data analysis
(C) Hypothesis testing
(D) Variable control
26. What are some other skills for good communication
(A) Stay calm, stick to the point, choose the right time and place, Be aware of your body language and intonation.
(B) Stop, drop and roll
(C) Stay calm, stick to the point, choose the right time and place, be aware of the weather.
(D) Look up at the ceiling, look down at the floor, stare off into space.
27. Valuing someone else's opinions and listening without judging is a form of
(A) Self-confidence
(B) Blame
(C) Respect
(D) None of above
28. "When dealing with customers, you want to be able to take control of the situation and do what you need to do in an efficient manner."
(A) Depersonalization
(B) Self-control
(C) Positive attitude
(D) Assertiveness
29. When introducing the topic, a speaker will hook the audience. The hook could be
(A) A question to make the audience think
(B) An anecdote the audience can relate to
(C) An interesting fact or statistic
(D) Any of these could be effective hooks
30. Which of the following is the soft skill most valued by employers?
(A) Health & safety
(B) Communication skills
(C) Computer skills
(D) Customer service
31. Front Office personals should be good communicators?
(A) Yes
(B) No
(C) Not necessary
(D) Never
32. One of the keys to a successful business presentation is —
(A) Large number of audiences
(B) Many foreign languages are mastered
(C) Expensive tools used for presentations
(D) Self-confidence
33. How can one improve their spoken communication skills?
(A) By avoiding feedback
(B) By practising regularly
(C) By speaking less
(D) By ignoring the audience

34. To make a good impression, you should-
- (A) Be polite and confident
 - (B) Speak rudely
 - (C) Ignore people
 - (D) Argue
35. Writing, speaking, and listening skills
- (A) Communication
 - (B) Human Relations
 - (C) Math
 - (D) Basic Business
36. What skill did you choose to focus on for this activity?
- (A) I chose to focus on communication skills for this activity.
 - (B) I chose to focus on mathematical skills for this activity.
 - (C) I chose to focus on artistic skills for this activity.
 - (D) I chose to focus on athletic skills for this activity.
37. How can you respond best to an angry customer?
- (A) You gotta talk to my manager
 - (B) I understand this is frustrating, let me help resolve your issue.
 - (C) I don't get paid enough to care about your crybaby whining.
 - (D) Why don't we take this outside? My shift is over in 30 minutes.
38. Dear Mrs. Smith, I will be late for class. please tell me what I missed. thank you. Sincerely, Joe Schmo Which rule is being broken in this email?
- (A) Don't use slang or abbreviations
 - (B) Sign off with your full name
 - (C) Use a greeting
 - (D) None of above
39. What term refers to the ability to interact effectively with others?
- (A) Parental influence
 - (B) Social conformity
 - (C) Communication skill
 - (D) Tolerance
40. Many organizations are using virtual teams to exchange ideas and make decisions
- (A) T
 - (B) F
41. Which is the most diplomatic way to request a status update from a colleague?
- (A) "Please update me on this immediately."
 - (B) "Just checking in, have you made any progress on the task?"
 - (C) "Why haven't I heard back on this project?"
 - (D) "Can you confirm where we stand with this?"
42. Which of the following is NOT an appropriate greeting for a professional email?
- (A) Dear __,
 - (B) Hello, how are you?
 - (C) Hello __,
 - (D) Sup?
43. True or false: emails are only used for internal purposes and therefore they do not need to be proof read
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
44. Analyze the impact of communication skills on leadership effectiveness.
- (A) Communication skills are unnecessary for leadership effectiveness.
 - (B) Effective communication skills help leaders convey their vision and motivate their team.
 - (C) Communication skills are only important in public speaking roles.
 - (D) Communication skills lead to misunderstandings in leadership.

45. UNIT 9-Successful Employee Communication (CLO2-Application & Analysis). To strengthen cross-department communication:
- (A) Use shared platforms to exchange information
 - (B) Separate teams completely
 - (C) Prohibit informal conversations
 - (D) Assign all updates verbally only
46. If I use "I" statements to ask for what I want, what style of communication am I using?
- (A) Passive communication
 - (B) Aggressive communication
 - (C) Assertive communication
 - (D) Passive-aggressive communication
47. Description of communication skills
- (A) The ability to convey or share ideas and feelings effectively.
 - (B) Things that stop you being able to communicate effectively with other people
 - (C) The ability to convey information professionally in a short document
 - (D) Reports, letters, emails, social networking
48. Which includes communication components, except:
- (A) Telling
 - (B) Dodging
 - (C) Understand
 - (D) Listening
49. "I did not understand what you mean by that. Can you say it again?"
- (A) Giving Information
 - (B) Presenting Reality
 - (C) Seeking Information
 - (D) General Leads
50. Please ____ about any updates.
- (A) Listen
 - (B) To put it in a nutshell
 - (C) To keep someone in the loop
 - (D) To beat about the bush
51. Is a phrase or sentence that indicates that a speaker is moving from one main point to another main point in a speech.
- (A) Repetition
 - (B) Transition
52. WHICH OF THESE IS NOT A COMMUNICATION SKILL
- (A) LAUGHING
 - (B) SWIMMING
 - (C) ASKING QUESTIONS
 - (D) None of above
53. A characteristic of an entrepreneur who possesses the ability to read, write and speak in an understandable, accurate and professional manner
- (A) Persistent
 - (B) Inquisitive
 - (C) Math skill
 - (D) Communication Skill
54. Good communication skills are:
- (A) Something we are all born with
 - (B) Something we must learn and practice
 - (C) Always learned from television
 - (D) Always learned from other kids
55. Being able to actively listen to others and articulate your ideas in writing, or verbally to any audience in a way that you are heard and you achieve the goals that you intended with that communication is called ____
- (A) People skills
 - (B) Teamwork skills
 - (C) Communication skills
 - (D) Interpersonal relationship skills
56. Reasons given to persuade an audience
- (A) Claim
 - (B) Argument

57. What is the most effective method to clarify the school's goals and responsibilities early in the first year to aid new teachers?
- (A) Orientation
 - (B) School curriculum
 - (C) Student's handbook
 - (D) Principal's memorandum
58. Abigail, Sophia, and Aria are on a quest to become master communicators! Which action shows they're using evidence-based strategies to spot growth opportunities?
- (A) Waiting for major conflicts to practice.
 - (B) Treating every conversation as practice to improve.
 - (C) Avoiding feedback to maintain harmony.
 - (D) Focusing solely on outcomes rather than the process.
59. The first step in handling an incoming call is:
- (A) Asking for the caller's identity.
 - (B) Placing them on hold immediately.
 - (C) Answering with a professional greeting.
 - (D) Transferring the call to someone else.
60. Dr. Lee helped Mr. Han understand the treatment plan better by:
- (A) Explaining the plan in simple terms
 - (B) Prescribing more medication
 - (C) Referring him to another doctor
 - (D) Avoiding questions about the plan
61. Competent communication depends on ____
- (A) Having a friendly personality
 - (B) Learning to give strong feedback
 - (C) Being both effective and appropriate
 - (D) Avoiding noise
62. You have a friend who is always late meeting you. You should:
- (A) Yell at them about it
 - (B) Live with it
 - (C) Tell them they are a good friend but you are upset
 - (D) Lie to them about the real time
63. What is the most effective way to offer criticism?
- (A) Fully understand the reason for criticism and focus on behaviors that can be changed
 - (B) Analyze, evaluate, and judge the person being criticized
 - (C) Focus on past actions and criticize the person rather than their behavior
 - (D) Avoid communicating feelings and thoughts concerning the criticism received
64. What is a potential challenge for some mass communication majors?
- (A) Finding the perfect recipe for a gourmet meal
 - (B) Working with animals in a zoo
 - (C) Overcoming public speaking difficulties
 - (D) Studying ancient history
65. The ability to convey or share ideas and feelings effectively.
- (A) Communication skill
 - (B) Proactive
 - (C) Leadership skill
 - (D) None of above
66. Like the skill of listening, reading is typically classified as a
- (A) Receptive skill
 - (B) Productive skill
 - (C) Reproductive skill
 - (D) None of above
67. The abilities you use when giving and receiving different kinds of information. These skills involve listening, speaking, observing, and empathizing.
- (A) Communication Skills
 - (B) Time Management
 - (C) Flexibility
 - (D) Leadership skills

68. Tom: — Lan: You are welcome.
(A) I'm sorry for not sending the poster of Ha Noi sooner.
(B) Thank you for sending me the poster of Ha Noi.
(C) The poster of Ha Noi is so impressive.
(D) Would you like to see the poster of Ha Noi?
69. In this type of communication, the person is only concerned with the feelings of others, not their own. This type of communication is (a).
(A) Passive
(B) Aggressive
(C) Assertive
(D) None of above
70. Which one of the following is a professional way to respond to a message?
(A) Okayz
(B) K
(C) Thank you for the information
(D) Lol
71. Employers will not hire people who cannot speak and write well.
(A) True
(B) False
72. Which is the preferred approach to communicate important action items in an e-mail message to a co-worker?
(A) List the action items in a numbered or bulleted list or clarity.
(B) Write detailed paragraphs for each
(C) Write brief sentences that describe each action item
(D) None of above
73. How we communicate is often just as important as what we are trying to say. Avoiding using slang in the workplace is an example of understanding the skill of:
(A) Self-representation.
(B) Teamwork.
(C) Integrity.
(D) Respect for diversity
74. The approach that you will use in your introduction can determine the success of your speech.
(A) True
(B) False
(C) All the above
(D) None of the above
75. Which of the following make teachers valuable candidates for a multitude of jobs?
(A) We can manage people
(B) We know how to get things done
(C) We have strong communication skills
(D) We can assess, plan, organize just about anything
(E) All of the above
76. A communication style is ____
(A) The primary way others share information with you
(B) The preferred way you speak to others
(C) The preferred language someone likes to use
(D) The preferred way you share information with others
77. "Sorry, I can't decide on that now. I am still focused on my writing assignment. Let's talk next time, okay?"
(A) RESTRICTION
(B) TOPIC CONTROL
(C) TOPIC SHIFTING
(D) TERMINATION
78. Which of the following are appropriate responses?
(A) Give advice using harsh language.
(B) Give wrong information.
(C) Brush off speaker's worries.
(D) Show respect when responding.
79. Demonstrating empathy improves
(A) Authority

- (B) Team relationships
 - (C) Rule enforcement
 - (D) Competition
80. Which of the following can have a great effect on patients biological and functional health outcomes.
- (A) Clinician's ability to explain
 - (B) Clinician's ability to listen
 - (C) Clinician's ability to empathize
 - (D) All
81. Which of the following approaches emphasizes the use of language for communication?
- (A) Grammar-Translation Method
 - (B) Audio-Lingual Method
 - (C) Communicative Approach
 - (D) Total Physical Response
82. How can you soften a statement when giving advice?
- (A) "You must do this."
 - (B) "If I were you, I would consider doing this."
 - (C) "Do this immediately."
 - (D) None of the above
83. Which therapeutic communication skill involves showing a patient recognition as an individual, including addressing them by name?
- (A) Giving recognition
 - (B) Offering general leads
 - (C) Making observations
 - (D) Restating
84. What skills are important for freelance journalists?
- (A) Mathematical skills, problem-solving abilities, and data analysis skills.
 - (B) Strong writing and communication skills, research abilities, adaptability, time management, and self-motivation.
 - (C) Public speaking skills, leadership abilities, and teamwork.
 - (D) Graphic design skills, coding abilities, and video editing skills.
85. Which therapeutic communication skill encourages a patient to keep expressing their thoughts?
- (A) Offering general leads
 - (B) Giving advice
 - (C) Changing the subject
 - (D) Disapproving
86. What does the text suggest about the relationship between email communication quality and professional perception?
- (A) Email quality has no impact on professional reputation
 - (B) Email writing can reflect work ethic and attention to detail
 - (C) Only spelling matters in professional emails
 - (D) Technical content is more important than communication style
87. Which combination shows sensitivity to others' needs at work?
- (A) Setting goals without consultation
 - (B) Focusing only on personal priorities
 - (C) Listening actively and adjusting support
 - (D) Dominating meetings and speaking over
88. Which therapeutic communication skill involves keeping a patient's attention on the important topic or information they need to understand?
- (A) Focusing
 - (B) Reflecting
 - (C) Summarizing
 - (D) Clarifying
89. As a teacher and mentor, a chef must have what communication skills?
- (A) Strong
 - (B) Silent
 - (C) Ornate
 - (D) Minimal

90. How can students develop communication skills that are transferable across different media and platforms?
- (A) By focusing on one medium
 - (B) By practicing across various platforms
 - (C) By avoiding digital communication
 - (D) By only using traditional methods.
91. Expressing yourself directly but respectfully is
- (A) Active listening.
 - (B) Passive listening
 - (C) Assertive communication
 - (D) Aggressive communication
92. Which of the following practices helps improve public speaking skills?
- (A) Avoiding eye contact
 - (B) Speaking in a monotone
 - (C) Practicing regularly
 - (D) Reading from a script without looking up
93. Communication skills include
- (A) Reading, listening, speaking and writing skills
 - (B) Reading, listening, non-verbal, speaking and writing skills
 - (C) Reading, listening, presenting, speaking and writing skills
 - (D) Reading, listening, public speaking and writing skills
94. You can establish a professional yet conversational tone in business messages by:
- (A) Using common IM abbreviations such as BTW and FYI.
 - (B) Including current expressions and slang, such as this rocks.
 - (C) Using familiar words, occasional contractions, and pronouns such as I and you.
 - (D) Integrating familiar jargon.
95. How to keep the dialogue flowing
- (A) Ask open-ended questions
 - (B) Focus on yourself
 - (C) Stare at the other person
 - (D) Keep the conversation about yourself
96. Good speaking and presentation skills gives you the ability to inform, persuade and direct others.
- (A) False
 - (B) True
97. The skill of conveying a message effectively to diverse audiences for clear understanding
- (A) Procrastination
 - (B) Being enterprising
 - (C) Talking
 - (D) Communication
98. What is the term for rewording something written or spoken by another person?
- (A) Relevant
 - (B) Extraneous
 - (C) Paraphrasing
 - (D) Concrete
99. It takes practice and skill to become a good communicator.
- (A) True
 - (B) False
100. If you are texting to someone from an unknown number, you should ____
- (A) Ask your question without wasting the time
 - (B) Identify yourself using name and organization you're from
 - (C) Type "Hello! Guess who is texting you!"
 - (D) None of above
101. Manuel says, "I don't want you to misinterpret what I'm about to say, because I really do care about you, " and then criticizes his best friend for her behaviour the previous evening. What communication technique is he using?
- (A) Extended I language
 - (B) Powerless speech
 - (C) Reframing
 - (D) Elaborated code

- 102.** Developing your communication skills can help in ____
(A) Only in professional life
(B) Only in personal Life
(C) Both in professional and personal lives
(D) None of above
- 103.** Which of the following will help you establish a good rapport with a patient during the interview process?
(A) Obtain the patient's preferred name early, and use it frequently during your interview.
(B) Ask for the patient's name and level of training.
(C) Stand at attention to convey a sense of professionalism.
(D) Ask several questions at once to help the patient get his/her story in order.
- 104.** A message that is intended to build up, solve problems, and offer fair feedback is:
(A) Constructive
(B) Destructive
(C) Aggressive
(D) Passive
- 105.** Which of the following is a step in clarifying during a conversation?
(A) Ask for specific examples
(B) Speak louder
(C) Walk away
(D) Avoid eye contact
- 106.** What does the term 'people skills' refer to?
(A) Tools used to communicate and interact effectively with others
(B) Artistic talents
(C) Technical skills in a specific field
(D) Physical fitness abilities
- 107.** How important are communication skills in your profession
(A) Very important
(B) Important
(C) Less important
(D) Not at all important
- 108.** What indexical aspect of communication determines our level of emotional disclosure?
(A) Control
(B) Intimacy
(C) Symmetric feedback
(D) Trust
- 109.** Listening, reading, speaking and writing are all types of:
(A) Communication skills.
(B) Emotional barriers.
(C) Evaluation techniques.
(D) Nonverbal communication.
- 110.** When speaking with an unhappy client about a scheduling mix-up, it is important to:
(A) Stay detached
(B) Get emotional
(C) Be very firm
(D) Assume the blame
- 111.** ADVANCED: A healthcare worker is caring for a patient who seems to be withholding information about their symptoms. The MOST effective approach would be to:
(A) Demand complete honesty from the patient
(B) Make assumptions based on similar patient cases
(C) Use open-ended questions and create a non-judgmental environment
(D) Threaten to withhold treatment until full disclosure
- 112.** When handling a call, which of the following is essential for ensuring professionalism?
(A) Using a casual tone.
(B) Allowing the caller to control the conversation.
(C) Using clear and respectful language.
(D) Speaking in a monotone voice.

113. Which of the following is a key aspect of effective questioning techniques?
- (A) Leading
 - (B) Clarifying
 - (C) Rushing
 - (D) Overgeneralizing
114. Which part(s) of your messages are readers likely to find most interesting and read first?
- (A) Footnote
 - (B) Opening and closing
 - (C) Middle paragraphs of justification and explanation
 - (D) Salutation
115. How can engineers achieve project success according to the text?
- (A) By working alone and avoiding others.
 - (B) By expressing thoughts clearly and listening actively.
 - (C) By focusing only on technical skills.
 - (D) By ignoring the needs of diverse teams.
116. What is the impact of communication skills on career advancement?
- (A) They are only important for entry-level jobs
 - (B) They can lead to recognition and promotion
 - (C) They are less important than technical skills
 - (D) They have no impact
117. Which of the following is NOT a function of communication skills for managers?
- (A) Accurately conveying thoughts, feelings, goals, and objectives
 - (B) Facilitating good company morale with clear communication
 - (C) Ensuring easy coordination with other departments
 - (D) Ignoring feedback from employees
118. Which of the following ways can help you work well with people?
- (A) Staying calm, even in challenging situations
 - (B) Accepting your mistakes
 - (C) Paying close attention to what people say
 - (D) All of these
119. When meeting a client for the first time, always introduce yourself.
- (A) True
 - (B) False
120. An example of stating the reason for the call is ____
- (A) I'm ringing to order some ____
 - (B) Can i leave a message for ____?
 - (C) I'd like to speak to ____
 - (D) Right, I think that's all.
121. What communication skill should be used when asking staff to work overtime?
- (A) Firm tone.
 - (B) Probing questions.
 - (C) Persuasive language.
 - (D) Closed body language
122. You should ask for clarification if you do not understand an instruction.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
123. We should follow certain ____ while sending an email message.
- (A) Guidelines
 - (B) Protocols
 - (C) Rules
 - (D) Etiquette
124. Good communication skills make a person-
- (A) Shy
 - (B) Confident
 - (C) Angry
 - (D) Silent

125. Professional communication skills are only necessary for written content, not verbal interactions.
- (A) True
 - (B) False
126. When a communicator is respectful and shows empathy towards the receiver, they are demonstrating which C?
- (A) Courtesy
 - (B) Clarity
 - (C) Correctness
 - (D) Completeness
127. When making a telephone call, you should first ____
- (A) Identify yourself
 - (B) Ask to whom you are speaking
 - (C) Explain the purpose of your call
 - (D) Take notes of the conversation
128. Which of the following is a polite way to interrupt and give an opinion?
- (A) Shut up, I need to talk.
 - (B) May I interject for a moment?
 - (C) Listen to me now.
 - (D) I have to say something important.
129. Read each behavior. Identify what style of communication it might be. Aiden yells at a friend when they disagree with them.
- (A) Passive
 - (B) Aggressive
 - (C) Assertive
 - (D) None of above
130. What key skills are emphasized in a mass communication course?
- (A) Sewing and knitting
 - (B) Automotive repair
 - (C) Critical thinking, public speaking, and writing
 - (D) Playing musical instruments
131. If business writers want to demonstrate good netiquette when using e-mail, they should
- (A) Document every business decision and action in hard-copy memos or e-mail.
 - (B) Write important e-mail messages in all capital letters for emphasis and increased professionalism.
 - (C) Ask permission before forwarding e-mail messages.
 - (D) Add a cc (carbon copy) to their supervisors on all business messages.
132. Your teacher is talking, but you need help. What do you do?
- (A) Sit there and do nothing
 - (B) Wait until she is done speaking and raise your hand or say "excuse me"
 - (C) Talk over the teacher
 - (D) Assume your answer is correct
133. How can one improve their written communication skills in a professional setting?
- (A) By avoiding feedback
 - (B) By practicing regularly
 - (C) By using complex language
 - (D) By writing lengthy documents
134. If you can easily express your ideas clearly and speak in the public, you have good ____
- (A) Communication skills.
 - (B) Negotiation skills.
 - (C) Organisational skills.
 - (D) None of above
135. True or false: Public speaking is a skill you can improve and work on.
- (A) True.
 - (B) False.
136. Which strategy encourages asking open-ended questions for deeper understanding?
- (A) Clarifying questions
 - (B) Respectful tone and language
 - (C) Confidentiality
 - (D) Empathy

137. Which skill is crucial for navigating disagreements effectively?
- (A) Conflict Management Skills
 - (B) Technical Skills
 - (C) Financial Skills
 - (D) Marketing Skills
138. Telephone skills include screening, prioritizing, and documenting calls in a timely and courteous manner.
- (A) True
 - (B) False
139. When calling a business, the BEST opening is:
- (A) "Hi, can I please place an order for pickup?"
 - (B) "Hey, I need food."
 - (C) "Yo, are you open?"
 - (D) "Give me a pizza."
140. What is a primary use of online collaboration tools?
- (A) Enhancing personal skills
 - (B) Boosting social media presence
 - (C) Facilitating faster interaction
 - (D) Creating video games
141. What is included in a Crisis Management Plan (CMP)?
- (A) Product development strategies
 - (B) Stakeholder communication procedures
 - (C) Employee recruitment policies
 - (D) Financial forecasting models
142. What are the components of professional communication skills?
- (A) Writing, reading, editing, speaking, and listening
 - (B) Researching, planning, evaluation, and knowledge of communication technologies
 - (C) Producing written materials, forming relationships, and monitoring public feedback
 - (D) Observation, listening, preparation, practice, and participation
143. Which skill primarily helps clarify a customer's needs during a call?
- (A) Questioning skills used with telephone skills
 - (B) Team working skills during staff meetings
 - (C) Personal development skills for training
 - (D) Decision-making skills after reports
144. Which response expresses partial agreement?
- (A) I totally disagree.
 - (B) You are absolutely right.
 - (C) I see your point, but ____
 - (D) I couldn't agree more.
145. Practicing delivery several times before presenting refers to:
- (A) Planning
 - (B) Present
 - (C) Practice
 - (D) Preparation
146. The following interpersonal and team skills can be used in managed communication process EXCEPT
- (A) Conflict management
 - (B) Cultural awareness
 - (C) Networking
 - (D) Business
147. Read each behavior. Identify what style of communication it might be. Jacob disagrees with his friend on how to solve a problem. He first listens to how his friend does it. Then, he shows his way.
- (A) Passive
 - (B) Aggressive
 - (C) Assertive
 - (D) None of above
148. Which team building skill allows you to build relationships in the workplace?
- (A) Communication
 - (B) Leadership
 - (C) Collaboration
 - (D) None of above

149. The best ways to become relaxed and confident with your presentation are careful planning and
- (A) Appropriate clothing
 - (B) Sufficient practice
 - (C) A small audience
 - (D) Speaking last
150. What could you say in this situation? What happened: Your friend interrupts you when you're in the middle of a sentence
- (A) A respectful response using an 'I' statement, e.g., 'I feel unheard when I am interrupted. Can I finish what I was saying?'
 - (B) Ignore your friend and continue talking louder.
 - (C) Get angry and say, 'You always interrupt me!'
 - (D) Stop talking and walk away without saying anything.
151. If you can convince someone to do smth you are
- (A) Persuasive
 - (B) Organized
 - (C) Reliable
 - (D) None of above
152. Which of these should be avoided for an effective speech?
- (A) Long sentences
 - (B) Preparation speech
 - (C) Organization
 - (D) Planning of speech
153. Communication skill development is a continuous, lifelong learning process.
- (A) True
 - (B) False
154. The skill of handling sensitive issues with kindness and consideration for others' feelings is known as:
- (A) Bluntness
 - (B) Tact
 - (C) Aggressiveness
 - (D) Passivity
155. How can a teacher help students improve their functional language skills?
- (A) By encouraging real-life conversations
 - (B) By making them memorize vocabulary lists only
 - (C) By focusing only on written tests
 - (D) By avoiding listening activities
156. Which of the following is a key component of positive communication?
- (A) I messages
 - (B) Ignoring the speaker
 - (C) Interrupting frequently
 - (D) Blaming others
157. Sarita just shared an idea for your group project. You like it, but have more to add. You say, "That's a good idea! I have another idea on how we can make it even better." You are being:
- (A) Passive
 - (B) Assertive
 - (C) Aggressive
 - (D) None of the above
158. Communication skills are the abilities required to appropriately — and — properly.
- (A) Speak and Write
 - (B) Word and sentence
 - (C) Communicate and Paragraph
 - (D) None of the above
159. What is an "Outline"?
- (A) A summary of a meeting
 - (B) A list of points for communication
 - (C) Feedback given verbally
 - (D) None of above
160. To discuss something in an attempt to reach agreement.
- (A) Negotiate
 - (B) Compromise
 - (C) Conflict Resolution
 - (D) Problem Solving

- 161.** A student avoids eye contact, speaks softly, and agrees to something they don't want to do. Which style are they using?
- (A) Aggressive
 - (B) Passive
 - (C) Assertive
 - (D) Passive-Aggressive
- 162.** 'listening to and understanding workplace information' is an example of which employability skill?
- (A) Teamwork
 - (B) Communication
 - (C) Learning
 - (D) Problem Solving
- 163.** Which is the best statement to include in the body of a cover message?
- (A) I have completed courses in cost accounting, auditing, and financial statement analysis.
 - (B) I am the perfect person to hire for this position.
 - (C) I have excellent communication, organizational, and teamwork skills.
 - (D) The listening, conflict resolution, and communication skills taught in my certificate program will make me immediately effective as one of your customer service reps.
- 164.** Scenario: A team member interrupts others during meetings. Which "Don't" of communication does this violate?
- (A) Avoid interrupting
 - (B) Use simple words
 - (C) Maintain eye contact
 - (D) Give examples
- 165.** What is the most appropriate communication technique to use when dealing with an upset patient?
- (A) Ignoring their concerns
 - (B) Arguing with them to prove a point
 - (C) Empathizing and actively listening
 - (D) Redirecting the conversation to a different topic
- 166.** Expressing feelings without blaming others is known as which communication skill?
- (A) Using "I" statements
 - (B) Active listening
 - (C) Giving advice
 - (D) Interrupting others
- 167.** Communication strategies that help you say no to others effectively
- (A) Media
 - (B) Peers
 - (C) Advocacy
 - (D) Refusal skills
- 168.** Which of the following is an example of a soft skill?
- (A) Data analysis
 - (B) Public speaking
 - (C) Coding
 - (D) Graphic design
- 169.** Kai is sending an email to his team. In what situation might using CC be considered impolite or unprofessional?
- (A) When including a colleague in a personal conversation.
 - (B) When sending a company-wide announcement.
 - (C) When sharing a public event invitation.
 - (D) When sending a thank you note to a team.
- 170.** "May I speak with Mrs. Black?" "Yes, of course. Please ____".
- (A) Hang
 - (B) Hold
 - (C) Pause
 - (D) None of above
- 171.** In ____ the trainees play the role of someone (manager, subordinate, customer) in a simulation
- (A) Role playing
 - (B) Understudy
 - (C) Mentoring
 - (D) Coaching

172. Which type of skills are essential for effective interpersonal communication and professional advancement?
- (A) Technical Skills
 - (B) Management Skills
 - (C) Soft Skills
 - (D) Leadership Skills
173. Which of the following is a common method for improving business communication skills?
- (A) Ignoring feedback
 - (B) Participating in workshops
 - (C) Using jargon frequently
 - (D) Writing lengthy reports
174. Giving clear directions is an important communication skill.
- (A) True
 - (B) False
175. What is the correct meaning of 'Articulate'?
- (A) To summarize briefly
 - (B) To hear information directly from the source
 - (C) To hear and pay attention
 - (D) Able to express ideas clearly
176. What techniques can improve your speaking skills?
- (A) Avoiding eye contact during conversations
 - (B) Using complex jargon without explanation
 - (C) Speaking only in written form without practice
 - (D) Techniques to improve speaking skills include regular practice, public speaking, recording speeches, expanding vocabulary, and seeking feedback.
177. True/ False Communication skills are a top skill set employers seek on a candidate's resume.
- (A) True
 - (B) False
178. Why is collaboration emphasized in CTE science programs?
- (A) To work in isolation
 - (B) To enhance teamwork and communication skills
 - (C) To avoid group work
 - (D) To focus only on individual achievements
179. The ability to speak, listen, and write effectively.
- (A) Collaboration
 - (B) Critical Thinking
 - (C) Empathy
 - (D) Communication Skills
180. Which of the following can NOT be used to give your partial agreement?
- (A) Well, it depends.
 - (B) I agree with you up to a point, but ____
 - (C) I agree with you in principle, but ____
 - (D) I'm with ____ on this.
181. Why is it important for an individual to master the skill of public speaking?
- (A) To increase your self-confidence.
 - (B) To make other people ask you questions that put you on the spot.
 - (C) To force yourself to be in uncomfortable situations.
 - (D) To avoid the need to have one-on-one conversations with people. Edit
182. Which of these helps improve communication skills?
- (A) Practice and reading
 - (B) Silence
 - (C) Anger
 - (D) Laziness
183. Which one is not a good communication skill?
- (A) Respect others
 - (B) Make eye contact
 - (C) Interrupt the other person
 - (D) None of above

- 184.** What is a Good Way to Answer Your Phone?
- (A) Hey, whats up
 - (B) This is Jake Jones, how can I help you?
 - (C) Hello?
 - (D) None of above
- 185.** Professional v. Unprofessional:including the “sent from my iPhone” footer on emails.
- (A) Professional
 - (B) Unprofessional
- 186.** Which of the following is the number one skill that is most valued by employers?
- (A) Health & safety
 - (B) Communication skills
 - (C) Computer skills
 - (D) Customer service
- 187.** An auditory learner uses the following strategies to aid their learning except
- (A) Study in a loud voice
 - (B) Record lectures
 - (C) Use flash cards
 - (D) Read out loud your course materials, notes, and handouts
- 188.** When making conference calls how should you answer the phone?
- (A) Hello, who this?
 - (B) Introduce yourself to the caller.
 - (C) Remain on the phone silently
 - (D) Begin the conversation with no introduction at all.
- 189.** The assessment of current communication focuses on which aspect(s) of communicative competence?
- (A) Operational and social
 - (B) Gestural and verbal
 - (C) Strategic
 - (D) Linguistic
- 190.** Which of the following would be the LEAST appropriate response to a client who starts gossiping?
- (A) Change the subject.
 - (B) Start talking about the service you’re doing.
 - (C) Give a quick tip for treatment and home care.
 - (D) Quietly join in the gossiping.
- 191.** Which of the skills listed below is required for good communication?
- (A) Reading
 - (B) Writing
 - (C) Listening
 - (D) All of the above
- 192.** You go out to dinner and after a very long wait, your food arrives cold. You Say nothing; you don’t want to risk having the waiter be mad at you. This is an example of a — communication style.
- (A) Passive
 - (B) Aggressive
 - (C) Assertive
 - (D) Passive-Aggressive
- 193.** The traditional definition of literacy is considered to be the ability to read and write, or the ability to use language-to read, write, listen, and speak. In modern contexts, the word refers to reading and writing at a level adequate for communication, or at a level that enables one to successfully comprehend and communicate in print society, thus literacy plays a role in providing access to power.
- (A) True
 - (B) False
- 194.** Harper accidentally used “Reply All” when sharing a personal opinion meant only for the sender.
- (A) When responding to a meeting invitation with a simple “Yes.”
 - (B) When sharing a personal opinion meant only for the sender.
 - (C) When sending a thank you note to the entire team.
 - (D) When confirming attendance to a public event.

- 195.** Strategic competence is ____
- (A) The ability to structure texts
 - (B) The ability to repair and sustain communication in case of communication breakdowns.
 - (C) The ability to use new words in different social settings
 - (D) None of the above
- 196.** Some of the communication skills a person needs to communicate are below, except ____
- (A) Writing
 - (B) Listening & speaking
 - (C) Singing & dancing
 - (D) Develop communication strategy
 - (E) Implementation social media
- 197.** Ruhi understands the importance of having communication skills that has helped her to
- (A) Understand, express, solve and take decisions
 - (B) Express, solve and take decisions
 - (C) Learn, understand, express, solve and take decisions
 - (D) None of above
- 198.** What strategies can new professionals use to demonstrate strong communication skills during the job search and interview process?
- (A) By being passive
 - (B) By showcasing their skills
 - (C) By avoiding questions
 - (D) By focusing only on technical skills.
- 199.** Interpersonal effectiveness and behavior at the workplace are primarily associated with
- (A) Soft skills
 - (B) Hard skills
 - (C) Technical skills
 - (D) Manual skills
- 200.** How do communication skills affect customer service?
- (A) They are irrelevant
 - (B) They complicate interactions
 - (C) They focus only on sales techniques
 - (D) They help in understanding customer needs
- 201.** What is effective leadership associated with?
- (A) Physical presence
 - (B) Strong communication skills
 - (C) Technical expertise
 - (D) Financial acumen
- 202.** What is one advantage of a collaborative team in an automotive service center?
- (A) Decreased communication skills
 - (B) Enhanced communication skills
 - (C) Limited professional development
 - (D) Reduced problem-solving capabilities
- 203.** What is the function of language in social interaction?
- (A) Language helps to exchange ideas and thoughts with others
 - (B) Language helps to exchange ideas with others
 - (C) Language helps to exchange thoughts with others
 - (D) Language helps to exchange beliefs with others
- 204.** An essential skill for business communicators is:
- (A) Clarity in message delivery
 - (B) Being vague
 - (C) Using slang
 - (D) Avoiding all audience analysis
- 205.** What is an important factor in creating a successful relationship between a client and a professional?
- (A) Familiarity with the client's domain
 - (B) Trust and listening
 - (C) Expectation management
 - (D) Availability of resources

206. What would be the most unprofessional response to an angry customer
(A) I will forward your concerns to our manager.
(B) You are a (insert swear word)
(C) Don't even reply
(D) Thank you for letting us know your concerns, I will follow up with you in the next 24 hours.
207. Teaching listening comprehension can be integrated with teaching:
(A) All mentioned
(B) Speaking
(C) Writing
(D) Reading
(E) Vocabulary
208. Which example shows polite assertiveness?
(A) You need to stop.
(B) Please don't talk over me. I wasn't finished.
(C) You're annoying.
(D) Whatever, forget it.
209. What do we call the expected norms of behaviour in a particular communication situation?
(A) Distractor reduction
(B) Communication process
(C) Technical competence
(D) Communication etiquette
210. What's the most polite way to end a phone call?
(A) Later.
(B) Thank you for your time. Have a nice day.
(C) I'm done talking.
(D) Bye.
211. Which of the following is NOT a professional communication skill?
(A) Editing
(B) Speaking
(C) Reading
(D) Writing
(E) Drawing
212. Everyone working on your project is full of ideas! You wait your turn to talk, but when Kim keeps talking for a long time, you say politely, "Excuse me. I have an idea to share."
(A) Passive
(B) Assertive
(C) Aggressive
(D) None of the above
213. Choose the idiomatic expression commonly used in business communication:
(A) To take a cold shoulder
(B) To give a cold shoulder
(C) To make a cold shoulder
(D) To put a cold shoulder
214. Which of the following actions by Aisha during the team meeting show appropriate workplace etiquette?
(A) Continuously check her phone and respond to messages
(B) Chat with her coworkers about non-work things
(C) Interrupt the speaker to share her thoughts
(D) Put her phone on silent mode and actively participate in the discussion
215. What is the significance of understanding and adapting behavioral style in rapport building?
(A) To enhance communication
(B) To create conflicts
(C) To be inconsistent in speech
(D) To avoid eye contact
216. Technology significantly improves a manager's ability to ___ individual and team performance.
(A) Monitor
(B) Ignore
(C) Match
(D) None of above

- 217.** Communication skills are
(A) Verbal and non-verbal
(B) Attitude and experience
(C) Mental abilities
(D) Listening, reading, writing and speaking
(E) Personality and knowledge
- 218.** Procedural knowledge refers to
(A) Memorizing grammar rules without context
(B) Reading about how language works
(C) Studying vocabulary lists
(D) Being able to apply language knowledge in real-time communication
- 219.** Where and when you are giving a speech has very little to do with selecting your topic.
(A) True
(B) False
- 220.** Identifying common goals of parties in conflict, clearly present arguments supporting a position; understanding another party's position, developing solutions to conflict that are mutually agreeable.
(A) Speaking
(B) Writing
(C) Negotiating
(D) Listening
- 221.** The skill to communicate properly are:
(A) Reading
(B) Writing
(C) Speaking
(D) All of these
- 222.** Which of the following terms best matches the following definition? The management of people's dignity or self-respect.
(A) Feminine Talk
(B) Elaborated Code
(C) Facework
(D) Essential Functions of Talk
- 223.** Aiden and Anika are in class, trying to share ideas and stories with each other. What is the ability called that helps them give and receive different kinds of information?
(A) Two ways communication
(B) Communication skills
(C) Presentation skills
(D) Observation skills
- 224.** Guiding the flow of a conversation is known as:
(A) Reflection
(B) Empathy
(C) Conversation control
(D) Selective listening
- 225.** How can you request to speak with someone?
(A) May I speak to the sales manager?
(B) Can I take a message?
(C) Would you like to leave a message?
(D) Could you tell him to call me back?
- 226.** ____ communicators will often: try to dominate others, criticize, blame, or attack others
(A) Passive
(B) Aggressive
(C) Passive-aggressive
(D) Assertive
- 227.** You can build public speaking skills just by talking with others.
(A) True
(B) False
- 228.** To whom should a presentation be aimed?
(A) The highest authority in the room, regardless of where they are
(B) The entire audience
(C) The people in the closest rows
(D) Your best friend in the room Edit
- 229.** Case: You want to meet a client to explain new product features in detail, but the client

- is extremely busy. How do you politely make an appointment via email?
- (A) "I will come to your office tomorrow at 9 AM, be ready."
- (B) "I would like to request a brief meeting at your convenience to discuss our product features."
- (C) "Why are you so busy? We need to meet now."
- (D) "I am explaining the product now, please read this email carefully."
- 230.** What does 'LSRW' stand for?
- (A) Language, Speaking, Reading, Writing
- (B) Listening, Speaking, Reading, Writing
- (C) Learning, Speaking, Reading, Writing
- (D) Listening, Speech, Reading, Writing
- 231.** When taking a telephone message
- (A) Do not include your name as the message taker
- (B) Include the name and telephone number of the caller
- (C) The date and time of the call is not important
- (D) Both a and c
- 232.** Team collaboration is most strongly influenced by
- (A) Soft skills
- (B) Technical manuals
- (C) Individual effort
- (D) Machinery
- 233.** Why are communication skills crucial when applying for a job?
- (A) They are only necessary for jobs in media and public relations.
- (B) Good communication skills are essential for effectively sharing ideas and building professional relationships.
- (C) Employers prefer candidates who can speak multiple languages.
- (D) Communication skills are not as important as technical skills.
- 234.** A: Do you mind if I turn off the lights? It's a bit too bright. B: " ____ "
- (A) No, I don't like it.
- (B) Yes, I do.
- (C) Not at all. Go ahead.
- (D) I don't see the lights.
- 235.** Before beginning to speak
- (A) Put a piece of gum in your mouth to freshen your breath
- (B) Take a deep breath
- (C) Pause briefly
- (D) Collect your thoughts
- 236.** Which feature of e-mail allows you to send a message back to someone who has sent you a message?
- (A) Reply
- (B) Subject
- (C) To
- (D) Forward
- 237.** The following is an appropriate way to agree an idea and add to it
- (A) I agree with ____ Also, ____
- (B) ____ and I are right. You are wrong!
- (C) Only smart people like ____ and I get it.
- (D) We are right. We know what we're talking about.
- 238.** Brayden sends email to his teachers in all capital letters. He will benefit most from instruction in:
- (A) Netiquette.
- (B) Mathematics.
- (C) Physical education.
- (D) Geography.
- 239.** When interacting with customers, a professional will
- (A) Use slang.
- (B) Use formal language and a friendly tone.
- (C) Yell back at the angry customer.
- (D) Give the customer a hug.

240. Both self-evaluation and evaluation of others help build stronger communication skills.
(A) True
(B) False
241. A phrase used to encourage someone to elaborate on their opinion is:
(A) Stop talking now.
(B) Could you explain your reasoning in more detail?
(C) I already know what you mean.
(D) That's a bad idea.
242. A characteristic of a teacher where they are resourceful and inventive in their teaching methods
(A) Prepared
(B) Creative
(C) Display a Personal Touch
(D) Cultivate a Sense of Belonging
243. Being an effective communicator is a soft skill
(A) True
(B) False
244. How to interrupt in a group discussion?
(A) I agree with you.
(B) Could you please explain more?
(C) Sorry to interrupt, I think ____
(D) What do you suggest?
245. If you've stopped someone who is speaking so that you can say something, you've ____ them.
(A) Paraphrased
(B) Interrupted
(C) Outspoken
(D) None of above
246. Below are good things to do when giving a presentation, except ____
(A) Speak with hand gestures
(B) Talk to your audience, don't just focus on the writing on the screen
(C) Ask questions to the audience
(D) Speaks softly with less focus on the audience
247. A message written to confirm receipt of a message or that action was taken
(A) Persuasive messages
(B) Courtesy response
(C) Routine requests
(D) Special requests
248. Regarding communication skills, it is important to remember that
(A) How well you listen is as important as what you say
(B) If you do not communicate clearly, it may cause problems
(C) Both A and B
(D) None of the above
249. Which kind of questions are better for conversation building?
(A) Open
(B) Closed
250. Which of these is an appropriate way to prepare before giving a speech?
(A) Make eye-contact with your audience.
(B) Make sure everyone hears you.
(C) Use your hands when speaking.
(D) Practice in front of the mirror and in front of friends or family. Edit
251. What type of skill should professionals possess to be able to effectively build rapport with their clients?
(A) Leadership
(B) Networking
(C) Communication
(D) Data analysis
252. Can I just ____ sure I've understood what you're saying?
(A) Make
(B) Go
(C) Consider
(D) Get

253. What does effective communication require?
- (A) Reading, writing, speaking, and listening
 - (B) Only writing
 - (C) Only listening
 - (D) Only speaking
254. The OSCE primarily measures:
- (A) Competence in psychomotor and communication skills
 - (B) Cognitive recall only
 - (C) Administrative compliance
 - (D) Attendance consistency
255. What is a direct benefit of education in terms of personal development?
- (A) It guarantees a stress-free life.
 - (B) It improves communication skills.
 - (C) It ensures a luxurious lifestyle.
 - (D) It provides instant success.
256. To succeed in the workplace, one must:
- (A) Develop communication skills only.
 - (B) Develop both communication skills and professional skills.
 - (C) Develop professional skills only.
 - (D) Simply follow instructions without developing any skills.
257. Which skill involves the ability to convey information clearly and effectively?
- (A) Leadership skills
 - (B) Communication skills
 - (C) Technical knowledge
 - (D) None of the above
258. Which skill did we discuss as being the most important skill someone hiring will want you to have
- (A) Communication
 - (B) Body language
 - (C) Context
 - (D) Non-verbal
259. In a classroom, a teacher asks students to rewrite 'That is just the way with some people' in simpler terms. What is the teacher applying?
- (A) Stylistic approach
 - (B) Socio-cultural approach
 - (C) Paraphrastic approach
 - (D) Structural approach
260. Avoid any overtone/undertone or insinuation to eliminate misinterpretation. Be sincerely tactful, thoughtful and appreciative. Use expressions that show respect. Choose nondiscriminatory expressions
- (A) Complete
 - (B) Courteous
 - (C) Concrete
 - (D) Correct
 - (E) Coherent
261. The following describes which communicative competency? Use of compensatory strategies to overcome environmental barriers, restrictions of the AAC system, and/or personal limitations of other linguistic, operational and/or social competencies.
- (A) Operational
 - (B) Social
 - (C) Linguistic
 - (D) Strategic
262. Which one of the following is NOT required in a good presentation?
- (A) Facing the audience
 - (B) Extensive notes
 - (C) Speaking clearly
 - (D) Eye contact
263. Which of the following workplace activities is most likely to be the one in which your communication skills will be utilized?
- (A) Calculating whether sales are up this quarter using the latest figures
 - (B) Formulating strategies to manage your new team

- (C) Persuading your colleagues that your idea will likely lead to increased sales
(D) Designing algorithms for the to-be-developed software
- 264.** How can you improve your oral communication skills?
(A) Practicing
(B) Reading Articles
(C) Ignoring them
(D) Watching Youtube
- 265.** What is a key characteristic of an entrepreneur who can communicate effectively and professionally?
(A) Persistent
(B) Inquisitive
(C) Math Skill
(D) Strong Communication Skills
- 266.** One of the skills included in the UP Skills for Work program is ____
(A) Communication
(B) Cooking
(C) Driving
(D) Painting
- 267.** Communication is a skill.
(A) True
(B) False
- 268.** What is the first thing that a speaker should say in a speech?
(A) Summary of main point
(B) Attention getting device
(C) The topic sentence
(D) The speech purpose statement
- 269.** Which communicative competency describes: The technical skills involved in operating the AAC system.
(A) Operational
(B) Linguistic
(C) Social
(D) Strategic
- 270.** In performing a speech, one must have a skill in order to deliver it well.
(A) True
(B) False
- 271.** You should put any negative feelings aside and respond to the caller with a sincere, positive attitude.
(A) True
(B) False
- 272.** In order to have good communication skills, it is important to be ____
(A) Happy
(B) Energetic
(C) Unauthentic
(D) Professional
- 273.** Bimodal input (listening plus reading) is recommended as:
(A) Always the best option for every learner regardless of level.
(B) Potentially helpful, but it can overload learners.
(C) A poor choice that should never be used.
(D) Useful only for pronunciation training and intonation for advanced learners.
- 274.** What does managing a conversation NOT involve?
(A) Keeping the dialogue on track
(B) Summarizing key points
(C) Ignoring the other person's views
(D) Asking clarifying questions
- 275.** What is the name of the following task? One student has schedule for bus schedule in Honolulu, another has a map of Honolulu. Without showing each other the visual information, they have to plan a tour to different places of interest in Honolulu.
(A) Information gap
(B) Jigsaw activities
(C) Role-plays
(D) Simulations

276. The best way to become a good communicator is-
- (A) Practice daily
 - (B) Argue
 - (C) Stay quiet
 - (D) Avoid talking
277. Which technique helps improve speaking confidence?
- (A) Avoiding eye contact
 - (B) Practicing regularly
 - (C) Reading quietly
 - (D) Writing instead of speaking
278. What type of assessment includes awareness, communicative intent, world knowledge, memory, symbolic representation, and metacognitive skills?
- (A) Direct Selection
 - (B) Dynamic Assessment
 - (C) Cognitive communication assessment
 - (D) Sensory motor assessment
279. What should you think about to improve your communication skills?
- (A) Your favorite food
 - (B) The latest fashion trends
 - (C) Your vacation plans
 - (D) The kind of communicator you want to be
280. Choose the best greeting.
- (A) Morning, Hannah speaking. How may I help you?"
 - (B) This is Hannah. What now?"
 - (C) Good morning, UUM Bursary, this is Hannah speaking. How may I assist you?"
 - (D) Good morning. How may I help you?"
281. Chana was frustrated when Nicole wouldn't agree with her reasoning, but she responded by saying, "I know I might not have all the answers, but it seems that we could work together to figure this out." What type of response did Chana use?
- (A) Rigid
 - (B) Flexible
 - (C) Superior
 - (D) Accusatory
282. A call center agent adapts her tone and pace depending on the customer's mood. What skill is this?
- (A) Empathy
 - (B) Listening
 - (C) Adaptability
 - (D) Clarity
283. Nontechnical skills needed by most workers for success on the job.
- (A) Goal
 - (B) Hard skills
 - (C) Soft skills
 - (D) Job description
284. What is the skill described as 'Using words that are straightforward, kind, and non-judgmental'?
- (A) Clear and respectful language
 - (B) Sarcastic communication
 - (C) Vague and ambiguous speech
 - (D) Judgmental criticism
285. Michael is applying for a new part-time job. What should he do to increase his chances of receiving an interview?
- (A) Ask current employees to vouch for his abilities
 - (B) Emphasize his communication skills on his resume
 - (C) Send the hiring manager a weekly letter of interest
 - (D) Provide the employer with his most recent credit report
286. Viaan and Avani are discussing their group project. What are the skills used in interpersonal communication during their conversation?
- (A) Only verbal messages
 - (B) Only non-verbal messages
 - (C) Both verbal and non-verbal messages
 - (D) None of the above

287. Effective human relations and ____ skills build lasting client relationships, accelerate professional growth, and promote a positive work environment.
- (A) Marketing
 - (B) Organizational
 - (C) Communication
 - (D) Technical
288. Which one is the correct way to greet a caller?
- (A) Hi this is Mr. Jones.
 - (B) Dr. Smith's office, this is Rachel. How may I help you?
 - (C) Ms. Williams speaking, what do you need?
 - (D) They are all acceptable.
289. Karen likes to say hurtful statements and doesn't like listening to others. Does she have proper communication skills?
- (A) Yes
 - (B) No
290. To be good at public speaking, you should?
- (A) Practice and know your topic
 - (B) Just be natural
 - (C) Be the boss
 - (D) Know all the answers
291. Toastmasters as an organization grew out of a set of classes/meet-ups organized by Ralph C Smedley with the aim to
- (A) Master the skills of management
 - (B) Meet people
 - (C) Improve communication skills of young men under his charge
 - (D) Improve the quality of bread toasts
292. What are communication skills?
- (A) Technical skills in programming
 - (B) Mathematical problem-solving skills
 - (C) Skills related to physical fitness
 - (D) Abilities to communicate effectively
293. Communication is a part of
- (A) Soft skills
 - (B) Hard skills
 - (C) Short skills
 - (D) Rough skills
294. Teamwork, Verbal Communication, and Written Communication are all tools under ____ skills:
- (A) Analysis
 - (B) Problem Solving
 - (C) Communication
 - (D) Open Mindedness Edit
295. Let's ____ by introducing ourselves before diving into the main topic.
- (A) Talk behind someone's back
 - (B) Start the ball rolling
 - (C) Wrap up the discussion
 - (D) Put it in a nutshell
296. During the communication of a message, the details are given first and are then followed by the main idea.
- (A) Direct approach
 - (B) Indirect approach
 - (C) Context approach
 - (D) Bias-free approach
297. We often use language to identify ourselves as part of a particular group.
- (A) True
 - (B) False
298. What should you consider when deciding the style of writing for an email?
- (A) The weather
 - (B) The expectations of your audience
 - (C) The recipient's favorite color
 - (D) The time of day
299. What is the first thing you should say when answering a business phone?
- (A) What up?
 - (B) Your name and the name of the business

- (C) I'm busy. What do you want?
(D) None of above
- 300.** Oral and written communication skills that includes other competencies such as listening proficiency, nonverbal behavior, and proper business etiquette
(A) Soft skills
(B) Hard skills
(C) Experience
(D) Education
- 301.** Read the following conversation. Speaker 1: They want to offer me a position. Speaker 2: They will not? Speaker 1: No, they want. Speaker 2: Ah, they want. I see. What communicative competence does the conversation exemplify?
(A) Discourse competence
(B) Sociolinguistic competence
(C) Strategic competence
(D) None of the above
- 302.** Which situation suits the indirect strategy?
(A) Price list update
(B) Policy reminder
(C) Payment notice
(D) Layoff message
- 303.** What can help you get more comfortable with presenting?
(A) Avoiding presentations
(B) Watching movies
(C) Jumping at opportunities to present
(D) Reading books
- 304.** You disagree with what someone has said: how would you react?
(A) Ask questions to learn more about their opinion
(B) Refuse to listen
(C) Get emotionally involved and have a heated discussion
(D) Stick with your view in the situation
- 305.** Which of these details can you say while introducing a person?
(A) The person's name
(B) How you know the person
(C) Something interesting about the person
(D) All of the above
- 306.** To develop your influence skills, you should enhance your ____ skills.
(A) Technical
(B) Communication
(C) Cooking
(D) Artistic
- 307.** You are truthful with your patient.
(A) Tact
(B) Honesty
(C) Dependability
(D) Empathy
- 308.** When taking a telephone message at the workplace, it is best for the person to:
(A) Rely on his/her memory.
(B) Write the message down.
- 309.** He tends to ____ from the topic.
(A) Concise
(B) Responsive
(C) To talk at cross-purposes
(D) Digress
- 310.** What communication pattern involves avoiding conflict and regularly deferring to others' opinions?
(A) Passive
(B) Diplomatic
(C) Expressive
(D) Aggressive
- 311.** Which of the following are the key people skills? I. Active listening II. Verbal and non-verbal communication III. Conflict resolution IV. Adaptability
(A) I, II ONLY
(B) I, III ONLY

- (C) I, II, III ONLY
(D) ALL OF THE ABOVE
- 312.** Which of the following skills are important to communicate properly?
(A) Reading
(B) Writing
(C) Speaking
(D) All of the above
- 313.** When answering the phone at work, it is appropriate to:
(A) Chew gum
(B) Use slang terms
(C) Identify oneself and the company
(D) Place the caller on hold immediately
- 314.** A manager wants to improve coordination with other departments. Which skill should they focus on?
(A) Technical skills
(B) Communication skills
(C) Physical strength
(D) Artistic ability
- 315.** Communication skills can be both verbal and non-verbal.
(A) True
(B) False
- 316.** Empathy in communication means:
(A) Agreeing with everything the other person says
(B) Understanding and sharing the feelings of another
(C) Avoiding emotional topics
(D) Giving advice immediately
- 317.** Able to cause people to do or believe something
(A) Compelling
(B) Essential
(C) Persuasive
(D) Reasonable
- 318.** The indirect strategy often begins with:
(A) Bad news
(B) Refusal
(C) Warning
(D) Buffer
- 319.** The following sentence is an example of ____? More school districts should wake up to the benefits of starting school later in the morning.
(A) Reasoning
(B) Evidence
(C) Claim
(D) Opinion
- 320.** What is definition of communication of skills?
(A) Being able to communicate effectively is one of the most important life skills to learn
(B) The most important communication skill for leaders is ability to listen
(C) Good communication skills are essential to allow others and yourself to understand information more accurately and quickly
(D) Convey your message in as few words as possible
- 321.** Daniel is sharing his feelings using the I-Feel-Need framework: "I feel stressed when the project deadline is missed because it impacts my other tasks, and I would like to schedule a brief check-in meeting every morning to track our progress." Can you spot which phrase shows Daniel's 'State Your Emotion'?
(A) When the project deadline is missed
(B) Stressed
(C) Because it impacts my other tasks
(D) I would like to schedule a brief check-in meeting every morning
- 322.** Communication skills are learned and can be improved with practice.
(A) True
(B) False

323. Which style often leaves the person feeling unheard, ignored, or taken advantage of because they don't express their true feelings?
- (A) Passive
 - (B) Assertive
 - (C) Aggressive
 - (D) Passive-Aggressive
324. A teacher gives many sentences and asks her students to arrange them into a letter using appropriate connectors. the skill that is chiefly involved in this task is
- (A) Rewriting
 - (B) Collecting information
 - (C) Expanding notes
 - (D) Organising
325. A teacher asks students to listen to a news report, take notes, and then present their findings. This activity primarily uses:
- (A) Skill segregation
 - (B) Skill integration
 - (C) Only reading and writing
 - (D) Only grammar-focused instruction
326. Duong: “ ___ ” Chau: Yes, sure thing. What is it?
- (A) Will you help me with my homework?
 - (B) Would you like to have some lemonade?
 - (C) Do you mind turning down the radio?
 - (D) Can I have a look at your new poster?
327. On the phone, how do you decline an invitation to meet up?
- (A) No.
 - (B) No, I am sorry. I am busy on ___ Maybe we can meet up some other time.
 - (C) I am busy.
 - (D) Never
328. What is a professional way to indicate inaccuracies in the data provided?
- (A) “Your data is flawless.”
 - (B) “With all due respect, I must point out some flaws in your proposal.”
 - (C) “I have no issues with the data you provided.”
 - (D) “You need to work harder on your data accuracy.”
329. Which of the following is NOT a polite way to request information in an email?
- (A) Could you please provide me with the details?
 - (B) Send me the details.
 - (C) I would appreciate it if you could send the details.
 - (D) Would you mind sharing the details?
330. A key benefit of collaborative learning, where students articulate ideas and listen to peers, is:
- (A) Reduced independent thinking
 - (B) Improved Communication Skills
 - (C) Teacher-centered learning
 - (D) Limited conceptual understanding
331. Which phrase can be used to ask someone to explain their criticism?
- (A) Can you elaborate on your criticism?
 - (B) Can you elaborate on your earlier remarks?
 - (C) Can you elaborate on that statement?
 - (D) Can you elaborate on your feedback?
332. If someone has a trouble speaking, for example had a stroke, what should you do?
- (A) Guess what they are trying to say
 - (B) Give them paper so they can write it down
 - (C) Teach them sign language
 - (D) Allow them time to answer
333. ___ is restating the patient's message in the nurse's own words to verify that the nurse's interpretation is correct.
- (A) Paraphrasing
 - (B) Summarizing
 - (C) Reflecting
 - (D) Clarifying

334. How can rapport be built with colleagues and clients?
(A) By creating conflicts
(B) By being an excellent communicator
(C) By avoiding eye contact
(D) By being inconsistent in speech
335. Which is the BEST expression for asking for a repetition?
(A) What do you mean by that?
(B) Sorry, let me explain.
(C) Sorry, I didn't get your point.
(D) I'm sorry, would you mind saying that again.
336. What is one way to be an effective writer in business communication?
(A) Use slang
(B) Pour out your emotions
(C) Write lengthy stories
(D) Use proper spelling, punctuation, and grammar.
337. There are two main strategies for delivering bad news:
(A) Verbal and written
(B) Formal and informal
(C) Short and long
(D) Direct and indirect
338. — communicators will often: fail to assert for themselves, fail to express their feelings, needs, or opinions
(A) Passive
(B) Aggressive
(C) Passive-aggressive
(D) Assertive
339. What is a skill that team members hone as they collaborate?
(A) Limited professional development
(B) Learning to convey ideas clearly and listen actively
(C) Reduced problem-solving capabilities
(D) Decreased communication skills
340. If you are reading to find your team's score, are you —
(A) Skimming
(B) Scanning
(C) Careful reading
(D) None of above
341. An attempt to persuade someone on a topic open to debate using logic and reasoning
(A) Claim
(B) Argument
(C) Counterclaim
(D) Sound
342. Soft skills
(A) Interpersonal skills, communication skills, and leadership
(B) Technical skills and analytical skills
(C) Physical skills and manual dexterity
(D) Mathematical skills and coding skills
343. What are 2 things you should do when you get ready to speak?
(A) Take a deep breath and speak quickly
(B) Take a deep breath and speak slowly
(C) Speak slowly and softly
(D) None of above
344. Which of these is a communication skill?
(A) Talking at the same time as someone else
(B) Listening to what people say
(C) Putting your fingers in your nose
(D) None of above
345. Which of the following is parameter of communication skills
(A) Active listening
(B) Watching
(C) Typing
(D) Jogging
346. What 21st Century Skills shown when students can express their ideas clearly, efficiently and in organized manner through varied modes like face to face, technologically mediated or blended medium?

- (A) Collaboration
(B) Communication
- 347.** It is a technique where you connect an unknown topic to something familiar to navigate the discussion.
(A) Bridging
(B) PREP
(C) Reframing
(D) Playing the Devil's Advocate
- 348.** Brandon and Amber are talking about which gift they should buy their parents for their anniversary. Brandon is not willing to compromise his gift idea for anything. This is an example of ___ communication.
(A) Passive
(B) Aggressive
(C) Assertive
(D) Passive-aggressive
- 349.** The ability to deal with others without creating offence
(A) Integrity
(B) Unselfishness
(C) Loyalty
(D) Tact
- 350.** Defined as the "development and/or production of spoken, written or multimodal texts in print or digital forms" and is a embedded literacy expectation across all disciplines.
(A) Creating
(B) Multimodal
(C) Transmedia
(D) Multimedia
- 351.** Which of the following must be done in a phone call?
(A) Greet the caller appropriately.
(B) Speak too loudly or softly.
(C) Talk with your mouth full.
(D) Leave the caller on hold.
- 352.** What is not a skill of remaining patient when communicating with customers?
(A) To keep the conversation on track
(B) To provide a positive experience
(C) To remain professional and personable
(D) To mirror angry and frustrated body language
- 353.** The teacher's use of special clues or standard grammar use is:
(A) Explicitness
(B) Elaborateness
(C) Interaction
(D) Inferencing
(E) Influencing
- 354.** When you are in doubt of a presentation or topic in a meeting, you should ___
(A) Ask after the whole presentation is over
(B) Keep it to yourself after the meeting is over
(C) Raise the question whenever possible
(D) None of above
- 355.** Identify the function of communication used in the situation: Ross greets Rachel; then they start talking about their plans for the holidays.
(A) Regulation/control
(B) Social interaction
(C) Motivation
(D) Information
(E) Emotional expression
- 356.** Being assertive, giving feedback, and disclosing info about yourself is vital for relationships
(A) True
(B) False
- 357.** Exposure to correct pronouncement, diction and enunciation will encourage the students to emulate what they hear.
(A) Critical Thinking
(B) Cooperative Learning
(C) Communication Skills
(D) Multicultural Education

- 358.** Which is more important?
(A) Speaking
(B) Listening
(C) Both Speaking and Listening
(D) None of the above
- 359.** What are some techniques for improving communication skills?
(A) Avoiding eye contact and fidgeting
(B) Yelling and interrupting others
(C) Some techniques for improving communication skills include active listening, clear and concise speaking, nonverbal communication awareness, empathy, and feedback.
(D) Speaking in a confusing and unclear manner
- 360.** What does mastering the art of evaluating an argument enhance?
(A) One's ability to memorize facts
(B) One's ability to engage in meaningful discussions
(C) One's ability to write poetry
(D) One's ability to solve mathematical problems
- 361.** It's important to reflect on your own presentation style. The most convenient way to hear what you sound like is to ____
(A) Think about your presentation style and make corrections
(B) Record yourself presenting and listen to it
(C) Ask a friend to listen to your presentation and give feedback
(D) None of above
- 362.** What type of skills are needed for effective communication as an EMT?
(A) Speaking skills
(B) Artistic skills
(C) Programming skills
(D) Mathematical skills
- 363.** Do you need to enroll in a course to improve your communication skills?
(A) No, never
(B) Only if you want to
(C) Yes, always
(D) Not necessarily
- 364.** A polite speaker uses-
(A) Harsh words
(B) Kind and respectful words
(C) Loud voice
(D) Silence
- 365.** How to express your opinion?
(A) It's quite clear to me that ____
(B) Many congratulations on ____
(C) However, I have to point out ____
(D) I feel very strongly that ____
- 366.** Which of the following best describes listening, reading, speaking, and writing?
(A) Cognitive functions
(B) Interpersonal conflicts
(C) Communication skills
(D) Physical abilities
- 367.** What is the role of open discussion in rapport building at the workplace?
(A) To avoid communication
(B) To gather information
(C) To create conflicts
(D) To limit sharing of information
- 368.** Which student DOES NOT USE a macro-skill?
(A) Tom speaks before an audience.
(B) Tom listens to his friend.
(C) Tom opens his phone.
(D) Tom types on the keyboard.
- 369.** The voice which creates a stronger message that is more direct, concise, personal and vigorous is the
(A) Active voice
(B) Passive voice
(C) Mood
(D) Negative voice

370. Which of the following is NOT a good communication or rapport building technique?
- (A) Empathize with a person's position
 - (B) Minimize distractions, or multiple officers talking at once
 - (C) Interrupt often
 - (D) Use engaged body language
371. How would be best to make sure that your Email is set out correctly and error-free?
- (A) Use the spell-checker only
 - (B) It doesn't matter it's only an Email
 - (C) Plan it/Draft it/Final copy/check it for errors
 - (D) None of above

1.4.2 Listening Skills

1. When you assign meaning to a message and decode the speaker's words, which step of the listening process are you in?
 - (A) Attending
 - (B) Responding
 - (C) Understanding
 - (D) Receiving
2. The practitioner as listener should ____ before making evaluation.
 - (A) Hear the speaker out
 - (B) Interrupt frequently
 - (C) Ignore the speaker
 - (D) Judge immediately
3. When accepting criticism, you should NOT
 - (A) Think of the criticism as an opportunity for improvement
 - (B) Jump to conclusions about what you think the person means
 - (C) Make sure that you understand what you hear
 - (D) Thank the person who has given you constructive criticism
4. Which type of listening is most appropriate when a group needs to solve a problem or choose from a set of options?
 - (A) Critical Listening
 - (B) Deliberative Listening
 - (C) Empathic Listening
 - (D) Biased Listening
5. Which of the following must the listener do to avoid mental noise?
 - (A) Be ready for the communication activity.
 - (B) Be attentive and respond to the speaker.
 - (C) Just remain quiet and daydream
 - (D) Must not think of any problem during class hours
6. Why is it important to listen carefully to instructions at work?
 - (A) So you can finish your work quickly
 - (B) To make sure you understand what is being asked of you
 - (C) Listening isn't important
 - (D) So you can tell others what to do
7. All the following are benefits of effective listening except ____
 - (A) Improve relations
 - (B) Avoid conflicts
 - (C) Improves understanding
 - (D) Interrupting the speaker
8. Mark whether the sentence below is "In listening classes, it's good to expose students to a range of different accents and voices."
 - (A) True
 - (B) False
9. F.A.C.E. is a listening technique for conversations. What is Empathise?
 - (A) Not being distracted. Trying to think and listen to the speaker and nothing else.
 - (B) Responding in a verbal or non-verbal way such as smiling when they are telling a joke or looking serious when they are saying something serious.
 - (C) Asking questions to the speaker to get more information or understanding.

- (D) Show appreciation regarding the speaker's opinion or experience.
10. Selective Listening refers to when a receiver is physically hearing the message, but chooses not to ___ the message.
(A) Acknowledge
(B) Repeat
(C) Translate
(D) Ignore
11. One of the primary ethical responsibilities of a listener is to:
(A) Interrupt when you have a better idea.
(B) Give the speaker your full and respectful attention.
(C) Pretend to listen while thinking about something else.
(D) Only listen to people you agree with.
12. The practitioner as listener should keep their mind open and be objective.
(A) True
(B) False
13. Everybody likes to go to Samantha when they have personal problems because Samantha understands them better and know how to comfort them. Samantha is a ___ listener
(A) Relational
(B) Analytical
(C) Critical
(D) Task-oriented
14. Which of the following is NOT mentioned as a skill for the practitioner as listener?
(A) Maintain composure
(B) Control emotions
(C) Multitask during conversation
(D) Work at listening
15. Active listening is optional when moderating an FGD.
(A) True
(B) False
16. The listeners are very attentive in listening to the speech of the speakers. Who are the listeners being referred to the statement?
(A) The one giving the message
(B) Those who are listening to the message
(C) The essence of the message
(D) The venue of the program Edit
17. Simon called his girlfriend to discuss how horrible his day was. He could tell by her feedback that she really was not listening to him. What type of listening was his girlfriend using?
(A) Appreciative
(B) Critical
(C) Passive
(D) Empathic
18. James is discussing with his new team members, what is a good way for him to practice good listening skills.
(A) Keep an open mind.
(B) Interrupt while they speak.
(C) Avoid looking at them.
(D) Think about what he wants to order on Grab.
19. If you are paying attention to someone in an effort to understand what she means, you are ___
(A) Hearing
(B) Sending
(C) Listening
(D) Watching
20. When reflective listening, it is important to:
(A) Try to prevent the client from saying too much
(B) Focus on other things while the client is speaking
(C) Not interrupt while the client is speaking
(D) Steer the client into choices you think are best

21. What is reflective listening?
- (A) Pretending to listen to the client while actually beginning to concentrate on their service
 - (B) Listening to the client and then repeating, in your own words, what you think the client is telling you
 - (C) Having your assistants listen to the client and then asking them to tell you what the client said
 - (D) Trying to remember what clients requested without actually having to ask them to repeat it
22. The first thing to do when resolving conflict with someone else is to ____
- (A) Assertively but diplomatically state your perspective
 - (B) Brainstorm possible solutions to the problem
 - (C) Slap some sense into them
 - (D) Listen to their perspective
23. Which of the following is NOT included in the listening process?
- (A) Hearing
 - (B) Speaking
 - (C) Focusing
 - (D) Understanding
24. When do most audiences attempt to listen best?
- (A) The beginning of a speech
 - (B) The middle of a speech
 - (C) The end of a speech
 - (D) All throughout
25. Listening with fairness means:
- (A) Immediately judging the speaker based on your biases.
 - (B) Trying to listen to all sides of an issue without prejudice.
 - (C) Agreeing with everything the speaker says.
 - (D) Correcting every mistake the speaker makes.
26. Why are good listening skills important?
- (A) They allow you to dominate the conversation
 - (B) They help you receive the entire message someone is trying to convey
 - (C) They make you appear uninterested
 - (D) They encourage you to speak less
27. Empathy involves actively listening without ____
- (A) Judgment
 - (B) Interrupting
 - (C) Agreement
 - (D) Speaking
28. Which of the following is not true about people-oriented listeners?
- (A) They are good at providing feedback
 - (B) They have lots of patience
 - (C) They focus on supporting the speaker
 - (D) They like to build a full picture
29. What is the best way to understand people?
- (A) Listen to them
 - (B) Think about what you are going to say next
30. Which of the following is a technique for building empathy in relationships?
- (A) Judging others quickly
 - (B) Listening without interrupting
 - (C) Assuming you know how others feel
 - (D) Talking more than listening
31. Active listening skills consists of four stages are: clarification, paraphrase, reflection and ____
- (A) A-Planning
 - (B) B-Remember
 - (C) C-Summarization
 - (D) D-Enhancement

32. Maya, Aria, and Nora are learning about active listening in class. Which of the following is NOT something they should do to be great listeners?
- (A) Eye contact
 - (B) Interrupting frequently
 - (C) Asking clarifying questions
 - (D) Providing feedback
33. Complete the following sentence: "Being a good listener ____"
- (A) ____ means pretending you're interested in what the other person is saying.
 - (B) ____ means you remain quiet and let the other person talk for a long, long time.
 - (C) ____ isn't just waiting for your turn to speak.
 - (D) ____ isn't a big part of effective communication.
34. Deep listening requires
- (A) Listening to something with a deep meaning
 - (B) Commitment to understand the speaker's perspective
 - (C) Attitudinal steps
 - (D) Adjustment
35. What is the most important step of active listening during a conversation?
- (A) Paraphrasing what the speaker said to confirm understanding
 - (B) Planning what you're going to say next
 - (C) Staring intensely at the speaker
 - (D) Interrupting to agree
36. Helping listening behavior includes
- (A) On-off listening
 - (B) Allowing silence
 - (C) Judging
 - (D) Too many questions
37. What could you focus on to improve your communication?
- (A) Being vague and ambiguous
 - (B) Ignoring feedback from others
 - (C) Listen actively and empathetically
 - (D) Use jargon and complex language
38. To identify key points or main ideas of the message is ____
- (A) Critical Listening
 - (B) Content Listening
 - (C) Emphatic Listening
 - (D) Pseudo Listening
39. Listening effectively requires:
- (A) Preparing your response while the other person is talking
 - (B) Giving full attention to the speaker
 - (C) Interrupting the speaker to ask questions
 - (D) Agreeing with everything the speaker says
40. A dynamic and compassionate process that calls for more than taking in someone else's words
- (A) Emphatic listening
 - (B) Discriminative listening
 - (C) Appreciative listening
 - (D) Critical listening
41. Which of the following is an active listening strategy?
- (A) Interrupt constantly
 - (B) Concentrate
 - (C) Stay on your phone
 - (D) Be judgemental
42. How do you receive information on phone?
- (A) Listening
 - (B) Speaking
 - (C) Reading
 - (D) Writing
43. Which listening strategy helps learners follow the structure of a talk or story?
- (A) Listening only for names of people.
 - (B) Taking notes in their first language only.

- (C) Listening for signal words such as 'first', 'next', and 'finally'.
(D) Stopping the audio after every word.
44. How can 'active listening' contribute to effective team collaboration?
(A) Active listening is not important in team collaboration
(B) Active listening can help in understanding team members' perspectives, fostering mutual respect, and facilitating effective problem-solving.
(C) Active listening can lead to conflicts within the team
(D) Active listening is used to dominate the conversation and impose one's own ideas
45. Choosing what to listen to when it is relevant to you and ignore what isn't relevant is called:
(A) Prejudgement
(B) Selective Listening
(C) Defensive Listening
(D) Mindless Listening
46. A manager listens carefully to employees before making a decision. What type of communication skill is being shown?
(A) Nonverbal skill
(B) Active listening
(C) Persuasive speaking
(D) Encoding
47. Listening comprehension refers to how well you hear what is being said.
(A) True
(B) False
48. A listener who filters only what they want to hear is practicing:
(A) Selective listening
(B) Active listening
(C) Empathetic listening
(D) Discriminative listening
49. Active listening technique that can help to ensure you omit nothing
(A) Empathize
(B) Listening process
(C) Rapport
(D) Skepticism
(E) Summarizing
50. Nonverbal Therapeutic Communication Techniques: — requires the nurse's full attention and gives the patient feedback.
(A) Active listening
(B) Passive observation
(C) Selective hearing
(D) Closed questioning
51. Which level of listening involves trying to determine the emotional content of what is being said?
(A) Critical listening
(B) Empathic listening
(C) Informative listening
(D) Appreciative listening
52. el/la oyente means —
(A) Listener
(B) Speaker
(C) Reader
(D) Writer
53. Listening is best described as:
(A) The same as hearing
(B) A passive physical process
(C) An active process of making meaning from sound
(D) Ignoring distractions around you
54. What is a situation that calls for using your active listening skills?
(A) During morning announcements
(B) Watching TV
(C) Listening to Taylor Swift's new CD
(D) When a teacher explains the homework assignment

55. During critical listening, we evaluate what the speaker is saying.
(A) True
(B) False
56. Examples of effective listening skills include:
(A) Eye contact
(B) Facing the person who's speaking
(C) Asking questions
(D) All the above
57. A manager listening to a proposal and evaluating its strengths and weaknesses is using:
(A) Appreciative listening
(B) Critical listening
(C) Discriminative listening
(D) Empathetic listening
58. What role does active listening play in interpersonal communication?
(A) It distracts from the conversation
(B) It helps in understanding the speaker
(C) It only benefits the listener
(D) It is not important
59. An example of active listening is:
(A) Listening close and taking good notes
(B) Skimming the outline carefully
(C) Moving around while others speak
(D) Focusing on main ideas being communicated and responding with full attention
60. We do not like to listen because listening is hard work.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
61. Paying attention to what someone is saying shows good listening skills
(A) True
(B) False
62. A manager plans to identify a customer's needs and wants. Which is not a suitable communication approach? Select one option
(A) Present solutions based on other similar customers.
(B) Ask questions to get more information and clarity.
(C) Paraphrase at key points to confirm understanding
(D) Listen to gain understanding of the customer's perspective
63. When will people become good listeners?
(A) When speakers are interesting
(B) When they care about a topic
(C) When they choose to be
(D) None of above
64. What is appreciative listening?
(A) Listening for pleasure or recreation
(B) Listening to only the content and not the feeling of the message
(C) Listening to participate in, enhance, and understand a relationship
(D) Pretending to listen but thinking of other occurrences
65. Which is NOT a way to improve listening skills?
(A) Remove background noise
(B) Make eye contact
(C) Validate the speaker
(D) Jump into the conversation
66. Listening is needed for the communication process to continue.
(A) True
(B) False
67. Which of the following is a benefit of having strong listening skills in sales?
(A) Increase customer dissatisfaction
(B) Distract the customer from their needs
(C) Enhance understanding of customer requirements
(D) Decrease sales performance

68. If someone is ACTIVELY LISTENING, they might respond with ____
(A) "mm, hmmm"
(B) So what I hear you saying is ____
(C) "yeah, ok, sure"
(D) "wait, what did you say?"
69. A Receiver's ____ skill is extremely powerful and plays the greatest role in a successful communication process.
(A) Listening
(B) Feedback
(C) Language
(D) Transformation
70. What is the suggested method for listeners to show respect for the speaker and better understand the information?
(A) Interrupt with questions immediately
(B) Focus on their own presentation
(C) Pay close attention and hold questions until the speaker has finished
(D) Assign a meaning to the speaker's words
71. Active listening involves giving a feedback and making a follow question.
(A) TRUE
(B) FALSE
72. Which of the following is a way to improve active listening skills?
(A) Interrupting the speaker, checking your phone, and daydreaming.
(B) Avoiding eye contact, multitasking, and not paying attention to the speaker.
(C) Talking over the speaker, not asking questions, and not summarizing what the speaker has said.
(D) Maintaining eye contact, avoiding distractions, asking clarifying questions, and summarizing what the speaker has said.
73. Which of these situations best represents critical listening?
(A) Listening to a debate and judging arguments
(B) Enjoying a song's melody
(C) Comforting a sad friend
(D) Following cooking instructions
74. Nonverbal Therapeutic Communication Techniques: What does listening convey?
(A) Interest & caring
(B) Anger
(C) Confusion
(D) Disinterest
75. Alec, hoping for a promotion, wants to improve his pronunciation skills so that he's able to say words correctly and clearly with accepted sounds and accented syllables. Which of the following is the best advice for Alec?
(A) Hire a professional speech coach.
(B) Listen carefully to educated people
(C) Practice sounding enthusiastic when speaking
(D) Relax. Mispronouncing a few words is common and will not affect the opportunity for promotion.
76. Listening is considered fundamental to speaking in a language classroom.
(A) True
(B) False
77. Effective Active Listening Techniques Question: Which of the following is NOT an effective active listening technique?
(A) Making eye contact and nodding
(B) Interrupting to correct a mistake in what was said
(C) Summarizing what the speaker has said
(D) Asking thoughtful follow-up questions
78. Is the following an example of empathetic listening? Your friend says: "My group is not working well together. We can't get anything done." You reply: "Well, one thing I do know is that complaining never helps."
(A) Empathetic
(B) Not empathetic

79. More eye contact with the person speaking is one way you can improve your listening skills, true or false?
(A) True
(B) False
80. When one person is thinking more about their reply or what they want to say back to a person speaking more so than listening is an example of what? Choose best possible answer.
(A) Non-Verbal Communication
(B) Listening Bad Habits
(C) Verbal Communication
(D) None of above
81. The perceived usefulness of the topic helps determine how actively you will listen to a speaker.
(A) True
(B) False
82. Which of the following is NOT an active listening technique?
(A) Remove Distractions
(B) Provide Feedback
(C) Practice Open-Mindedness
(D) Ignore Context
83. What is an example of active listening in interpersonal communication?
(A) Interrupting the speaker to give your opinion
(B) Nodding and making eye contact
(C) Checking your phone while listening
(D) Thinking about your response while the other person is talking
84. Below are the benefits of good listening skills EXCEPT ____
(A) Raises blood pressure
(B) Higher grades in academic work
(C) Gaining new friends on social network
(D) Improved self-esteem and confidence
85. While comparing hearing and listening, we can say that
(A) Hearing is a physical process; listening is a psychological process.
(B) Hearing is a psychological process; listening is a physical process.
(C) Both are mainly physical processes.
(D) Both are biological processes.
86. How many stages involved in listening?
(A) 3
(B) 4
(C) 5
(D) 6
87. The following traits are all related to which form of communication? Focus on the person. Make sure you understand. Wait for your turn to speak. Show interest. Repeat what was said.
(A) Verbal
(B) Written
(C) Speaking
(D) Listening
88. Critical-listening strategies help evaluate the effectiveness of a presentation.
(A) True
(B) False
89. Active listening builds trusting relationships between the ____ and the ____
(A) Nurse; patient
(B) Doctor; nurse
(C) Teacher; student
(D) Manager; employee
90. Which skill is MOST important in active listening?
(A) Interrupting to clarify
(B) Repeating every word
(C) Asking relevant questions
(D) Multitasking while listening

91. Which of the following is a characteristic of a good listener?
- (A) Filling in moments of silence to keep the conversation going
 - (B) Providing feedback by asking further questions
 - (C) Turning away from the speaker
 - (D) Finishing the speaker's sentence
92. What is an important aspect of paying attention while listening?
- (A) Thinking about your response
 - (B) Avoiding distractions
 - (C) Interrupting the speaker
 - (D) Ignoring the speaker
93. Effective listening requires an open mind.
- (A) True
 - (B) False
94. Which of the following describes "Comprehending" from the listening process?
- (A) The listener attaches meaning to sounds attended to
 - (B) The listener makes an effort to attend to a particular sound
 - (C) The listener discriminates which sound to focus on
 - (D) The ear detects sounds from the environment
95. What is the importance of active listening in negotiation?
- (A) To understand the other party's perspective and needs
 - (B) To limit communication with non-designers
 - (C) To avoid negotiation with team members
 - (D) To focus solely on verbal communication
96. People listen for many reasons EXCEPT..
- (A) To gather information
 - (B) For pleasure
 - (C) To emphasise
 - (D) To persuade
97. Do you need good listening skills to help your employees or customers solve computer problems?
- (A) Not really
 - (B) Sometimes
 - (C) Maybe
 - (D) Yes, definitely
98. What is the polite thing to do when someone else is speaking to you?
- (A) Speak at the same time —
 - (B) Put in earphones
 - (C) Make some noise
 - (D) Listen attentively
99. When listening to instructions, the best way for listeners to make sure they get all the information is to —
- (A) Take notes and compare them with other co-workers' notes
 - (B) Read a book about the topic later on
 - (C) Ask questions, but wait until the person has stopped talking
 - (D) Take notes, ask questions, and repeat a summary of the instructions
100. What is the term for listening with the intent to give advice or direction?
- (A) Directive
 - (B) Judgmental
 - (C) Selective
 - (D) Defensive
101. Evaluative Listening involves paying close attention to the speaker's tones and word choices.
- (A) True
 - (B) False
102. Listening comprehension has no connection to memory, attention, or vocabulary development.
- (A) True
 - (B) False

- 103.** All of the following are guidelines for good listening EXCEPT:
- (A) Avoid distractions
 - (B) Face the speaker
 - (C) Give the person your full attention
 - (D) Maintain eye contact
 - (E) Interrupt when needed
- 104.** Avoiding interruptions, paraphrasing helps you be:
- (A) Faster speaker
 - (B) Better listener
 - (C) Dominant communicator
 - (D) Passive communicator
- 105.** Which of the following is a good way to improve listening skills and understand a message?
- (A) Facing the sender
 - (B) Avoiding eye contact
 - (C) Interrupting the speaker
 - (D) All of the above
- 106.** In a team meeting, effective communication skills include:
- (A) Dominating the conversation to ensure your ideas are heard
 - (B) Listening to others and contributing constructively
 - (C) Using complex vocabulary to impress your colleagues
 - (D) Waiting until the meeting is over to share your thoughts via email
- 107.** What are all the major components of listening except one, with special reference to the classroom environment?
- (A) Hearing with ears
 - (B) To be alert
 - (C) To answer
 - (D) Understanding and remembering
- 108.** Which of the following is a sign of active listening?
- (A) Paraphrasing what they said
 - (B) Changing the subject
 - (C) Interrupting or talking over them
 - (D) Being totally silent
- 109.** Which of the following is the most accurate statement about active listening?
- (A) Active listening simply means to pay attention.
 - (B) Active listening can only be used in business settings
 - (C) Active listening focuses solely on verbal language
 - (D) Active listening involves a four-part process
- 110.** Which of the following factors contribute to poor listening?
- (A) The brains of listeners can process information at least three times as fast as speakers can talk.
 - (B) Listeners tend to tune out ideas that run counter to their own.
 - (C) Most people prefer to talk rather than listen.
 - (D) All of the answers are correct.
- 111.** When a resident is expressing anger, the nurse aide should
- (A) Ask the resident to speak in a kinder tone
 - (B) Listen closely to the resident's concerns.
 - (C) Remind the resident that everyone gets angry.
 - (D) None of above
- 112.** Content-oriented listeners like to listen to complex information and evaluate the message, often from multiple perspectives, before drawing conclusions.
- (A) True
 - (B) False
- 113.** When the listener doesn't actively participate in the communication process, this is ____ listening.
- (A) Active

- (B) Passive
(C) Empathic
(D) Appreciative
- 114.** Which of the following method is used to receive information from the sender?
(A) Listening
(B) Speaking
(C) Telling
(D) Writing
- 115.** Which of the following are involved in the listening process?
(A) Hearing, Perceiving, Attending, Comprehending, and Responding
(B) Viewing, Perceiving, Attending, Comprehending, and Responding
(C) Reading, Perceiving, Attending, Comprehending, and Responding
(D) Speaking, Perceiving, Attending, Comprehending, and Responding
- 116.** As a listener, you should always be quick to give some advice as the speaker is speaking.
(A) True
(B) False
- 117.** Which of the following is NOT a benefit of active listening?
(A) Improved understanding
(B) Decreased empathy
(C) Enhanced relationships
(D) Increased knowledge
- 118.** Active listening helps prevent communication breakdown by:
(A) Preparing a response while the speaker is talking
(B) Focusing on understanding the speaker's message
- 119.** When you are listening with the purpose of judging, analyzing, or evaluating a message, you are using:
(A) Critical Listening
(B) Deliberative Listening
(C) Empathic Listening
(D) Passive Listening
- 120.** Type of listening behavior where the listener seeks certain information which they will appreciate, and meet his/her needs and goals
(A) Discriminative listening
(B) Appreciative listening
(C) Empathic listening
(D) Informative listening
- 121.** Rita talks to her customers. But she is unable to understand what they say. What should she do?
(A) Improve her listening skills
(B) Stop talking to them
(C) Fight with customers
(D) Stop her business
- 122.** Showing you are interested in what a person is saying shows that you are listening.
(A) False
(B) True
- 123.** What is EVMS's definition of ACTIVE LISTENING?
(A) The process of listening attentively while someone else speaks, paraphrasing, and reflecting back what is said, and withholding judgement and advice.
(B) A pattern of listening that keeps you engaged with your conversation partner in a positive way.
- 124.** What is the role of active listening in effective communication?
(A) It is only important for the receiver to practice active listening
(B) Active listening is not necessary in a business environment
(C) It ensures that the speaker feels heard and understood, enhancing the communication process
(D) Active listening is less important than verbal expression

125. Successful communication cannot occur if listening is poor
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
126. What type of listening occurs when you attempt to put yourself in the speaker's place and understand how they feel?
- (A) Empathetic Listening
 - (B) Reflective Listening
 - (C) Deliberative Listening
 - (D) Appreciative Listening
127. Deliberative Listening refers to when the receiver listens to only the ___ and not the feeling of the message.
- (A) Content
 - (B) Tone
 - (C) Emotion
 - (D) Context
128. What is a good tip for listeners?
- (A) Eye contact
 - (B) Multi-task
 - (C) Interrupt the speaker
 - (D) None of above
129. A good communicator always-
- (A) Listens carefully
 - (B) Ignores others
 - (C) Argues
 - (D) Speaks only
130. Listening skills often used in social situations-concerts, plays, watching movies, etc.
- (A) Critical
 - (B) Deliberative
 - (C) Empathic
 - (D) Appreciative
131. How does active listening help in building strong relationships?
- (A) Active listening leads to misunderstandings
 - (B) Active listening creates barriers in relationships
 - (C) Active listening hinders communication
 - (D) Active listening helps in building strong relationships by showing respect, building trust, and fostering open communication.
132. Which communication skill involves understanding and interpreting the message accurately?
- (A) Empathy
 - (B) Feedback
 - (C) Comprehension
 - (D) Clarity
133. Which of the following is NOT a characteristic of effective listening skills in business development?
- (A) Empathy
 - (B) Active engagement
 - (C) Interrupting the speaker
 - (D) Clarification and paraphrasing
134. To overcome unchecked emotions when listening, one should
- (A) Tell the person you're done listening
 - (B) Focus of the message, not the messenger
 - (C) Take charge of the listening environment by eliminating distractions
 - (D) Use self-talk to manage emotions.
135. Ramu is completely focused on the speaker and understood what was being said, and was able to retain and act upon the Information. Which skill did he practice?
- (A) Active Listening
 - (B) Summarizing
 - (C) Clarifying
 - (D) Assertive Communication

136. The ultimate measure of whether the listening process was successful is the ability to recall information, which is known as:
- (A) Receiving
 - (B) Responding
 - (C) Remembering
 - (D) Attending
137. Listening skills involve:
- (A) Hearing words only
 - (B) Ignoring body language
 - (C) Interrupting speakers
 - (D) Understanding verbal and non-verbal cues
138. Why is active listening an essential component of organisational communication?
- (A) It ensures employees obey orders without questioning.
 - (B) It promotes mutual understanding, reduces errors, and enhances collaboration.
 - (C) It eliminates the need for written communication.
 - (D) It speeds up conversations by allowing interruptions.
139. It is a communication “do” to hear a person out and resist distractions.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
140. A good listener always-
- (A) Interrupts
 - (B) Stays silent and attentive
 - (C) Looks away
 - (D) Ignores
141. Which of the following is least likely promote negative listening?
- (A) Anger
 - (B) Passivity
 - (C) Denial
 - (D) Affirmation
142. In the context of spoken communication, what does the term ‘perception’ refer to?
- (A) The ability to speak without errors
 - (B) The ability to understand underlying meanings
 - (C) The ability to visualize ideas
 - (D) The ability to inspire others
143. When the listener interprets and assigns meaning to sound rather than to words.
- (A) Discriminative listening
 - (B) Empathic listening
 - (C) Informative listening
 - (D) Critical listening
144. Which of the following skills has the largest share in communication time in schools/colleges?
- (A) Speaking.
 - (B) Listening.
 - (C) Reading.
 - (D) Writing.
145. One strategy used to improve listening skills is to restate what you believe you heard whenever you are not confident you understand the statement, expectation or question.
- (A) True
 - (B) False
146. To have ___ means you are willing to respectfully listen to the sender without letting negative feelings, emotions, or biases get in the way.
- (A) Reflection
 - (B) An open mind
 - (C) Criticism
 - (D) Prior knowledge
147. Select all which apply to listening but not hearing
- (A) Making an effort to hear something
 - (B) Being told something
 - (C) Paying attention to someone talking
 - (D) Being part of an audience

- 148.** Active Listening does not require attention
(A) True
(B) False
- 149.** Listening is the ability to accurately receive ___ in the communication process.
(A) Messages
(B) Questions
(C) Presents
(D) Orders
- 150.** Which of the following is the first physical step in the active listening process?
(A) Understanding
(B) Responding
(C) Receiving
(D) Remembering
- 151.** What is the purpose of active listening in healthcare communication?
(A) To interrupt patients and steer the conversation in a different direction
(B) To ignore patients concerns and focus solely on medical interventions
(C) To rush through conversations and minimize the time spent with patients
(D) To understand patients perspectives, emotions, and needs
- 152.** Look at one eye for about 5 seconds, look at the other eye for 5 seconds and then look at the mouth for 5 seconds and keep on rotating in this way. This is called the ____
(A) The five second triangle rule for listening
(B) The best way to roll your eyes around and ignore someone
(C) The eye, eye, mouth dance
(D) The 15 second face stare game
- 153.** Show people you care by ___ to them and trying to understand their point of view.
(A) Listening
(B) Talking
(C) Complaining
(D) Going
- 154.** An important part of communicating is
(A) Talking over others
(B) Always knowing what to say next
(C) Talking as much as you can
(D) Listening to others
- 155.** Most individuals listen at only ___ % efficiency.
(A) 25
(B) 10
(C) 40
(D) 70
- 156.** Listening actively means:
(A) Just hearing
(B) Ignoring the speaker
(C) Giving full attention
(D) Multitasking
- 157.** T/F: Active listening requires partial attention to the speaker.
(A) T
(B) F
- 158.** What is the primary tool involved in the receiving process?
(A) Notebook
(B) Ears
(C) Communication
(D) None of above
- 159.** Demonstrating that you are engaged is one of the qualities of active listening
(A) TRUE
(B) FALSE
- 160.** Taking innocent comments as personal attacks is which type of listening?
(A) Psuedo-Listening
(B) Defensive Listening
(C) Selective Listening
(D) Monopolizing

- 161.** Which is NOT an example of how one would improve their listening comprehension skills?
- (A) Putting their thoughts aside
 - (B) Being there mentally and physically
 - (C) Being open-minded
 - (D) Asking to have the conversation later
- 162.** This type of listening involves mainly just hearing what the speaker has to say, such as announcements over the intercom.
- (A) Active Listening
 - (B) Passive Listening
 - (C) All the above
 - (D) None of the above
- 163.** When handling employee complaints, an HR officer should:
- (A) Listen carefully and ask clarifying questions
 - (B) Respond before understanding the issue
 - (C) Ignore emotional cues
 - (D) Give solutions without hearing the full story
- 164.** Active listening uses all ____
- (A) Senses
 - (B) Words
 - (C) Voices
 - (D) Thoughts
- 165.** Listening is the best ____ builder
- (A) Communication
 - (B) Problem
 - (C) Color
 - (D) Relationship
- 166.** In a conversation, what is a key strategy to prevent communication breakdown?
- (A) Interrupting frequently
 - (B) Listening actively
 - (C) Speaking louder
 - (D) Using complex vocabulary
- 167.** Which of the following is a negative effect of interrupting?
- (A) You appear to lack self control
 - (B) You appear to have self control
 - (C) They may think you are polite
 - (D) It leads to understanding
- 168.** Listening to improve relationships with friends and family involves:
- (A) Critical listening
 - (B) Empathetic listening
 - (C) Appreciative listening
 - (D) Discriminative listening
- 169.** What is the first step in effective listening?
- (A) Giving feedback
 - (B) Summarizing the speaker's points
 - (C) Taking notes
 - (D) Avoiding distractions
- 170.** Why is active listening a "two-way street"?
- (A) Because if you listen to others, you can force them to listen to you
 - (B) Because both the listener and the speaker give and receive something
 - (C) Because it means you are walking and being active while you listen
 - (D) Because two people are saying the same thing at the same time
- 171.** You only need to use your ears in order to be an active listener
- (A) True
 - (B) False
- 172.** What is the difference between listening and hearing?
- (A) Listening involves motor neurons, while Hearing doesn't
 - (B) Hearing involves motor neurons, while listening doesn't
 - (C) Hearing is always second and listening is always first
 - (D) Hearing is unconscious and involuntary, while listening is conscious and voluntary

173. What is the main goal of effective listening in the workplace?
- (A) To avoid feedback
 - (B) To dominate conversations
 - (C) To understand and respond appropriately
 - (D) To ignore others
174. Listening with your ears involves:
- (A) Understanding the speaker's feelings
 - (B) Relating the message to your own experiences
 - (C) Paying attention to the speaker's words
 - (D) Considering different perspectives
175. On the phone, how do you get information?
- (A) Listening
 - (B) Speaking
 - (C) Reading
 - (D) Writing
176. An example of key elements for active listening is ____
- (A) A-Pay attention
 - (B) B-speed up judgment
 - (C) C-Not giving feedback
 - (D) D-Reply inappropriately
177. Jasper loves listening to CJ because he learns new ideas, facts, and new information from him. What type of listening is he most likely to use?
- (A) Reflective
 - (B) Informative
 - (C) Critical
 - (D) Pleasure/Entertainment
178. When you are closely paying attention to what is being said in order to fully understand the message, this is called what type of listening?
- (A) Appreciative
 - (B) Full
 - (C) Evaluative
 - (D) Deliberative
179. What type of communication are you engaging in if you are listening to someone?
- (A) Expressive
 - (B) Receptive
180. CLO3-Professional Communication Skills. When handling employee complaints, an HR officer should:
- (A) Listen carefully and ask clarifying questions
 - (B) Respond before understanding the issue
 - (C) Ignore emotional cues
 - (D) None of above
181. "Completing the speakers sentences in advance" is a form of ____
- (A) Listening mistake
 - (B) Benefits of effective listening
 - (C) Types of listening
 - (D) Techniques for effective listening
182. You are in a meeting. You should-
- (A) Shout
 - (B) Listen carefully
 - (C) Sleep
 - (D) Interrupt
183. Listening to a client and repeating what you think he or she is telling you is called ____
- (A) Reflective listening
 - (B) Show and tell
 - (C) Lifestyle
 - (D) Consultation
184. Checking your phone while listening to someone shows that you are listening.
- (A) True
 - (B) False Edit
185. How can active and reflective listening techniques be applied in a professional setting?
- (A) By avoiding eye contact and checking phone constantly
 - (B) By interrupting the speaker and sharing personal experiences

- (C) By dominating the conversation and not allowing the speaker to express their thoughts
(D) By actively engaging in conversations, showing empathy, and summarizing or paraphrasing the speaker's words to demonstrate understanding.
- 186.** Deep listening often leads to feelings of ____, caring and compassion.
(A) Connection
(B) Confusion
(C) Indifference
(D) Anger
(E) Boredom
- 187.** Ana is listening to her favorite music.
(A) Discriminative Listening
(B) Comprehensive Listening
(C) Emphatic Listening
(D) Analytical Listening
(E) Appreciative Listening
- 188.** Used to enhance participate and understanding a relationship. What form of listening is this ____
(A) Appreciative listening
(B) Empathetic listening
(C) Deliberative listening
(D) False listening
- 189.** What is the term for fully concentrating, understanding, and responding to a speaker?
(A) Active Listening
(B) Pseudolistening
(C) Self-Centered
(D) Selective
- 190.** Active listening involves paying attention, providing feedback, and withholding judgment.
(A) True
(B) False
- 191.** Which of the following are the two types of listening?
(A) Casual and business
(B) Assertive and passive
(C) Active and selective
(D) Active and passive
- 192.** Which of the following is NOT a principle of effective listening?
(A) Being fully present
(B) Interrupting to share your thought
(C) Maintaining eye contact
(D) Asking clarifying questions
- 193.** How can active listening improve communication in a group setting?
(A) By encouraging group members to interrupt and talk over each other
(B) By promoting understanding and empathy among group members.
(C) By creating a competitive environment among group members
(D) By causing confusion and misunderstandings
- 194.** Deep listening seeking to understand the person, their real and unspoken meanings, and motivators
(A) True
(B) False
- 195.** The best way to become a better active listener is to practice. Which of the following is an important step when explaining your skill to your partner after switching roles?
(A) Including all the important steps in your explanation
(B) Ignoring some steps to save time
(C) Only demonstrating without explaining
(D) Letting your partner guess the steps
- 196.** Is the following an example of empathetic listening? Your friend says: "My parents have been so uptight lately that they're yelling at me constantly about the stupidest little things." You reply: "That sounds really frustrating. What do you do when they start yelling at you?"

- (A) Empathetic
 - (B) Not Empathetic
- 197.** The following are the things you must not do during a video conference, except one.
- (A) Eat snacks
 - (B) Watch television
 - (C) Off the camera and sleep.
 - (D) Listen well and be attentive.
- 198.** Active listening can help in which of the following ways?
- (A) Making the speaker feel ignored
 - (B) Reducing misunderstandings
 - (C) Making conversations shorter
 - (D) Increasing conflicts
- 199.** What is the first step in improving active listening skills?
- (A) Actively work to interpret content
 - (B) Focusing attentively on what a speaker says
 - (C) Actively work to evaluate content
 - (D) Repeating key words and phrases back to the speaker
- 200.** Even though listeners should understand a speaker's point of view and withhold judgement, they should nevertheless test the merits of what they hear.
- (A) True
 - (B) False
- 201.** Which is NOT a good reason to use active listening?
- (A) To be a good friend
 - (B) To have time to think of what you want to say
 - (C) To make sure you understand what to do
 - (D) To get more information
- 202.** How can you prevent conversation problems in the workplace?
- (A) Interrupt others frequently
 - (B) Clarify points and listen actively
 - (C) Avoid asking questions
 - (D) Only communicate via email
- 203.** What is biased listening?
- (A) A skill used to develop relationship
 - (B) People listen to what they want to hear
 - (C) Listen to someone else and shows concern towards the information
 - (D) Listening while making judgment about what the other person is saying
- 204.** A friend is talking to you while you are browsing your phone. What communication strategy are you failing to observe?
- (A) Be specific
 - (B) Speaking intelligibly
 - (C) Use helpful expressions
 - (D) Listen with your ears and eyes
- 205.** Which of the following is NOT a recommended practice for the practitioner as listener in healthcare communication?
- (A) Work at listening
 - (B) Stop talking
 - (C) Interrupt frequently
 - (D) Resist distractions
- 206.** Just like speaking courteously, active listening is a soft skill.
- (A) False
 - (B) True
- 207.** You should hear what you expect to hear, and then begin rehearsing your response.
- (A) True
 - (B) False
- 208.** Learners listen to a conversation and answer the questions by choosing the correct answer.
- (A) Multiple choice listening task
 - (B) Multiple choice reading task
 - (C) Multiple choice writing task
 - (D) Gap-filling
 - (E) Open-ended task

209. Which of the following is NOT a part of the listening process?
- (A) Hearing
 - (B) Understanding
 - (C) Focusing
 - (D) Talking
210. Listening is badly affected by
- (A) High speed of speaking
 - (B) A sizable hearing loss-physiological problem
 - (C) Message overload-excess of listened material
 - (D) All of the above
211. What is the main focus of listening with your heart?
- (A) Empathy and understanding
 - (B) Ignoring emotions
 - (C) Focusing on logic only
 - (D) Criticizing others
212. Good listening skill involves:
- (A) Smiling and waving at people
 - (B) Yelling at people
 - (C) Writing in slang
 - (D) Being attentive when others are speaking
213. As a listener, asking questions is another way to better understand the Speaker's words, ideas, and point of view. Choose the worst option below:
- (A) Can't you find a different way?
 - (B) Who are you referring to?
 - (C) What time did this happen?
 - (D) How did this happen so quickly?
214. This strategy makes the speaker valued and helps you to avoid communication breakdown.
- (A) Active listening
 - (B) Throwing direct questions
 - (C) Observation
 - (D) All of the above
215. Active listeners try to listen ____ their preferences to make rational, rather than emotional, decisions.
- (A) Above
 - (B) Below
216. Full Listening is an active form of listening.
- (A) True
 - (B) False
217. Which of the following is NOT a situation where deep listening can be used?
- (A) Listening to favorite music
 - (B) Listening to a distressed family member
 - (C) Ignoring a speaker
 - (D) Listening to a quiet mind
218. All of the following are the things that we need to do to learn listening and responding skills, EXCEPT:
- (A) Prepare
 - (B) Listen and Clarify
 - (C) Avoid unexplained silence
 - (D) Establish effective eye contact
219. The most important part of listening is thinking about what you are going to say in reply.
- (A) True
 - (B) False
220. Which of the following is a way to be an active listener?
- (A) Asking questions about anything you didn't understand
 - (B) Pretending to understand
 - (C) Changing the topic
 - (D) Not responding
221. Which of the following is the best way to listen to someone?
- (A) Interrupt someone to ask them questions
 - (B) While they talk, think of questions you can ask them
 - (C) Look at something else while they are talking to you and cross your arms

- (D) Pay attention and try to understand what they are talking about, make eye contact with the person
- 222.** When receiving constructive criticism, an effective communicator should:
- (A) Immediately defend themselves to prove their point.
 - (B) Listen attentively, ask for clarification, and use it for self-improvement.
 - (C) Ignore it to maintain confidence.
 - (D) Respond with criticism to balance the conversation.
- 223.** Participating in conversations requires turn-taking and active listening.
- (A) True
 - (B) False
- 224.** What must listeners be on the watch for at the end of a speech?
- (A) Propaganda & lies
 - (B) Lies & wild stories
 - (C) Jokes & emotional appeals
 - (D) Emotional appeals and propaganda
- 225.** The meaning of 'Listen' is ____
- (A) Looking directly at someone while speaking
 - (B) Paying careful attention to something
 - (C) To move away from the main subject
 - (D) To hear and pay attention
- 226.** A good listening skill is to be patient and wait until the speaker is completely finished talking.
- (A) True
 - (B) False
- 227.** Without proper ____, communication does not occur.
- (A) Listening
 - (B) Writing
 - (C) Language
 - (D) Audiences
- 228.** Completing the speakers sentences in advance is a common listening mistake.
- (A) True
 - (B) False
- 229.** When you are listening to a speaker, your focus should be on what they are saying.
- (A) True
 - (B) False
- 230.** Match the type of listening barrier with its correct example
- Jumping to conclusions based on biases
- (A) Pre-judgment
 - (B) Selective listening
 - (C) Daydreaming
 - (D) Tags Matching
- 231.** What does it mean to passively listen?
- (A) To be engaged in the conversation by those who think effective communication is a responsibility of all parties
 - (B) To listen to the speaker trying to think about what they are saying while believing effective communication is the responsibility of the speaker
 - (C) To lean forward and take notes while thinking the responsibility for effective communication lies with the speaker
 - (D) All of the above
- 232.** True or False: Soft skills for someone working as a veterinary technician include both listening skills and empathy.
- (A) TRUE
 - (B) FALSE
- 233.** Which of the following things should you avoid while someone is speaking?
- (A) Using good posture
 - (B) Thinking about your response
 - (C) Making eye contact
 - (D) Giving feedback

234. Listening to music would be an example of what type of listening:
- (A) Selective Listening
 - (B) Deep Listening
 - (C) Appreciative Listening
 - (D) Full Listening
235. Lydia demonstrated ____ when she restated the reading comprehension tips that her tutor gave her.
- (A) Aggression
 - (B) Assertive
 - (C) Listening
 - (D) Active listening
236. Nodding, making eye contact, rephrasing, and asking questions are all ways to show that you are listening.
- (A) False
 - (B) True
 - (C) It does not matter.
 - (D) None of above
237. Which of the following shows that you are listening attentively?
- (A) Checking your phone frequently
 - (B) Maintaining eye contact and nodding
 - (C) Thinking about what to say next
 - (D) Talking while the other speaks
238. Which of the following is NOT a stage of the listening process?
- (A) Receiving
 - (B) Understanding
 - (C) Evaluating
 - (D) Speaking
239. What is the practice of listening without interrupting or objecting?
- (A) Passive aggression
 - (B) Defensive behavior
 - (C) Active listening
 - (D) Ignoring feedback
240. What should you do to demonstrate that you are actively listening?
- (A) Ignore the speaker
 - (B) Repeat what you heard in your own words
 - (C) Avoid eye contact
 - (D) Interrupt frequently
241. Saying "Tell me more," characterizes which active listening skill?
- (A) Encouraging
 - (B) Clarifying
 - (C) Restating
 - (D) Reflecting
242. Which is the best example of an employee showing that she is an active listener during a monthly meeting?
- (A) She says, "I agree with you."
 - (B) She makes eye contact and offers a nod.
 - (C) She says, "I see."
 - (D) She crosses her arms and looks out the window
243. Trying to imagine what the other person is feelings shows good listening skills
- (A) True
 - (B) False
244. A key component to effective communication in the workplace is ____
- (A) Being loud
 - (B) Talking a lot
 - (C) Being an active listener
 - (D) None of above
245. What should you do during active listening?
- (A) Interrupt the speaker
 - (B) Avoid eye contact
 - (C) Ignore the speaker
 - (D) Exhibit confirming head nods
246. When listening to someone what should you be doing?
- (A) Slouching

- (B) Talking
 - (C) Paying attention and asking questions
 - (D) None of the above
247. The listener in the communication process should always check for understanding by asking questions or repeating what was heard.
- (A) TRUE
 - (B) FALSE
248. The best way for businesses to communicate with customers is to
- (A) Listen respectfully.
 - (B) Rent billboards on major highways.
 - (C) Send direct mail.
 - (D) Give as much information as possible.
249. What is the first step in effective communication if you are the receiver?
- (A) Listening
 - (B) Speaking clearly
 - (C) Understanding body language
 - (D) Identifying barriers
250. During active listening, “receiving” is the process of:
- (A) Taking in all of the information about the communication.
 - (B) Focusing on the information you’ve received
 - (C) Interpreting the meaning of the communication.
 - (D) Restating the information you have received.
251. Identify the effective listening skills from the list below:
- (A) Taking notes of what is being said
 - (B) Assuming the customers needs
 - (C) Letting the customer speak
 - (D) Tapping a pen
252. Which is a tip for active listening?
- (A) Multitasking
 - (B) Avoiding eye contact
 - (C) Asking clarifying questions
 - (D) Interrupting frequently
253. Partial Listening occurs when the receiver becomes — while listening to the sender.
- (A) Distracted
 - (B) Attentive
 - (C) Curious
 - (D) Supportive
254. What is one sign that someone is not listening?
- (A) They nod and ask questions
 - (B) They are texting while you talk
 - (C) They look at you
 - (D) They summarize what you said
255. Which of the following is NOT the types of listening?
- (A) Appreciative Listening
 - (B) Empathetic Listening
 - (C) Intensive Listening
 - (D) Critical Listening
256. During active listening, “attending” is the process of:
- (A) Focusing on the information you’ve received.
 - (B) Restating the information you have received.
 - (C) Showing the sender you are listening by providing feedback.
 - (D) Taking in all of the information about the communication.
257. The fundamental principle of Active Listening requires the listener to focus on what action?
- (A) Preparing the next question while the speaker talks
 - (B) Listening fully before responding
 - (C) Delaying judgment until they know the speaker’s main intent
 - (D) Concentrating on nonverbal cues only

258. The type of listening when the medical assistant remains “in the moment” and focuses fully on the patient’s message is called
- (A) Open listening
 - (B) Closed listening
 - (C) Active listening
 - (D) Verbal listening
259. Active listening involves being an active participant in the communication process.
- (A) True
 - (B) False
260. The act of mindfully hearing and attempting to comprehend the meaning of words spoken by another in a conversation or speech which is an important business communication skill.
- (A) Active listening
 - (B) Eye contact
 - (C) Posture
 - (D) Business attire
261. What does ‘Deep Listening’ refer to in professional communication?
- (A) When a listener truly understands a message
 - (B) When a listener is distracted
 - (C) When a listener ignores the speaker
 - (D) When a listener only hears the words
262. What is a key benefit of active listening in communication?
- (A) It allows you to prepare your response while the other person is speaking.
 - (B) It helps in understanding the speaker’s perspective and builds trust.
 - (C) It ensures you dominate the conversation.
 - (D) It is only useful in formal settings.
263. Which of the following involves the listener paying close attention to what is being said in order to fully understand the message?
- (A) Appreciative listening
 - (B) Evaluative listening
 - (C) Full listening
 - (D) Deliberative listening
264. All of the following are good Workplace Listening Skills except which one:
- (A) Writing down every word the person says
 - (B) Jotting down summaries of discussion
 - (C) Focusing on key words and main ideas
 - (D) Smiling and nodding (body language)
265. Listening only to understand the main idea is
- (A) Top down strategy
 - (B) Bottom-up strategy
266. Dominating conversations is a common listening mistake
- (A) True
 - (B) False
267. Elvira is participating in a conversation. Which demonstrates her good listening skills?
- (A) Nodding and making eye contact.
 - (B) Checking her phone for text messages.
 - (C) Looking around the room.
 - (D) Interrupting the person to ask a question.
268. Empathetic Listening is used for which of the following purposes:
- (A) To understand free of distractions
 - (B) Listening but being distracted
 - (C) Listening for Leisure
 - (D) Participate and understand a relationship
269. Critical listening involves:
- (A) Interaction among the audience
 - (B) Raising your hand to indicate you have a question about the current topic
 - (C) Knowing what to expect before the presentation begins
 - (D) Examining and analyzing a spoken message for accuracy and reliability

270. Which of the following strategies is most effective for enhancing learners' listening comprehension skills?
- (A) Providing transcripts of audio materials.
 - (B) Engaging students in extensive reading.
 - (C) Using varied listening activities that include authentic materials.
 - (D) Focusing solely on vocabulary acquisition.
271. Appreciative Listening refers to listening for ___ or recreation.
- (A) Pleasure
 - (B) Information
 - (C) Criticism
 - (D) Instruction
272. Without ___, no other technique or theory will work
- (A) Questions
 - (B) Active listening
 - (C) Feedback
 - (D) Eye contact
273. Listening skills are crucial to decision making.
- (A) True
 - (B) False
274. How can active listening help in cross cultural communication?
- (A) Active listening has no impact on cross cultural communication.
 - (B) Active listening can lead to misunderstandings in cross cultural communication.
 - (C) Active listening helps in cross cultural communication by promoting understanding and empathy.
 - (D) Active listening is only important in face-to-face cross cultural communication.
275. How can active listening improve team communication?
- (A) By allowing you to interrupt more effectively.
 - (B) By helping you understand and respond appropriately.
 - (C) By making conversations shorter.
 - (D) By focusing on your own ideas only.
276. Which of the following is not a stage of active listening?
- (A) Understanding
 - (B) Non-responding
 - (C) Receiving
 - (D) Evaluating
277. Used to enhance, participate and understand a relationship
- (A) Appreciative Listening
 - (B) Empathetic Listening
 - (C) Deep Listening
 - (D) Verbal Communication
278. In ___ Listening the difference between the sounds is identified
- (A) Discriminative
 - (B) Comprehension
 - (C) Empathetic
 - (D) Dialogic
279. Listening to Railway or Flight announcement, teacher's lecture comes under ___
- (A) Critical listening
 - (B) Appreciative listening
 - (C) Therapeutic listening
 - (D) Comprehensive listening
280. Which is the third in the five stages of listening?
- (A) Sense
 - (B) Interpret
 - (C) Evaluate
 - (D) Remember
281. What is the main goal of effective listening?
- (A) To dominate conversations
 - (B) To avoid feedback
 - (C) To understand and respond appropriately
 - (D) To ignore others

- 282.** What does active listening involve?
- (A) Fully attending to the speaker and showing understanding through verbal and non-verbal cues
 - (B) Talking over the speaker
 - (C) Ignoring what is said
 - (D) Giving advice immediately
- 283.** Essential receiver skill is:
- (A) Loud speaking
 - (B) Active listening
 - (C) Using jargon
 - (D) Interrupting
- 284.** How can you eliminate distractions while listening?
- (A) Move to a quieter place
 - (B) Think about your response
 - (C) Interrupt the speaker
 - (D) Avoid eye contact
- 285.** In which listening style do individuals primarily listen for facts?
- (A) Analytical Listening Style
 - (B) Critical Listening Style
 - (C) Relational Listening Style
 - (D) Task-Oriented Listening Style
- 286.** The best way to become a better active listener is to practice. What is one effective way to improve your active listening skills?
- (A) Find a partner and ask them to explain their skill while you listen carefully.
 - (B) Ignore what your partner is saying and focus on your own thoughts.
 - (C) Interrupt your partner frequently to share your opinions.
 - (D) Avoid asking questions and taking notes during the conversation.
- 287.** Not paying attention to or ignoring the other person's communications.
- (A) Not Listening
 - (B) Partially Listening
 - (C) Engaged Listening
 - (D) Interactive Listening
- 288.** If a person listens only to what they want to hear, what type of listening is this?
- (A) Selective
 - (B) Defensive
 - (C) Critical Listening
 - (D) Active Listening
- 289.** Which of the following active listening strategies would be MOST effective to help clarify a misunderstanding?
- (A) Taking notes
 - (B) Summarizing
 - (C) Asking questions
 - (D) Making comments
- 290.** One strategy for strong communication mentioned in the text is ____
- (A) Use complex language to impress the audience.
 - (B) Avoid paying attention to nonverbal cues.
 - (C) Practice active listening.
 - (D) Ignore the audience's needs.
- 291.** Critical listeners focus on listening for errors, inconsistencies, and discrepancies. True or False?
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 292.** This is a form of communication that the receiver must be actively participating to be able to respond correctly or accurately. Without this, one cannot effectively engage with the person speaking.
- (A) Listening
 - (B) Verbal
 - (C) Written
 - (D) Non-Verbal
- 293.** A test of listening comprehension is a test of
- (A) Receptive skill
 - (B) Productive skill
 - (C) Hearing skill
 - (D) Phonology

294. What should you do to maintain good listening skills?
- (A) Avoid eye contact
 - (B) Be alert and maintain eye contact
 - (C) Interrupt the speaker
 - (D) Think about your response
295. Counselors listen without judging. This listening style is called what?
- (A) Active
 - (B) Passive
 - (C) Discriminative
 - (D) Empathetic
296. The purpose of this type of listening is to tune out the unnecessary noise that we hear.
- (A) Discriminative listening
 - (B) Comprehensive listening
 - (C) Selective listening
 - (D) Rapport listening
297. A top complaint that customers generally have is that
- (A) Employees greeted them too often.
 - (B) The employees were friendly.
 - (C) They were not listened to by employees.
 - (D) None of above
298. Listening actively to team members is considered a vital team skill.
- (A) True
 - (B) False
299. What does it mean to listen more sympathetically?
- (A) To ignore
 - (B) To understand and show care
300. Process of analyzing and evaluating what another person is saying in an effort to understand the speaker's feelings or the true meaning of the message.
- (A) Active listening
 - (B) Rumors
 - (C) Evaluative listening
 - (D) Norm
 - (E) Technophile
301. Which of the following is a key element of effective listening?
- (A) Interrupting the speaker
 - (B) Providing feedback
 - (C) Thinking about your response while the other person is speaking
 - (D) Focusing on your own thoughts
302. Ability to receive messages accurately in the communication process can improve our listening skills
- (A) TRUE
 - (B) FALSE
303. Listening is very important and viewed as the basic skill that will all speaking, reading and writing to develop spontaneously over time given the right conditions.
- (A) Audiolingualism
 - (B) Comprehension Based
 - (C) Cognitive
 - (D) Direct
304. The key to active listening is to ____
- (A) They repeat activities
 - (B) Focus attention
 - (C) Change communication style
 - (D) Do repetition of words
305. A student helps a teacher to solve the problem while the teacher was delivering the lecture. He was
- (A) A realistic listener
 - (B) An emphatic listener
 - (C) An evaluative listener
 - (D) An informational listener
306. Which of the following types of listening occurs in a more formal setting?
- (A) Passive listening
 - (B) Active listening
 - (C) Secondhand listening
 - (D) Casual listening

- 307.** According to your textbook, listening is the physical process of receiving sounds.
(A) True
(B) False
- 308.** In a noisy classroom, a student still understands the teacher's instructions. This shows:
(A) Discriminative listening
(B) Selective listening
(C) Appreciative listening
(D) Empathetic listening
- 309.** What are the steps of the listening process?
(A) Receive, decode, remember, evaluate, respond
(B) Receive, respond, remember, assess, respond
(C) Receive, decode, assess, respond, report
(D) Decode, report, assess, remember, empathize
- 310.** Listening skills play a major role in maintaining strong interpersonal relationships.
(A) True
(B) False
- 311.** Taylor wants to engage in workplace conversation. Which of the following suggestions would help Taylor to be effective in striking up workplace conversation with coworkers?
(A) Always use first names when addressing supervisors, customers, and coworkers.
(B) Avoid social situations with coworkers.
(C) Bring up controversial topics to show that you follow the news.
(D) Learn to listen actively, expecting to learn something.
- 312.** In the process of ____, it is important to provide feedback to the speaker.
(A) Persuading
(B) Reading
(C) Talking
(D) Listening
- 313.** Every security guard should try to develop good listening skills.
(A) True
(B) False
- 314.** Using Questions in Active Listening Question: What is an example of a good active listening question?
(A) "Can you say that again? I wasn't paying attention."
(B) "Why do you think that solution would work?"
(C) "I don't think your idea makes sense at all."
(D) "I already know what you're going to say."
- 315.** What is the act of listening without interrupting the speaker called?
(A) False listening
(B) Deliberative listening
(C) Empathetic listening
(D) Active listening
- 316.** Making up my mind before I have all the information is an example of a good listening habit? True or False?
(A) True
(B) False
- 317.** One strategy that can help overcome listening barriers is ____
(A) Ignoring the speaker
(B) Focusing fully on the speaker
(C) Multitasking during conversations
(D) Avoiding eye contact
- 318.** Part of being a(n) ____ listener is to imagine how you would feel as the speaker.
(A) Empathetic
(B) Evasive
- 319.** When listening you should
(A) Put your head on your desk
(B) Make good eye contact and nod your head

- (C) Distract yourself with other things
(D) Be thinking of how you're going to respond
- 320.** Active listening interprets ___ and ___ messages.
(A) Verbal; nonverbal
(B) Written; spoken
(C) Visual; auditory
(D) Direct; indirect
- 321.** What role does active listening play in verbal communication?
(A) It distracts the listener from the message
(B) It helps the listener understand and respond appropriately
(C) It is not necessary for effective communication
(D) It makes the communication process longer
- 322.** Which interpersonal communication skill involves fully focusing, understanding, and responding appropriately to others?
(A) Active Listening
(B) Interrupting
(C) Daydreaming
(D) Ignoring
- 323.** Why should you ask clarifying questions during active listening?
(A) To disrupt the speaker
(B) To distract yourself
(C) To ensure understanding
(D) To waste time
- 324.** How do you receive information on phone? (1 Mark)
(A) Listening
(B) Speaking
(C) Reading
(D) Writing
- 325.** Pamela really enjoyed listening to the artist, Drake. She would find herself listening to him in her spare time. Pamela is using which type of listening?
(A) Appreciative
(B) Passive
(C) Empathic
(D) Critical
- 326.** When the receiver pretends to listen but is thinking of other occurrences
(A) Deep Listening
(B) Full Listening
(C) Selective Listening
(D) False Listening
- 327.** What role does active listening play in communication repair?
(A) It helps identify misunderstandings
(B) It distracts the speaker
(C) It ends the conversation
(D) It confuses the listener
- 328.** During a group discussion, Luna noticed that they have two ears and one mouth, therefore they should ___ twice as much as they
(A) Speak: read
(B) Listen: speak
(C) Listen: read
(D) Speak: listen
- 329.** If a listener only pays attention to parts of a conversation that benefit them, what type of listening is this?
(A) Selective
(B) Defensive
(C) Critical Listening
(D) Active Listening
- 330.** Which of the following is not a step to active listening?
(A) Interpreting
(B) Being Mindful
(C) Resolving
(D) Disputing

331. John is always there to assist his co-workers, he takes the time to hear what they have to say and he doesn't interrupt when they talk. What soft skill does John have?
- (A) Honesty
 - (B) Good listener
 - (C) Integrity
 - (D) Dependability
332. Which of the following is not the most common strategies in listening?
- (A) Top-down Strategy
 - (B) Bottom-up Strategy
 - (C) Metacognitive Strategy
 - (D) Emphatic Strategy
333. Which of the following is a verbal cue you can use to show you're actively listening?
- (A) Saying, "Ooh ooh"
 - (B) Interrupting
 - (C) Humming a familiar song
 - (D) Asking a follow-up question
334. Competent listener always requires re-explanation, repetition, and clarification and failsto attempt clarifications when speech is unintelligible.
- (A) True
 - (B) False
335. What can we do to listen more effectively?
- (A) Pay attention only to the words being said
 - (B) Focus primarily on what we want to say next
 - (C) Pay attention to words, visual cues and emotions
 - (D) Avoid expressing our opinions
336. — is such a natural and normal human activity that few aspects of it really need much overt instruction.
- (A) Listening
 - (B) Speaking
 - (C) Reading
 - (D) Writing
337. Which of the following statements about following directions is true:
- (A) Most people don't need to ask questions about directions.
 - (B) Restating directions in your own words helps clarify them.
 - (C) Hearing directions is the same as listening to them.
 - (D) You should avoid taking notes while listening to directions.
338. Step of the listening process that requires the listener to assign meaning to words and sounds so the message can be understood
- (A) Decode
 - (B) Evaluate
 - (C) Receive
 - (D) Remember
 - (E) Respond
339. How does active listening benefit scientific research teams?
- (A) By ensuring all ideas are considered
 - (B) By increasing data accuracy
 - (C) By enhancing experimental design
 - (D) By improving statistical methods
340. In ethical communication, what is the role of listening?
- (A) Interrupting the speaker
 - (B) Being judgmental
 - (C) Being courteous and attentive
 - (D) Being passive
341. The listener should always Face the speaker and maintain eye contact.
- (A) True
 - (B) False
342. Listening is a process in which message that are conveyed orally and attended to perceived, recognized, interpreted and to be stored for future use. It is an external as well as internal process that governed by the inner state of the listener and requires an active conscious effort to comprehend and remember what is heard.

- (A) True
(B) False
- 343.** We need to help and listen to our fellow team mates.
(A) Yes
(B) No
- 344.** Which of the following is the best first step when dealing with a conflict?
(A) Raise your voice to show strength
(B) Listen to the other person's point of view
(C) Avoid the person completely
(D) Interrupt to correct mistakes
- 345.** Listening is?
(A) Hearing sound
(B) The way we process sound
(C) Physical way we hear sound
(D) Paying attention to what you hear
- 346.** Sunandini says "Listening is very important while communicating", whereas his friend Nayantara says "Hearing is good enough to communicate ". According to you who is right?
(A) Sunandini is right
(B) Nayantara is right
- 347.** When listening we use our ears to receive individual sounds, then we ____
(A) Use our eyes to see.
(B) Use our brain to think of a solution for a problem
(C) Use our tongue to taste.
(D) Use our brain to convert the sounds into information.
- 348.** Chandra needs to participate in an important conference call and plans to use active listening skills. Chandra shuts down her computer, turns off her pager, and tells her assistant to hold all incoming calls or visitors for the next hour. What technique is she using to improve listening?
(A) Keeping an open mind.
(B) Establishing a receptive mind-set.
(C) Controlling her surroundings.
(D) No answer choice is correct.
- 349.** Listening is NOT a part of ethical communication.
(A) True
(B) False
- 350.** When someone is talking, listen to what they are saying; do not interrupt
(A) Wait and watch for non-verbal communication
(B) Empathize
(C) Be patient
(D) Stop talking
- 351.** The first step in active listening is ____
(A) Understanding
(B) Remembering
(C) Evaluating
(D) Receiving
- 352.** In order to comprehend a message, you must be:
(A) In the conference room
(B) Wearing a suit or dress
(C) Using a telephone
(D) Actively listening Edit
- 353.** What is another term for Empathetic Listening?
(A) Passive listening
(B) Active listening
(C) Selective listening
(D) False listening
- 354.** Which question can help you plan ahead when listening to a speech?
(A) What will I learn from listening to the speaker?
(B) What time is it?
(C) Where is the speaker from?
(D) What is the weather today?

355. Traits of good listener are
(A) Identifies area of interest
(B) Judges content and delivery errors
(C) Both A & B
(D) None of the above
356. "Don't interrupt and don't impose your 'solutions'", is not related to listening
(A) True
(B) False
357. Which of the following is NOT a good strategy for effective listening?
(A) Taking notes
(B) Making eye contact
(C) Interrupting to share personal stories
(D) Asking clarifying questions
358. When someone talks, you should-
(A) Talk back
(B) Listen quietly
(C) Argue
(D) Ignore
359. Active listening
(A) Not listening at all
(B) Speaking
(C) Focused attention on a speaker, giving eye contact, and giving feedback.
(D) To love someone by speaking to them
360. Listening is a passive activity requiring no specific skills.
(A) True
(B) False
361. Which of the followings is the correct order for listening?
(A) Selecting, Attending, Understanding, Remembering, Responding
(B) Attending, Remembering, Selecting, Responding, Understanding
(C) Understanding, Responding, Selecting, Remembering, Attending
(D) Selecting, Attending, Remembering, Understanding, Responding
362. What is the impact of effective listening on team collaboration?
(A) It has no effect on collaboration
(B) It fosters better understanding among team members
(C) It complicates communication
(D) It is only important in one-on-one interactions
363. Which work situation would require active listening?
(A) Your boss tells you to check the new schedule on your way out.
(B) You are assigned to work in the customer service department.
(C) While stocking shelves, you hear Austin and Nate talking about their weekend.
(D) You are assigned to bag groceries for the shift.
364. Comprehension is a good part of active listening.
(A) TRUE
(B) FALSE
365. What type of listening is best for good communication?
(A) Laissez-faire listening
(B) Backward listening
(C) Conservative listening
(D) Active listening
366. Letting the person finish speaking is a:
(A) Roadblock
(B) Solution
367. The listener listens and understands the message from a limited personal perspective is called ____ listening.
(A) Active
(B) Empathic
(C) Passive
(D) Projective

368. Which type of listening involves only hearing parts of the message that interest the listener?
- (A) Selective
 - (B) Defensive
 - (C) Judgmental
 - (D) Directive
369. What did Sam and Lily do to ensure they were both happy with the treehouse plan?
- (A) They asked each other questions
 - (B) They worked separately
 - (C) They followed only Sam's ideas
 - (D) They built a model first
370. Which combination most directly reduces complaints about communication failures?
- (A) Warehouse automation and new uniforms
 - (B) Discount vouchers and seasonal promotions
 - (C) Advanced accounting and stock forecasting
 - (D) Listening skills and returning calls promptly
371. Critical listening involves making intellectual judgments after following the speaker's ideas.
- (A) True
 - (B) False
372. A good listener should:
- (A) Interrupt the speaker frequently
 - (B) Avoid eye contact
 - (C) Nod and give feedback
 - (D) Think about what to say next while listening
373. What type of listening occurs when you intend to listen, but get distracted by the noise in hallway?
- (A) False
 - (B) Full
 - (C) Selective
 - (D) Partial
374. Which skill is most important when interpreting messages and responding appropriately?
- (A) Observation and attentiveness
 - (B) Guessing and assuming
 - (C) Memorizing and reciting
 - (D) None of above
375. Which is NOT an example of a listening skill?
- (A) Identifying jargon
 - (B) Looking for a conclusion
 - (C) Taking notes
 - (D) Identifying the purpose
376. The correct sequence for the listening process is:
- (A) Receiving-interpreting-remembering-evaluating-responding
 - (B) Remembering-interpreting-receiving-evaluation-responding
 - (C) Responding-remembering-receiving-evaluating-interpreting
 - (D) Interpreting-evaluating-remembering-receiving-responding
377. We listen mostly when communicating.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
378. The key question you are trying to answer when using empathic listening is:
- (A) How are you feeling?
 - (B) What should we do?
 - (C) Is this factually accurate?
 - (D) What's in it for me?
379. When you receive objections from others, what will you do?
- (A) Simply tell them that you did it right.
 - (B) Focus on what you don't like about them.
 - (C) Pay attention to what they say and ask for advice.
 - (D) None of above

- 380.** What is the process of listening for enjoyment?
- (A) Critical Listening
 - (B) Empathetic Listening
 - (C) Appreciative Listening
 - (D) Reflective Listening
- 381.** Why is active listening difficult?
- (A) Because it takes a lot of energy
 - (B) Because you have to move around a lot to do it
 - (C) Because it requires the listener to stay still and only listen
 - (D) Because it requires a listener to put aside their internal reactions to what is being said
- 382.** Active listening requires:
- (A) Minimal effort
 - (B) Focus and concentration
 - (C) Passive listening
 - (D) Ignoring nonverbal cues
- 383.** What should you do before giving a comment or judgement in a conversation?
- (A) Interrupt the speaker
 - (B) Think of a witty reply
 - (C) Wait for your turn to speak loudly
 - (D) Listen attentively and analyze the message
- 384.** Which is an example of an active listening skills?
- (A) Do not interrupt.
 - (B) Ask Questions.
 - (C) Show Interest.
 - (D) All of the above. Edit
- 385.** Active listening involves both hearing and observing non-verbal cues.
- (A) True
 - (B) False
- 386.** During the after dinner program, you find the presenters aren't important to you so it is all right to carry on your own conversation while they speak.
- (A) True, you only need to listen to the speakers if what they are speaking about is relevant to you or the people at your table.
 - (B) False. You may not care, but others at your table may want to hear. The polite thing to do is sit quietly and listen. You should applaud all presenters.
- 387.** It's important to ____ carefully.
- (A) To get it straight from the horse's mouth
 - (B) To be on the same wavelength
 - (C) Concise
 - (D) Listen
- 388.** Interrupting indicates positive engagement in a conversation.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 389.** Taking paper-pencil notes during a Google Meet demonstrates active listening.
- (A) True
 - (B) False
- 390.** True or False: There is no difference between listening and hearing.
- (A) True
 - (B) False
- 391.** Encouraging others to talk at the start of a conversation is a principle of active listening
- (A) True
 - (B) False
- 392.** Blocking out messages you don't want to hear
- (A) Listening Barriers
 - (B) Empathetic Listening
 - (C) Selective Listening
 - (D) Precision Listening

- 393.** Poor listeners jump to conclusions and respond prematurely to messages being conveyed.
(A) True
(B) False
- 394.** Concentration, retention, judgment, and empathy while listening
(A) Precision Listening
(B) Empathetic Listening
(C) Critical Listening
(D) Listening Barriers
- 395.** A serious listener concentrates on:
(A) Other thoughts
(B) The message
(C) The speaker's physical appearance
(D) The speaker's body language
- 396.** Partial Listening
(A) Listening for pleasure of recreation
(B) Listening to another person with the best of intent but then becoming distracted
(C) Truly understanding a message when the mind is quiet and free of distractions
(D) None of above
- 397.** Encouragement is a listening skill that may result in:
(A) The speaker feels the listener is not listening
(B) A speaker gets to talk through the situation and think of solutions
(C) The speaker is able to evaluate the advice given by the listener
(D) The speaker gets frustrated with no feedback
- 398.** Which of these is a "do" of discussion etiquette?
(A) Use loud tone
(B) Argue unnecessarily
(C) Listen to others
(D) Be close-minded
- 399.** Listening attentively without interrupting reflects:
(A) Disrespect
(B) Ethical listening
(C) Encoding
(D) Channeling
- 400.** How many types of listening?
(A) 3
(B) 4
(C) 5
(D) 6
- 401.** Hearing is passive and involuntary, while active — is intentional and requires effort.
(A) Communication
(B) Hearing
(C) Listening
(D) Nonverbal communication
- 402.** In a language class, students are tasked with transcribing a conversation from an audio recording. This activity primarily assesses which receptive skill?
(A) Speaking
(B) Writing
(C) Listening
(D) Reading
- 403.** Which type of listening should be used when listening to a poem?
(A) Appreciative
(B) Empathetic
(C) Evaluative
(D) Deep
- 404.** Listening is a
(A) Process of exchanging communication
(B) Psychological process of decoding sounds
(C) Transactional form of human communication
(D) Complex process of selecting, attending to, creating meaning from remembering, and responding to verbal and non-verbal messages

- 405.** Active listening means:
- (A) Paying full attention and responding appropriately
 - (B) Writing emails as quickly as possible
 - (C) Leaving meetings early for convenience
 - (D) Ignoring speaker emotions during dialogue
- 406.** Therapeutic communication techniques: means being attentive to what a patient is saying both verbally and nonverbally.
- (A) Active listening
 - (B) Sharing observations
 - (C) Sharing empathy
 - (D) Sharing hope
 - (E) Sharing humor
- 407.** The ability to focus completely on a speaker, understand their message, comprehend the information.
- (A) Listening skills
 - (B) Writing skills
 - (C) Reading skills
 - (D) Speaking skills
- 408.** Partial Listening is the most ____ type of listening.
- (A) Common
 - (B) Rare
 - (C) Difficult
 - (D) Effective
- 409.** What is paying attention to hear what the sender is saying
- (A) Proximity
 - (B) Nonverbal communication
 - (C) Communication
 - (D) Listening
- 410.** Which of the following is a TRUE statement about listening vs reading texts?
- (A) Spoken language is persistent and can always be reread easily.
 - (B) Written texts are fleeting and cannot be revisited.
 - (C) Spoken language is often affected by noise and overlapping speech, while written text has clearer boundaries and is more polished.
 - (D) Listening always gives learners more time to process than reading.
- 411.** Which step involves listening actively to each party's feelings and viewpoints?
- (A) Understand perspectives
 - (B) Make a final decision
 - (C) Ignore emotions
 - (D) Assign blame
- 412.** What did Sam learn was important for making their project better?
- (A) Listening to Lily's ideas
 - (B) Working faster
 - (C) Using more materials
 - (D) Building alone
- 413.** True or False Active Listening is key to positive communication?
- (A) True
 - (B) False
- 414.** What are the 2 types of listening?
- (A) Sending and receiving
 - (B) Active and passive
- 415.** In a customer service training session, what is the most effective way to ensure customers feel heard?
- (A) Practicing active listening
 - (B) Avoiding interruptions
 - (C) Asking relevant questions
 - (D) Maintaining good eye contact
- 416.** A key component to effective communication in the workplace is:
- (A) Being loud.
 - (B) Talking a lot.
 - (C) Being an active listener.
 - (D) All of the them.

417. Listening comprehension involves:
- (A) Speaking with clarity
 - (B) Actively understanding and interpreting spoken messages
 - (C) Writing responses to questions
 - (D) Preparing presentations
418. Which stage of listening involves making judgments about the accuracy of the message?
- (A) Receiving
 - (B) Interpreting
 - (C) Evaluating
 - (D) Responding
419. The two types of listening are active and ____.
- (A) Nonactive
 - (B) Inactive
 - (C) Unactive
 - (D) Passive
420. Receiver is physically hearing the words, but choosing not to acknowledge the words
- (A) Selective Listening
 - (B) False Listening
 - (C) Partial Listening
 - (D) Verbal Communication
421. Why must we have a purpose when listening?
- (A) It will help us listen more effectively.
 - (B) It will make the message interesting.
 - (C) It will help you with your listening skills.
 - (D) It is a process of exchanging feedbacks about a product in business.
422. Which one shows good communication?
- (A) Interrupting
 - (B) Listening carefully
 - (C) Arguing
 - (D) Shouting
423. All of the following are examples of active listening, EXCEPT:
- (A) Showing interest in the message
 - (B) Staring out the window
 - (C) Making eye contact with the messenger
 - (D) Not interrupting the messenger
424. When listening it is impossible to impose your belief system and personal values.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
425. Active listening can help you:
- (A) Become a better speaker
 - (B) Become a better listener
 - (C) Become a better multitasker
 - (D) Become a better judge of character
426. Identifying and describing barriers that hinder effective listening is not a part of the listening styles concept. (True/False)
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
427. LISTENING TO SOMEONE'S OPINION MEANS YOU HAVE TO CHANGE YOUR BELIEFS
- (A) TRUE
 - (B) FALSE
428. True/False Listening is an active process.
- (A) True
 - (B) False
429. Which of the following is a possible sign of poor listening?
- (A) Finding out about events from others or via memo rather than through normal channels
 - (B) Oral communication replaces most written communication
 - (C) Never breaking the chain of command
 - (D) Never being asked to repeat information

430. What is the communication skill that we use the most?
- (A) Reading
 - (B) Writing
 - (C) Listening
 - (D) Speaking
431. Self-Focus is not considered a listening barrier according to the content.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
432. To pretend to listen while providing positive language like smiling and nodding is ____
- (A) Critical Listening
 - (B) Content Listening
 - (C) Emphatic Listening
 - (D) Pseudo Listening
433. Listening when someone else is speaking is just as important as giving your own speech.
- (A) True
 - (B) False Edit
434. When improving your communication, which step asks you to listen carefully to what you receiver says?
- (A) Focus your message
 - (B) Magnify the listener's attention
 - (C) Penetrate barriers
 - (D) Listen actively
435. Step of the listening process that requires the listener to recall what is being said so that the information can be used
- (A) Decode
 - (B) Evaluate
 - (C) Receive
 - (D) Remember
 - (E) Respond
436. The main purpose of evaluating listening is
- (A) To accept or reject an idea given to the listener
 - (B) To evaluate the speaker's credibility and personality
 - (C) Both (A) and (B)
 - (D) All of these
437. How can you show a person you are listening to them?
- (A) Making eye contact
 - (B) Slouching in your chair
 - (C) Walking around the room
 - (D) Playing on your phone
438. What should you do to be a good listener in class?
- (A) Talk to your friends during class.
 - (B) Look at who is talking, and think about what they say.
 - (C) Speak loudly so everyone can hear you.
 - (D) Ignore the speaker and do your own work.
439. Taking notes is one way you can become an effective listener, true or false?
- (A) True
 - (B) False
440. Mirroring in reflective listening means ____?
- (A) Repeating the key parts of the message, word for word
 - (B) Summarizing the entire conversation in your own words
 - (C) Ignoring the speaker's emotions
 - (D) Changing the topic to something unrelated
441. The type of listening where the listener provides feedback to the speaker according to the information received
- (A) Active Listening
 - (B) Passive Listening
 - (C) Non-Verbal Communication
 - (D) Assertive Communication

- 442.** Active listening is best demonstrated by
(A) Interrupting to share opinions
(B) Maintaining eye contact and paraphrasing
(C) Thinking about a response while others speak
(D) Avoiding difficult conversations
- 443.** What is the act of listening with the intent to understand the speaker's feelings, needs, and wants called?
(A) False listening
(B) Deliberative listening
(C) Empathetic listening
(D) Selective listening
- 444.** Adapting to different listening situations involves considering occasion, time, and place. (True/False)
(A) True
(B) False
(C) All the above
(D) None of the above
- 445.** Being aware of both verbal and non-verbal messages.
(A) Reading
(B) Speaking
(C) Writing
(D) Listening
- 446.** Which active listening technique involves asking questions to get a more concise explanation?
(A) Restatement
(B) Reflection
(C) Clarification
(D) All of the above
- 447.** Which of the following is not a way to show that you are listening to someone?
(A) Make eye contact
(B) Turn your body away from the speaker.
(C) Nod
(D) Ask questions
- 448.** Which of the following is an example of 'Active listening' as a strategy to foster positive communication in families?
(A) Saying 'Thank you' or hugging regularly
(B) Parents and children taking turns speaking and listening without interrupting
(C) Agreeing on chores, curfews, or screen time limits
(D) Family meals, game nights, or outings
- 449.** Critical listening is used to evaluate and analyze information.
(A) True
(B) False
- 450.** There are 4 types of listeners. Which appear to listen but not concerned with the feelings in what you are saying?
(A) Non-listeners
(B) Marginal listeners
(C) Pretend listeners
(D) Active listeners
- 451.** What is one way to improve relationships with colleagues according to the text?
(A) Avoiding conflict
(B) Listening to others
(C) Working independently
(D) Ignoring feedback
- 452.** You didn't hear what your friend said. You say-
(A) Speak up, please
(B) I don't care
(C) Go away
(D) Be quiet
- 453.** What is one benefit of being an empathetic listener?
(A) You look smarter
(B) You build stronger relationships
(C) You talk more
(D) You win arguments

454. Which listening style involves focusing on people's emotions and feelings?
- (A) Relational Listening Style
 - (B) Critical Listening Style
 - (C) Analytical Listening Style
 - (D) Task-Oriented Listening Style
455. Interrupting often, or trying to finish the other person's sentence is a good listening habit for the reason it shows you are an excellent listener and quick on your feet to answer someone's questions or comments. Is the before mentioned true or false?
- (A) True
 - (B) False
456. ___ dimensions of communication are related to receptive skills.
- (A) Speaking & reading
 - (B) Listening & reading
 - (C) Writing & reading
 - (D) Speaking & listening
457. Full Listening requires more ___ from the listener.
- (A) Effort
 - (B) Noise
 - (C) Distance
 - (D) Silence
458. Listening to understand what another person is thinking and feeling. Empowerment. The passing of responsibility and authority from managers to employees.
- (A) Empathic listening
 - (B) Brainstorming
 - (C) Network resources
 - (D) Trustworthiness
 - (E) Commitment
459. The fourth step in the listening process is ___
- (A) Receiving
 - (B) Remembering
 - (C) Evaluating
 - (D) Understanding
 - (E) Responding
460. Place the following steps of the listening process in the correct order.
- (A) Receiving, Understanding, Remembering, Evaluating, Responding
 - (B) Understanding, Receiving, Evaluating, Remembering, Responding
 - (C) Responding, Evaluating, Receiving, Understanding, Remembering
 - (D) Evaluating, Remembering, Understanding, Receiving, Responding
461. Which of the following describes "Hearing" from the listening process?
- (A) The listener attaches meaning to sounds attended to
 - (B) The listener makes an effort to attend to a particular sound
 - (C) The listener discriminates which sound to focus on
 - (D) The ear detects sounds from the environment
462. Active listening is not important in health care communication.
- (A) True
 - (B) False
463. Which of the following would probably best help a group achieve its goal?
- (A) Competition
 - (B) Individual leadership
 - (C) Emphasis on individualism
 - (D) Active listening skills
464. Empathy requires the ability to
- (A) Feel sorry for someone else.
 - (B) Feel a sense of commitment to a person.
 - (C) Understand the feelings of another person.
 - (D) Have a distant and unemotional attitude toward the patient.
465. Which phase of a difficult conversation is arguably the most crucial step?
- (A) Initiation
 - (B) Discussion and Active Listening

- (C) Preparation
 - (D) Conclusion
- 466.** Curiosity involves listening more actively and asking questions about what the person is telling you.
- (A) True
 - (B) False
- 467.** To listen with the heart and act accordingly is ____
- (A) Critical Listening
 - (B) Content Listening
 - (C) Emphatic Listening
 - (D) Pseudo Listening
- 468.** What type of listening is focused only on the listener's own needs or interests?
- (A) Self-Centered
 - (B) Active Listening
 - (C) Critical Listening
 - (D) Informational Listening
- 469.** True or False Asking questions, reformulating the other's message, corresponds to the active listening process
- (A) TRUE
 - (B) FAUX
- 470.** Which of the following is a key component of effective spoken communication?
- (A) Speaking at a rapid pace
 - (B) Active listening
 - (C) Using complex vocabulary
 - (D) Interrupting frequently
- 471.** The listening process includes receiving, understanding, evaluating, and responding.
- (A) True
 - (B) False
- 472.** How can active listening improve professional communication?
- (A) By interrupting the speaker to ask questions
 - (B) By dominating the conversation and not allowing the speaker to express their thoughts
 - (C) By ignoring the speaker and focusing on other tasks
 - (D) By demonstrating respect, building trust, and gaining a better understanding of the speaker's message.
- 473.** What strategy can help resolve conflicts in a group discussion?
- (A) Avoiding confrontation
 - (B) Listening actively and empathetically
 - (C) Criticizing others' opinions
 - (D) Ignoring the disagreement
- 474.** Which of the following are the four types of Listening?
- (A) Quick, swift, intermediate, and slow
 - (B) First hand, second hand, third hand, and fourth hand
 - (C) Comprehensive, Appreciative, Emphatic, and Critical
 - (D) None of above
- 475.** The Physical or Attention Stage is the process of listening wherein the listener is readying himself/herself to listen.
- (A) True
 - (B) False
- 476.** Saying "I understand how you feel right now" is an example of using which active listening skill?
- (A) Dealing with emotion
 - (B) Asking people to share their perceptions
 - (C) Acknowledging the feelings of the other party
 - (D) Capturing non-verbal clues
- 477.** The first step in learning to listen actively is to respond to the speaker.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above

478. Interrupting someone while they are talking shows GOOD listening skills
(A) True
(B) False
479. This is a way of listening and responding to another person that improves mutual understanding and trust.
(A) External Noises
(B) Semantic noises
(C) Internal noises
(D) Empathetic listening
480. What is the importance of active listening in public speaking?
(A) To show off your listening skills
(B) To mentally prepare your response
(C) To avoid interruptions
(D) To understand the audience and answer competently
481. Active listening is important in conversations because it ____
(A) It ensures the listener fully understands the message
(B) It allows the listener to ignore the speaker
(C) It promotes misunderstandings
(D) It discourages feedback
482. In a group discussion, you should:
(A) Speak the loudest
(B) Listen actively
(C) Interrupt others
(D) Argue constantly
483. Listening should not be considered a passive language skill in which the learner is simply receiving language input.?
(A) TRUE
(B) FALSE
484. Hearing is the ability to accurately receive and interpret messages in the communication process
(A) True
(B) False
485. The fifth step in the listening process is ____
(A) Receiving
(B) Remembering
(C) Evaluating
(D) Understanding
(E) Responding
486. Rephrasing what the speaker has said is:
(A) Summarizing
(B) Filtering
(C) Paraphrasing
(D) Interrupting
487. "Listening is also an integral part of the communication" This Statement is ____
(A) Always False
(B) Always True
(C) Sometimes True
(D) Sometimes False
488. Going beyond just paying attention but really trying to understand what the other person is communicating is an example of what?
(A) Engaged Listening
(B) Partially Listening
(C) Interpretive Listening
(D) Not Listening
489. Maya, Sophia, and Olivia are preparing for their big job interviews. Which of the following is a key interview skill that will help them impress the interviewer?
(A) Speaking quickly to share as much information as possible.
(B) Listening carefully and responding thoughtfully to questions.
(C) Avoiding eye contact to show respect.
(D) Interrupting the interviewer to show enthusiasm.
490. Which of the following is NOT a component of active listening?

- (A) Paraphrasing
 - (B) Summarizing
 - (C) Interrupting
 - (D) Asking questions
- 491.** Through active listening you can better understand what?
- (A) What the other person is trying to say
 - (B) What the other person is trying to draw
 - (C) What the other person is doing
 - (D) What the other person is singing
- 492.** Which listening style involves evaluating information and second-guessing?
- (A) Task-Oriented Listening Style
 - (B) Analytical Listening Style
 - (C) Relational Listening Style
 - (D) Critical Listening Style
- 493.** Listening, like speaking, reading, and writing, is:
- (A) A skill
 - (B) A habit
 - (C) A gift of nature
 - (D) An art
- 494.** Which step is not important when effectively listening?
- (A) Face the speaker who is talking
 - (B) Giving feedback to the speaker
 - (C) Take notes while listening
 - (D) Understanding the speaker
- 495.** Listening is the process of:
- (A) Hearing words only
 - (B) Understanding and interpreting messages
 - (C) Speaking
 - (D) Writing
- 496.** Active listening includes ____
- (A) Making eye contact.
 - (B) Stating your opinion.
 - (C) Nodding your head in understanding.
 - (D) Both making eye contact and nodding your head. Edit
- 497.** The significance of listening in educational settings is that it ____
- (A) It hinders the learning process.
 - (B) It plays a crucial role in the learning process.
 - (C) It discourages student participation.
 - (D) It reduces academic success.
- 498.** There are 4 types of listeners. Which are sympathetic and encourage you to continue speaking?
- (A) Non-listeners
 - (B) Marginal listeners
 - (C) Pretend listeners
 - (D) Active listeners
- 499.** True or false: In good communication, listening is equally important as talking.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 500.** What is the cost of active listening?
- (A) Effort
 - (B) Note taking
 - (C) Empathy and attention
 - (D) Attention and effort
- 501.** F.A.C.E. is a listening technique for conversations. What is Acknowledge?
- (A) Not being distracted. Trying to think and listen to the speaker and nothing else.
 - (B) Responding in a verbal or non-verbal way such as smiling when they are telling a joke or looking serious when they are saying something serious.
 - (C) Asking questions to the speaker to get more information or understanding.
 - (D) Show appreciation regarding the speaker's opinion or experience.

502. What should you focus on when listening with your ears?
- (A) Tone of voice and words
 - (B) Random noises
 - (C) Others' conversations
 - (D) The clock ticking
503. "We have two ears and one mouth so that we can listen twice as much as we speak" means:
- (A) Listening is more important than speaking
 - (B) We should talk less to save energy
 - (C) We should speak faster
 - (D) We can hear more gossip
504. Is listening a component of communicating?
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
505. Which of the following is considered a listening skill?
- (A) Thinking before you speak
 - (B) Writing clear, simple statements
 - (C) Paying attention
 - (D) None of above
506. Which of the following is the OPPOSITE of listening?
- (A) Eye contact
 - (B) Interrupting
 - (C) Head nodding
 - (D) "Really? ___ and then what happened?"
507. Which skill is MOST necessary to achieve effective communication in English?
- (A) Listening actively
 - (B) Speaking loudly
 - (C) Using slang words
 - (D) Reading quickly
508. What should listeners be doing during the middle of a speech?
- (A) Using their listening free time to rest
 - (B) Using their listening free time to test the strength of the message
 - (C) Using their listening free time to test the strength of the speaker
 - (D) Taking notes
509. When someone is speaking to you, you should
- (A) Make funny faces.
 - (B) Pay attention.
 - (C) Use your phone.
 - (D) Yawn frequently.
510. Listeners who become involved in what the speaker is saying are ___ listeners.
- (A) Apathetic
 - (B) Attentive
511. Harmer suggests that when teaching listening, teachers should:
- (A) Only use listening materials with a controlled speed, accent, and vocabulary.
 - (B) Avoid using authentic listening materials as they are too difficult for learners.
 - (C) Provide a variety of listening materials, including different accents, speeds, and contexts.
 - (D) Create materials that cater to individual students' listening strengths.
512. During an argument, you should-
- (A) Yell
 - (B) Stay calm and listen
 - (C) Walk away angrily
 - (D) Interrupt
513. A common mistake people make when someone else is talking they tend to only be thinking about what they want to say when it's their turn to talk again and are not listening.
- (A) True
 - (B) False
514. Listening implies a choice, you must choose to participate in the process of listening.

- (A) True
(B) False
515. During active listening, "recalling" is the process of
(A) Restating the information you have received
(B) Taking in all of the information about the communication
(C) Interpreting the meaning of the communication
(D) Focusing on the information you've received
516. Which of the following is one of the listen mistake?
(A) Interrupting the speaker
(B) Completing the speakers sentences in advance
(C) Dominating Conversations
(D) All the above
517. The primary goal of empathic listening is to:
(A) Evaluate the logic of an argument.
(B) Make a final decision.
(C) Understand and identify with someone's feelings.
(D) Find flaws in what the speaker is saying.
518. Real listening is ____
(A) Only pretending to listen
(B) Being distracted and not paying attention
(C) An active process
(D) Interrupting and not letting the other person speak
519. Listening with our ears is the only way to understand what others are saying.
(A) True
(B) False
520. When someone is speaking on a topic you are not interested in and you stare into space you are experiencing which bad listening habit?
(A) Jumping to a conclusion
(B) Faking attention
(C) Overreacting to emotional words
(D) Tuning out when the topic is dull
521. An example of giving positive feedback to someone you are listening to is ____
(A) Agree with them
(B) Check the time
522. What is the role of active listening in effective business communication?
(A) It is not necessary
(B) It helps in understanding the speaker's message
(C) It complicates the conversation
(D) It should be avoided
523. Aiden, Abigail, and Maya are listening to important instructions for a group project. What's the best way for them to make sure they catch every detail?
(A) Take notes and compare them with other co-workers' notes
(B) Read a book about the topic later on
(C) Ask questions, but wait until the person has stopped talking
(D) Take notes, ask questions, and repeat a summary of the instructions
524. What is the purpose of listening in communication?
(A) To avoid understanding
(B) To gain information
(C) To confuse others
(D) To make statements
525. Being a good listener:
(A) Doesn't take any practice
(B) Comes naturally
(C) Takes a lot of practice
(D) Isn't really important
526. True/False Listening is a natural ability.
(A) True
(B) False

527. Design a comprehensive plan to improve your listening skills over the next month, incorporating various techniques and strategies. Which of the following elements is most crucial to include in your plan for it to be effective?
- (A) Limiting distractions during conversations.
 - (B) Focusing on speaking more than listening.
 - (C) Avoiding eye contact to better concentrate on the words.
 - (D) Memorizing conversations to improve recall.
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528. Which of these skills is most crucial for effective communication in teamwork?
- (A) Writing skills
 - (B) Listening skills
 - (C) Reading skills
 - (D) Speaking skills
529. Once the listening process is completed successfully an individual is said to have engaged in?
- (A) Good listening
 - (B) Effective Listening
 - (C) Clear listening
 - (D) Smart listening
530. A listener who hears, pays attention, understands and responds to the speaker is
- (A) An active listener
 - (B) An audience member
 - (C) A good student
 - (D) A passive listener
531. What is the primary focus when identifying a customer's need?
- (A) Asking as many questions as possible.
 - (B) Using technical jargon to impress the customer.
 - (C) Listening attentively to everything the customer says.
 - (D) Immediately offering solutions without fully understanding the need.
532. It's okay to interrupt if you think the other person is wrong.
- (A) True
 - (B) False
533. Which of the following describes "Attending" from the listening process?
- (A) The listener attaches meaning to sounds attended to
 - (B) The listener makes an effort to attend to a particular sound
 - (C) The listener discriminates which sound to focus on
 - (D) The ear detects sounds from the environment
534. Which skill is crucial for effective communication?
- (A) Multitasking
 - (B) Active listening
 - (C) Empathy
 - (D) Assertiveness
535. Which of the following describes the term listening?
- (A) Listening is the process of receiving sounds and consciously making sense and meaning of them
 - (B) Listening is the process of sending sounds and consciously making sense and meaning of them
 - (C) Listening is the process of receiving sounds and unconsciously making sense and meaning of them
 - (D) Listening is the process of sending sounds and unconsciously making sense and meaning of them
536. How can paraphrasing help in active listening?
- (A) By asking unrelated questions and changing the topic
 - (B) By demonstrating understanding and reflecting the speaker's message.
 - (C) By interrupting the speaker and sharing personal experiences

- (D) By ignoring the speaker and focusing on other tasks
537. When receiving criticism, the best response is to:
- (A) Listen calmly and consider the feedback
 - (B) Immediately defend yourself
 - (C) Ignore the person
 - (D) Change the subject
538. When you pay attention to my instructions, you are demonstrating what employability skill?
- (A) Teamwork
 - (B) Listening
 - (C) Honesty
 - (D) Motivation
539. Paying close attention to what is being said in order to fully understand the message
- (A) Full Listening
 - (B) Partial Listening
 - (C) Selective Listening
 - (D) False Listening
540. Effective listening involves:
- (A) Only hearing the message
 - (B) Hearing and interpreting the message
 - (C) Hearing and interpreting the message and focusing on body language
 - (D) Interpreting the message and focusing on body language
541. What is referred to as the ability to focus closely on what another person is saying to summarize the true meaning of a message?
- (A) Listening
 - (B) Hearing
 - (C) Communicating
 - (D) Discussing
542. There's too much noise, I can't ____ anything!
- (A) Listen
 - (B) Pronounce
 - (C) Hear
 - (D) Mean
543. Asking "What do you think about it? " is an example of using which of the following active listening skills?
- (A) Asking clarifying questions
 - (B) Asking people to share their perceptions
 - (C) Acknowledging the feelings of the other party
 - (D) Capturing non-verbal cues
544. True or False: If you're facing the person speaking, you're always actively listening.
- (A) True
 - (B) False
545. ____ Listening means learning through conversation
- (A) Dialogic
 - (B) Evaluative
 - (C) Appreciative
 - (D) Empathetic
546. Out of the total time adults spend communicating, ____ % is spent Listening, ____ % is spent Speaking, ____ % Reading and ____ % Writing.
- (A) 45, 30, 16, 9 respectively
 - (B) 30, 45, 16, 9 respectively
 - (C) 45, 30, 9, 26 respectively
 - (D) 35, 40, 9, 16 respectively
547. The most important aspect of communication-listening, can be improved by
- (A) Making the attention fully paid
 - (B) Making voice effective and impressive
 - (C) Making the communicated material novel-interesting and need based
 - (D) All of these
548. The type of listening which involves the listener taking in information with little to no outward reaction
- (A) Active Listening
 - (B) Passive Listening
 - (C) Non-Verbal Communication
 - (D) Aggressive Communication

- 549.** What is the importance of active listening in team meetings?
- (A) It is not necessary
 - (B) It helps in understanding different perspectives
 - (C) It slows down the discussion
 - (D) It should be avoided
- 550.** Which of these is the first step in the listening process?
- (A) Stop talking
 - (B) Receiving
 - (C) Interpreting
 - (D) Responding
- 551.** Post-listening tasks in a listening lesson are essential because they:
- (A) Help the teacher identify which students were not paying attention during the listening activity.
 - (B) Allow students to practice speaking and improve their pronunciation.
 - (C) Affirm students' comprehension and provide opportunities for analyzing language and further language practice.
 - (D) Equip students with the necessary vocabulary to understand the listening material.
- 552.** Good listeners are always silent and never speak or ask questions
- (A) True
 - (B) False
- 553.** Deep listening is listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.
- (A) True
 - (B) False
- 554.** Which one of the following is not part of active listening on calls?
- (A) Verbal nods
 - (B) Use of empathy
 - (C) Eye contact
 - (D) None of above
- 555.** How can active listening demonstrate empathy to a client?
- (A) By interrupting the client frequently
 - (B) By focusing on the trainer's own experiences
 - (C) By reflecting and summarizing the client's statements
 - (D) By avoiding eye contact
- 556.** Listening for facts and details in a lecture is known as:
- (A) Critical listening
 - (B) Informational listening
 - (C) Empathetic listening
 - (D) Appreciative listening
- 557.** Listening is the most neglected of all the communication skills, yet it is the most vital skill for understanding a message.
- (A) True
 - (B) False
- 558.** What should you avoid thinking about while listening?
- (A) How you are going to respond
 - (B) The speaker's words
 - (C) The speaker's emotions
 - (D) The speaker's point of view
- 559.** True or False? Active listening is not important when assisting the customer.
- (A) True
 - (B) False
- 560.** Which of the following is defined as listening for pleasure or recreation?
- (A) Appreciative listening
 - (B) Evaluative listening
 - (C) Full listening
 - (D) Deliberative listening
- 561.** Being fully engaged in the communication process, concentrating, and participating is known as what type of listening?
- (A) Active

- (B) Formal
 - (C) Passive
 - (D) Pragmatic
- 562.** Select two social situations where Appreciative Listening can be used.
- (A) During a friend's celebration and in a team meeting recognizing achievements
 - (B) While giving instructions and during a debate
 - (C) When correcting someone's mistake and during a negotiation
 - (D) While disciplining a child and in a court-room trial
- 563.** Mia is participating in a conversation. Which demonstrates her good listening skills?
- (A) Nodding and making eye contact.
 - (B) Checking her phone for text messages.
 - (C) Looking around the room.
 - (D) Interrupting the person to ask a question.
- 564.** Active listening involves concentrating on what the speaker is saying.
- (A) True
 - (B) False
- 565.** Which listening style is least effective for understanding the speaker's message?
- (A) Pseudolistening
 - (B) Active Listening
 - (C) Informational Listening
 - (D) Critical Listening
- 566.** A major barrier to active listening is:
- (A) Asking clarifying questions.
 - (B) Mental distractions or formulating a reply while the speaker is still talking.
 - (C) Recording major points.
 - (D) Using bias-free language.
- 567.** What are the practical guidelines for effective communication when you are listening?
- (A) Just keep quiet for the entire session.
 - (B) Keep the eye contact.
 - (C) Make a responsive comment about the topic when the speaker finishes.
 - (D) Make appropriate responses when the talker pauses.
- 568.** When your teacher is explaining, you should-
- (A) Talk
 - (B) Listen
 - (C) Shout
 - (D) Text
- 569.** What does building on what others have said demonstrate?
- (A) A lack of understanding
 - (B) Disinterest in the conversation
 - (C) A need for clarification
 - (D) Active listening and respect
- 570.** Which of the following are rules for good listening?
- (A) Stop Talking
 - (B) Put talker at ease
 - (C) Remove distractions
 - (D) All of the above
- 571.** Active listening helps to avoid misunderstandings in personal relationships.
- (A) True
 - (B) False
- 572.** Explain the concept of active listening in relation to speech style.
- (A) Active listening requires speaking more than listening
 - (B) Active listening involves interrupting the speaker to share personal experiences
 - (C) Active listening means ignoring the speaker's emotions and focusing solely on the words being said
 - (D) Active listening in speech style involves focusing on the speaker's tone, pitch, and emotions to fully understand the message being conveyed.

573. When the customer is talking and you show them that you are listening by maintaining eye contact, showing interest, and not interrupting:
- (A) Customer service
 - (B) Promptness
 - (C) De-escalate
 - (D) Professional
 - (E) Active listening
574. Evaluative Listening can also be called:
- (A) Appreciative listening
 - (B) Critical listening
 - (C) Deliberative listening
 - (D) Passive listening
575. It is an intellectual process of decoding, interpreting, understanding, and evaluating the message.
- (A) Listening
 - (B) Speaking
 - (C) Hearing
 - (D) Communicating
576. What is a key aspect of active listening?
- (A) Interrupt the speaker
 - (B) Make eye contact
 - (C) Think about your response
 - (D) Avoid feedback
577. Jennifer hears her mailbox close and her dog is barking. JENNIFER CAN INFER THAT —
- (A) There is someone ringing her doorbell.
 - (B) Her Amazon package is delayed.
 - (C) Her dog saw a squirrel.
 - (D) The mailman arrived to deliver her mail.
578. Benefits of active listening can include stronger relationships, more and new information, and fewer misunderstandings.
- (A) True
 - (B) False
579. When being a good listener, what should you practice?
- (A) Listening for pronouns
 - (B) Listening for vowels
 - (C) Active listening
 - (D) Active listing
580. When the listener puts him or herself in the speaker's shoes
- (A) Empathize
 - (B) Listening process
 - (C) Rapport
 - (D) Skepticism
 - (E) Summarizing
581. What is the benefit of using Soundtrap for pronunciation practice?
- (A) It offers instant feedback
 - (B) It allows for repeated listening
 - (C) It provides grammar exercises
 - (D) It offers vocabulary tests
582. About 75% of effective communication is —
- (A) Listening
 - (B) The ability to persuade
 - (C) Asking questions
 - (D) Choosing the channel
 - (E) Telling
583. Eye contact and removing distractions are examples of
- (A) Verbal communication
 - (B) Active listening
 - (C) Non verbal communication
 - (D) Facial expressions
584. Which one is NOT part of active listening
- (A) Look at the person
 - (B) Encourage the person to talk
 - (C) Give advice
 - (D) Use empathy

585. In ____ listening, the listener undergoes all the steps of the listening process.
- (A) Active
 - (B) Marginal
 - (C) Passive
 - (D) None of the above
586. What is the best way to show attentiveness in a conversation?
- (A) Looking at your phone
 - (B) Maintaining eye contact
 - (C) Turning your back
 - (D) Interrupting the speaker
587. Listening is accidental, involuntary, and effortless
- (A) True
 - (B) False
588. There are actually four different types of listening.
- (A) True
 - (B) False
589. Paying attention is an active listening technique.
- (A) True
 - (B) False
590. You can improve your listening by giving your undivided attention and taking notes if you can.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
591. Explain the importance of empathy in active listening in a counseling session.
- (A) Active listening is only about hearing the words, not understanding emotions
 - (B) Empathy has no impact on active listening
 - (C) Empathy can lead to miscommunication and misunderstanding
 - (D) Empathy helps the listener understand and connect with the speaker's emotions and perspective, leading to better communication and relationship building.
592. Good listening skills are a weak component of the communication skills of most people with most listening at only 25 percent efficiency.
- (A) True
 - (B) False
 - (C) Most people listen at 50 percent efficiency.
 - (D) Listening skills are a strong component for most people.
593. The length of time that a person is able to attentively listen to something is called her ____
- (A) Critical listening time
 - (B) Attention span
 - (C) Paraphrasing pace
 - (D) Communication ability
594. Which of the following is NOT the example of appreciative listening?
- (A) Listening to a song by Adele
 - (B) Listening to a speech by Tun Dr Mahathir Mohammad
 - (C) Listening to a poem recited by A Samad Said
 - (D) Listening to a lecture by Stephen Hawking
595. Critical Listening is also referred to as which of the following?
- (A) Appreciative
 - (B) Evaluative
 - (C) Full
 - (D) Deliberative
596. Listening strategies such as focusing on keywords, using signal words, and ignoring low-importance unknown words can increase comprehension.
- (A) True
 - (B) False

597. Listening is ___ action.
(A) A voluntary
(B) An involuntary
598. Making eye contact, looking at the person while they are speaking and removing distractions are examples of
(A) Active listening
(B) Open communication
(C) Feedback
(D) Verbal communication
(E) Passive listening
599. Effective listening is an act of ____
(A) Making sure that company protocols and processes are followed.
(B) Being engaged when someone is speaking.
(C) Using the time when someone speaks to think of a response.
(D) None of above
600. Which of the following is the most effective listening style?
(A) Results-oriented
(B) Information-oriented
(C) People-oriented
(D) A balanced combination of all three
601. Content listening is
(A) Is to understand the speaker's feelings, needs, and wants so that you can appreciate his or her point of view.
(B) To make a conscious effort to turn off their own filters and biases to truly hear and understand what the other party is saying.
(C) Is to understand and retain the speaker's message. You may ask questions, but don't argue or judge. Just focus on the information.
(D) None of above
602. When you actively listen to someone, it helps you understand the message they are communicating.
(A) True
(B) False
603. Being an active listener in class means that you
(A) You sleep in class
(B) You are always on your phone
(C) You take notes and participate in class
(D) None of above
604. What is the main goal of reflective listening?
(A) To argue with the speaker
(B) To ignore the speaker's message
(C) To understand the speaker's idea and communicate it back to confirm understanding
(D) To change the topic
605. Upon hearing your story, I can feel the pain you are suffering.
(A) Discriminative Listening
(B) Empathetic Listening
(C) Analytical Listening
(D) Comprehensive Listening
(E) Appreciative Listening
606. The main purpose of active listening in a meeting is to:
(A) Plan your response while others talk
(B) Understand and contribute effectively
(C) Speak as much as possible
(D) Avoid taking notes
607. What does it mean to actively listen?
(A) To be engaged in the conversation by those who think effective communication is a responsibility of all parties
(B) To listen to the speaker trying to think about what they are saying while believing effective communication is the responsibility of the speaker
(C) To lean forward and take notes while thinking the responsibility for effective communication lies with the speaker
(D) All of the above

- 608.** How can active listening improve business communication?
(A) It allows for better understanding of messages
(B) It increases the time taken to respond
(C) It encourages distractions during conversations
(D) It is less important than speaking skills
- 609.** Which of the following skills is most effective in communicating with customers?
(A) Listening
(B) Computer Repair
(C) Playing a sport
(D) Managing Money
- 610.** Is listening a part of communication?
(A) Yes
(B) No
- 611.** What does the word 'distracted' mean?
(A) Mind is wandering or focused on something else while another person is speaking to you
(B) Paying full attention to someone speaking
(C) Ignoring everyone around you on purpose
(D) Listening carefully to instructions
- 612.** Which type of listening is most likely to result in misunderstandings?
(A) Pseudolistening
(B) Active Listening
(C) Informational Listening
(D) Critical Listening
- 613.** What is the role of active listening in successful negotiation for designers?
(A) To understand the other party's perspective and needs
(B) To limit communication with non-designers
(C) To avoid negotiation with team members
(D) To focus solely on verbal communication
- 614.** ____ is a technique of assuming half the responsibility for successful communication by actively giving the speaker nonjudgmental feedback that shows you have accurately heard what he or she said
(A) Hearing
(B) Dyadic communication
(C) Active listening
(D) Empathetic listening
- 615.** F.A.C.E. is a listening technique for conversations. What is Focus?
(A) Not being distracted. Trying to think and listen to the speaker and nothing else.
(B) Responding in a verbal or non-verbal way such as smiling when they are telling a joke or looking serious when they are saying something serious.
(C) Asking questions to the speaker to get more information or understanding.
(D) Show appreciation regarding the speaker's opinion or experience.
- 616.** ____ is the process of taking in information by focusing on the speaker and providing feedback.
(A) Active Listening
(B) Reflective Listening
(C) Critical Listening
(D) Empathetic Listening
- 617.** What should a person do while listening to someone?
(A) Think about what to do afterward
(B) Make it look like they are listening
(C) Give full attention to the speaker
(D) Brainstorm on homework
- 618.** How can people become good listeners?
(A) By choosing to be
(B) By pretending to listen until you do

- 619.** The difference between 'hearing' and 'listening' is that hearing is a passive physical process, while listening is a(n):
- (A) Active mental process.
 - (B) Involuntary action.
 - (C) Unimportant skill.
 - (D) Form of physical noise.
- 620.** Difference Between Active Listening and Hearing
Question: What is the key difference between active listening and hearing?
- (A) Hearing requires understanding, while active listening does not.
 - (B) Active listening requires engagement and response, while hearing is passive.
 - (C) Hearing requires body language, while active listening does not.
 - (D) Active listening is only used in formal conversations, while hearing is for everyday communication.
- 621.** What is meant by employing active listening when dealing with others?
- (A) Being fully engaged in what a person is saying
 - (B) Asking so many questions that they don't have time to respond.
- 622.** Is Listening the same as Hearing?
- (A) YES
 - (B) NO
- 623.** First learned, most used and least taught macro-skill
- (A) Writing
 - (B) Drawing
 - (C) Reading
 - (D) Listening
- 624.** Listening is an essential part of effective communication.
- (A) True
 - (B) False
- 625.** The listener's first impressions not only shape how they judge the speaker but also affect how they interpret the speech.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 626.** What is one way to show empathy during a conversation?
- (A) Say, "That sounds really hard. I'm here if you need help."
 - (B) Give advice right away
 - (C) Ignore what they said
 - (D) Make a joke
- 627.** According to the chapter, one important pre-listening task that teachers should conduct before a listening activity is:
- (A) Assessing students' vocabulary knowledge.
 - (B) Having students memorize the script of the listening material.
 - (C) Activating students' schemata on the topic.
 - (D) Requiring students to write a summary of what they expect to hear.
- 628.** When you are ____, your mind is wandering or focused on something else while another person is speaking to you, and you are not fully paying attention to what they are saying.
- (A) Distracted
 - (B) Attentive
 - (C) Curious
 - (D) Excited
- 629.** A ideal audience member should
- (A) Work on math homework during a presentation
 - (B) Give the speaker eye contact indicating interest
 - (C) Text mom during the presentation
 - (D) Fall asleep at their desk during a presentation

- 630.** All are the component of listening skills except
(A) Hearing
(B) Answering
(C) Attending
(D) Understanding
- 631.** Understanding your listening style can help enhance self-awareness in terms of gender, culture, and situation. (True/False)
(A) True
(B) False
(C) All the above
(D) None of the above
- 632.** Good listening skills are essential to build trust, interpret messages accurately, and respond ____
(A) Thoughtfully
(B) Quickly
(C) Loudly
(D) Randomly
- 633.** Listening requires ____
(A) Pay Attention to the Speaker
(B) Understand the Meaning
(C) Giving Feedback
(D) All of the above
- 634.** The most important rule for good listening is:
(A) Put the talker at ease
(B) Ask Questions
(C) Stop Talking
(D) Hold your temper
- 635.** To be a good listener, you should avoid:
(A) Interrupting
(B) Paying attention
(C) Asking for clarification
(D) Reflecting statements
- 636.** I noticed the different sounds out of that instrument.
(A) Discriminative Listening
(B) Comprehensive Listening
(C) Emphatic Listening
(D) Analytical Listening
(E) Appreciative Listening
- 637.** What should you observe closely to ensure effective listening?
(A) The speaker's clothing
(B) The speaker's actions that may contradict what they are saying
(C) The speaker's hairstyle
(D) The speaker's background
- 638.** Which type of listening is the most challenging form of listening and occurs when we try to understand or experience what a speaker is feeling.
(A) Empathetic listening
(B) Critical Listening
(C) Deliberative Listening
(D) Appreciative Listening
- 639.** When you are actively listening you should?
(A) Close your eyes
(B) Look at the ground
(C) Gaze at your crush
(D) Look at the speaker
- 640.** Virtual meeting etiquette: be an active listener
(A) Know your surroundings
(B) Dress appropriately
(C) Listen carefully
(D) None of above
- 641.** Dad: Education is the most thing for you right now ____ Son: OK. I hear you.OK. I hear you. expresses ____
(A) Understanding what someone said
(B) Getting attention
(C) Showing surprise
(D) Checking someone's understanding

- 642.** Professional telephone etiquette includes
- (A) Active listening
 - (B) Interruptions
 - (C) Loud speaking
 - (D) Informal tone
- 643.** A person's willingness and ability to hear and understand. (a)
- (A) A Active Listening
 - (B) Paying attention
 - (C) Holding Judgment
 - (D) Reflecting
 - (E) Clarifying
- 644.** This type of listening is paying attention to and understanding what the speaking is saying.
- (A) Active Listening
 - (B) Passive Listening
 - (C) All the above
 - (D) None of the above
- 645.** Which of the following describes Emphatic Listening?
- (A) Listening to understand a message from a speaker. It is the most common
 - (B) Listening for pleasure and entertainment. There is no close association to the details of the message.
 - (C) Listening as a means of emotional or moral support and the providing of instant feedback to assure the speaker that he/she is being listened to.
 - (D) Listening with a view to evaluate the content and form of a message
- 646.** What is a key component of active listening?
- (A) Ignoring nonverbal cues
 - (B) Giving full attention and demonstrating understanding
 - (C) Daydreaming
 - (D) Interrupting the speaker
- 647.** During Socratic Seminar I should
- (A) Try to talk over every one else to sound smart.
 - (B) Slouch down in my seat, avoid eye contact and pretend I'm not here.
 - (C) Roll my eyes when other people speak.
 - (D) Patiently listen to others and respectfully respond with evidence from the text.
- 648.** The most powerful way to build rapport is by practicing a pedagogy of ____
- (A) Listening
 - (B) Speaking
 - (C) Self esteem
 - (D) Affirmation
- 649.** Which of the following types of listening is listening for enjoyment?
- (A) Appreciative listening
 - (B) Critical listening
 - (C) Deliberative listening
 - (D) Passive listening
- 650.** Which type of listening is most appropriate when someone is seeking advice?
- (A) Directive
 - (B) Judgmental
 - (C) Pseudolistening
 - (D) Self-Centered
- 651.** During active listening, "understanding" is the process of
- (A) Interpreting the meaning of the communication
 - (B) Taking in all of the information about the communication
 - (C) Restating the information you have received
 - (D) Focusing on the information you've received
- 652.** Why is active listening important for communication skills in rapport building?
- (A) To enhance understanding
 - (B) To interrupt the speaker
 - (C) To provide unclear responses
 - (D) To ignore the speaker

- 653.** Which of these does not enhance Listening Skills?*
- (A) Attention
 - (B) Clear Perception
 - (C) Frankness
 - (D) Ignoring
- 654.** To prepare for a formal debate on the meaning of a controversial poem, the teacher evaluates how well students respond to their peers' ideas. Which category does this fall under?
- (A) Listening and Speaking Assessments
 - (B) Analytical Assessments
 - (C) Performance-Based Assessments
 - (D) Reflective Assessments
- 655.** Active listening is a communication technique in which the — provides feedback to confirm what they have heard and to confirm the understanding of all parties.
- (A) Receiver
 - (B) Message
 - (C) Channel
 - (D) Sender
- 656.** Rachel requested the Japanese tourist to repeat their question after not getting their inquiry the first time.
- (A) TRUE
 - (B) FALSE
- 657.** How can active listening improve communication in the workplace?
- (A) By ignoring colleagues' opinions and ideas
 - (B) By interrupting others and dominating the conversation
 - (C) By being dismissive and uninterested in what others have to say
 - (D) By showing respect, building trust, and fostering better understanding between colleagues.
- 658.** Why is listening important in leadership?
- (A) To assign tasks effectively
 - (B) To understand team needs
 - (C) To create reports
 - (D) To enforce rules
- 659.** What does 'validating' mean in communication?
- (A) Ignoring the other person's feelings
 - (B) Acknowledging & accepting the other person's feelings, even if you don't understand why they're feeling that way
 - (C) Arguing with the other person
 - (D) Changing the subject
- 660.** Interrupting the speaker is a part of active listening.
- (A) True
 - (B) False
- 661.** Which of the following is a key challenge in listening assessment?
- (A) Measuring vocabulary knowledge
 - (B) Controlling variables such as accent, speed, and background noise
 - (C) Using written prompts
 - (D) Providing unlimited time
- 662.** Paying close attention to what someone is saying and communicating.
- (A) Active Listening
 - (B) Passive Listening
 - (C) Positive Behavior
 - (D) Sleeping
- 663.** Listen actively to others' —
- (A) Perspectives
 - (B) Interruptions
 - (C) Complaints
 - (D) Orders
- 664.** The sound has reached your ears and you realize it is a baby crying because it is hungry so you get up and feed the baby. Which step in the listening process is this?
- (A) Responding
 - (B) Remembering
 - (C) Evaluating
 - (D) Hearing

- 665.** Effective listening means:
- (A) Interrupting frequently
 - (B) Paying full attention
 - (C) Being judgmental
 - (D) Ignoring the message
- 666.** Be an active listener and doer in all phases of the team exercise or project.
- (A) True
 - (B) False
- 667.** False Listening refers to the receiver pretending to listen but thinking of other occurrences.
- (A) True
 - (B) False
- 668.** When doing your job it's important to ____
- (A) Listen and be respectful
 - (B) Be rude to others
 - (C) Be loud
 - (D) Run away
- 669.** The ability to pay attention to and effectively interpret what other people are saying.
- (A) Listening skill
 - (B) Public speaking skill
 - (C) Feedback skill
 - (D) Presentation skill
- 670.** How can active listening improve interpersonal communication?
- (A) Active listening only benefits the listener, not the speaker
 - (B) Active listening can improve interpersonal communication by showing respect, building trust, and fostering a deeper understanding of the other person's perspective.
 - (C) Active listening has no impact on interpersonal communication
 - (D) Active listening can lead to miscommunication and misunderstanding
- 671.** Focused listening is giving the other person your undivided attention to his or her communication? True or False
- (A) True
 - (B) False
- 672.** "I hear what you're saying but ____" is used to ____
- (A) Summarize what someone has said
 - (B) Ask for suggestions
 - (C) Acknowledge what someone else says
 - (D) None of above
- 673.** Listening is just hearing words.
- (A) True
 - (B) False
- 674.** Reflective listening is the process of repeating back to the client, in your own words, what you think she is telling you.
- (A) True
 - (B) False
- 675.** Which of the following is a tip for building rapport?
- (A) Be rude
 - (B) Keep conversations short
 - (C) Listen actively
 - (D) Avoid eye contact
- 676.** Your friend is very sad today and she asks to talk to you. While she is talking you are thinking about what you want for dessert. You are being a good listener.
- (A) True
 - (B) False
- 677.** Effective listening helps you in making decisions.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 678.** Communication- ____ listening is necessary.
- (A) Active
 - (B) Selective
 - (C) Passive
 - (D) Occasional

- 679.** Which of these techniques is part of effective listening?
- (A) Multitasking while listening
 - (B) Interrupting the speaker
 - (C) Giving verbal feedback
 - (D) Thinking of your response while listening
- 680.** It is the most important communication skill of a leader.
- (A) Complementing
 - (B) Listening
 - (C) Delegating Tasks Clearly
 - (D) Managing Meetings
- 681.** Which of the following is an example of empathetic listening?
- (A) Nodding politely while waiting for your turn
 - (B) Listening to a friend to understand their feelings
 - (C) Listening to instructions for an exam
 - (D) Listening to a podcast for entertainment
- 682.** Which of the following are the basic factors of effective listening?
- (A) Opinionation, stare and glare and interruptions
 - (B) Me-too-ism, glancing sideways, and offering advice
 - (C) Aggressive questioning, continuous cues and frequent movement
 - (D) Acknowledgement of thoughts, reflection, and asking open-ended questions
- 683.** Which skill involves 'Using verbal cues like "I see," "That makes sense," or asking questions'?
- (A) Active listening responses
 - (B) Time management
 - (C) Technical writing
 - (D) Data analysis
- 684.** Which of the following describes Comprehensive Listening?
- (A) Listening to understand a message from a speaker. It is the most common
 - (B) Listening for pleasure and entertainment. There is no close association to the details of the message.
 - (C) Listening as a means of emotional or moral support and the providing of instant feedback to assure the speaker that he/she is being listened to.
 - (D) Listening with a view to evaluate the content and form of a message
- 685.** What is Listening?
- (A) Refers to the act of making a conscious effort to perceive the sound
 - (B) Refers to the act of perceiving sound through ears
 - (C) Does not require a conscious effort
 - (D) It is passive
- 686.** You have a hard time paying attention in French class. The professor has bizarre eyebrows that waggle when he talks. This example demonstrates the following poor listening habit:
- (A) Pretending to listen
 - (B) Listening only for facts
 - (C) Criticizing the speaker's delivery
 - (D) Calling the topic boring
- 687.** The second step in the listening process is —
- (A) Receiving
 - (B) Remembering
 - (C) Evaluating
 - (D) Understanding
 - (E) Responding
- 688.** Active listening involves:
- (A) Asking questions
 - (B) Repeating back what the other person said
 - (C) Making eye contact
 - (D) All the above

689. Which of the following behaviors is performed by active listeners?
- (A) Take notes
 - (B) Become upset over the speaker's word choice
 - (C) Memorize the facts
 - (D) Ask questions to clarify the message
690. In active listening, the mind focuses on the interaction and detects ____ as well as the spoken words.
- (A) Feelings
 - (B) Colors
 - (C) Numbers
 - (D) Distances
691. Do not speak for the individual or attempt to finish his or her sentences.
- (A) True
 - (B) False
692. What type of listening occurs when I'm listening to a teacher's lecture?
- (A) Deliberative
 - (B) Selective
 - (C) Evaluative
 - (D) Appreciative
693. Active listening requires interrupting the speaker to speed up discussion.
- (A) True
 - (B) False
694. A manager wants to improve customer service. Which communication action best supports this aim?
- (A) Delaying responses until month end
 - (B) Automating replies without follow-up
 - (C) Ignoring negative reviews to protect morale
 - (D) Listening to complaints and advising solutions
695. Which response shows understanding and empathy?
- (A) That's your fault.
 - (B) That sounds frustrating-want to talk about it?
 - (C) You're too sensitive.
 - (D) I told you so.
696. Which is NOT a non-verbal sign of active listening?
- (A) Nodding occasionally
 - (B) Smiling
 - (C) Crossing arms and looking away
 - (D) Eye contact
697. These individuals do not listen well and interrupt frequently.
- (A) Aggressive
 - (B) Assertive
 - (C) Passive
 - (D) Passive-Aggressive

1.4.3 Barriers to Communication

1. What can disrupt the message-sending process by causing problems with communication tools and technology?
 - (A) Technical Issues
 - (B) Cultural Differences
 - (C) Inappropriate Medium
 - (D) Bias and Stereotyping
2. Unwanted repetitious messages, such as unsolicited bulk e-mail is known as ____?
 - (A) Spam.
 - (B) Trash.
 - (C) Calibri.
 - (D) Courier.
3. Why are behaviors such as spelling words incorrectly or using filler words barriers to effective communication?
 - (A) Because these behaviors make the sender sound too intelligent
 - (B) Because the receiver will probably think the sender is nervous

- (C) Because these behaviors distract from the actual message
(D) Because the sender will feel self-conscious about his/her behavior
4. Which of the following is a common challenge in verbal communication for global companies with diverse teams?
(A) Cultural Similarities
(B) Unified Time Zones
(C) Language Barriers
(D) Homogeneous Backgrounds
5. The use of too many fillers can distract your listeners.
(A) True
(B) False
6. To reduce inaccuracy, standards were developed to control the developer of health-related materials and the health information seeker
(A) Physical and Cognitive abilities
(B) Educational and Cultural Barriers
(C) Uneven accessibility across age, ethnic and socioeconomic groups
(D) Variability in quality of information available to consumers
(E) Impact on relationship with healthcare providers
7. Which term describes email messages that are generally unwanted, but do not fit the definition of spam?
(A) Gray mail.
(B) Favicon.
(C) Honey-pot.
(D) All the above.
8. Blaming and “you” messages in communication often cause which of the following?
(A) Increased willingness to share ideas
(B) Defensiveness
(C) Builds a safe environment for sharing feelings
(D) Strengthens teamwork
9. At a team meeting, William says, “I think everyone is a communication expert just because we all talk every day.” Which of the following statements reflects a myth about communication in this scenario?
(A) Everyone is a communication expert
(B) Communication can break down
(C) Communication fulfills identity needs
(D) Competent communicators are adaptable
10. What is a common disadvantage of using email for communication?
(A) Limited attachment size
(B) Delayed response time
(C) High cost
(D) Unreliable delivery
11. Yes/no answers can ____ a conversation, acting as a barrier.
(A) End
(B) Start
(C) Improve
(D) Encourage
12. Communication technique that blames or shames the other person
(A) I-message
(B) You-message
(C) Mixed
(D) None of above
13. Which type of noise pertains to communication problems that arise when people’s intrinsic values, beliefs, and traditions come into conflict with those of others, influencing how they communicate and interact?
(A) Cultural Noise
(B) Physiological Noise
(C) Semantic Noise
(D) Psychological Noise
14. Communication breakdowns often occur when messages lack clarity.
(A) True
(B) False

15. Most of the part in message is lost in transmission.
- (A) Faulty transmission
 - (B) Closed mind
 - (C) Attitude
 - (D) None of above
16. True or False — communication breakdowns happen all the time.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
17. A company experiencing frequent miscommunication is likely to face:
- (A) Higher employee retention and innovation.
 - (B) Faster decision-making and improved teamwork.
 - (C) Decreased productivity, low morale, and higher employee turnover.
 - (D) Greater adaptability and market success.
18. What are common communication barriers on a construction site?
- (A) Good lighting.
 - (B) Clear instructions.
 - (C) Shared language.
 - (D) Noise, language differences, and unclear instructions.
19. List below is refer to barriers to Intellectual business communication, except
- (A) STEREOTYPES AND PREJUDICES
 - (B) CULTURAL PRACTICES
 - (C) VALUE SYSTEM
 - (D) GRAPEVINE
20. Noise is — signal
- (A) Predictable
 - (B) Random
 - (C) Unwanted
 - (D) Necessary
21. What is a common mistake that can lead to miscommunication?
- (A) Assuming the other person knows what you mean
 - (B) Using clear and simple language
22. It refers to anything that we think of during the time we engaged in communication like thinking about the unfinished task left at home.
- (A) Noise
 - (B) Barriers
 - (C) Internal Noise
 - (D) External Noise
23. What effect does information overload have on communication?
- (A) It increases understanding
 - (B) It enhances decision-making
 - (C) It can cause confusion
 - (D) It promotes clarity
24. Why is it important to avoid certain topics in conversation?
- (A) To make the conversation longer
 - (B) To prevent misunderstandings and conflicts
 - (C) To confuse the listener
 - (D) To show off knowledge
25. Anything that interferes with or blocks the communication process is known as
- (A) Communication channels
 - (B) Communication media
 - (C) Communication barriers
 - (D) Communication methods
26. Which of the following would be an effective way to overcome language barriers in a multi-cultural team?
- (A) Avoid using any specialized vocabulary or idioms
 - (B) Stick to only one language, even if not everyone is fluent
 - (C) Rely on written communication instead of verbal communication

- (D) Implement a company-wide language training program
27. How does noise, both literal and figurative, disrupt communication?
- (A) It enhances focus
 - (B) It increases clarity
 - (C) It can distort the intended message
 - (D) It fosters collaboration
28. What is one way someone might dominate a conversation? Fill in the blank: ___ others.
- (A) Interrupting
 - (B) Ignoring
 - (C) Praising
 - (D) Thanking
29. What is the significance of communication in overcoming barriers?
- (A) It complicates interactions
 - (B) It helps overcome language barriers
 - (C) It limits personal contact
 - (D) It has no significance
30. The act of giving a misleading account or impression is:
- (A) Communication
 - (B) Business Communication
 - (C) Noise
 - (D) Distortion
31. Which method will render useless data captured by unauthorized receivers?
- (A) Echo check
 - (B) Parity bit
 - (C) Public-key encryption
 - (D) Message sequencing
32. Which of the following is considered as bad practice for an effective communication when dealing a client.
- (A) Clear speech
 - (B) Judging customer
 - (C) Professionalism
 - (D) Respect
33. Being a poor communicator can hinder your advancement on the job.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
34. Something that makes movement more difficult or impossible
- (A) Push factor
 - (B) Pull factor
 - (C) Barrier
 - (D) Corridor
35. Which option is a disadvantage to a business of using digital communication?
- (A) Is inexpensive to operate and is widely used
 - (B) Storage costs are saved as data can be stored electronically
 - (C) Teleconferencing is possible which can produce cost savings
 - (D) No guarantee that messages will be received or accessed
36. Rohan believes that getting rid of prejudiced and biased beliefs can lead to misunderstanding in his community discussions.
- (A) TRUE
 - (B) FALSE
37. It results when the intended message of the sender is not understood exactly by the receiver.
- (A) Communication Breakdown
 - (B) Semantic Noise
 - (C) Communication Models
 - (D) External Noise
38. The term describing anything which disrupts the communication process
- (A) Noise
 - (B) Feedback
 - (C) Channel
 - (D) Sender

39. Your boss, an elderly gentleman, firmly believes that technology is creating immense problems in today's workplace. You try to convince him to install CCTV cameras in the office premises but he refuses to listen to you saying that the younger generation is increasingly and unnecessarily getting dependent on technology. What kind of communication barrier is evident here?
- (A) Information overload
 - (B) Lack of trust
 - (C) Pre-conceived notions
 - (D) Semantic barrier
40. What can confuse the recipient and make it difficult to extract the intended meaning when the message is poorly structured or disorganized?
- (A) Power Dynamics
 - (B) Unwillingness to Communicate
 - (C) Ineffective Organization
 - (D) Technical Issues
41. What is a challenging aspect of communication in international teams?
- (A) Using the same vocabulary
 - (B) Applying the golden rules of communication
 - (C) Avoiding rephrasing
 - (D) Communicating clearly without conflict
42. I didn't mean that. She completely ____ me.
- (A) Interpret
 - (B) Dialect
 - (C) Misunderstood
 - (D) Gesture
43. The wife never said that she hated cats, only that she preferred dogs. The husband either assumed or pretended that her argument was against cats instead of for dogs. Now, the wife must argue that she doesn't hate cats.
- (A) Red Herring
 - (B) Straw Man
 - (C) False Analogy
 - (D) Circular Reasoning
44. Which of the following is a poor communication technique?
- (A) Not being fully engaged
 - (B) Speaking clearly and enunciating
 - (C) Being fully engaged
 - (D) . Preparing for the communication
45. What is the biggest risk of overusing digital platforms for communication?
- (A) Information overload
 - (B) Instant recall
 - (C) Cross-cultural reach
 - (D) Improved clarity
46. Any disturbance that interferes with the transmission, receipt or feedback of a message is called noise.
- (A) True
 - (B) False
47. Dismissive behavior includes not ____ their questions.
- (A) Answering
 - (B) Asking
 - (C) Hearing
 - (D) Repeating
48. Why do we have to make sure we do not speak too fast when communicating with a patient?
- (A) They may not hear everything you've said like instructions and teaching.
 - (B) The patient may speak fast also just because you are.
 - (C) It may give the patient a migraine.
 - (D) The patient may get excited and burst into song.
49. If you want to make sure that your message does get noticed by your audience, you should NOT:
- (A) Consider audience expectations
 - (B) Make sure your messages "speak to the audience" by clearly addressing their wants and needs-not yours
 - (C) Verify technical compatibility with your audience

- (D) Use words, images, and designs that are unfamiliar to your audience
50. It is considered unethical for an employee to spread malicious gossip about a co-worker because the gossip may
- (A) Earn the person a promotion
 - (B) Make the person uncomfortable
 - (C) Damage the person's reputation
 - (D) Affect the person's personal life
51. A barrier to communication occurs when the medical assistant (MA) cannot — the patient.
- (A) Understand
 - (B) See
 - (C) Diagnose
 - (D) Treat
52. Lack of Listening Skills is an example of:
- (A) Personal Barrier
 - (B) Physiological Barrier
 - (C) Environmental Barrier
 - (D) Cultural Barrier
53. What noise is being described in the following: worrying about your homework
- (A) Process
 - (B) Physical
 - (C) Psychological
 - (D) Physiological
 - (E) Semantic
54. These cause confusion because body language is different than words.
- (A) Mixed Messages
 - (B) Interrogations
 - (C) Character Assassinations
 - (D) You Messages
55. What is a common challenge of synchronous collaboration?
- (A) Lack of urgency
 - (B) Time zone differences
 - (C) Delayed feedback
 - (D) Self-paced work
56. A team experiencing repeated misunderstandings may need to:
- (A) Improve consistency in how messages are delivered
 - (B) Eliminate all team meetings
 - (C) Rotate roles every day
 - (D) Replace written updates with silence
57. Could you name some language — when talking to a people from different culture?
- (A) Messages
 - (B) Barriers
 - (C) Texts
 - (D) Mails
58. Without effective communication, employees — and can't — their performance.
- (A) Lack direction; measure
 - (B) Measure; lack direction
 - (C) Get restless; control
 - (D) None of above
59. Grace is overwhelmed with the amount of junk mail she receives in her email inbox. What problem can this cause?
- (A) It makes emails more secure
 - (B) It improves email filtering
 - (C) It makes it difficult to determine important emails
 - (D) It speeds up email processing
60. Which of the following can distort perception?
- (A) Cultural background
 - (B) Experience
 - (C) Personal biases
 - (D) All of the above
61. Which of these is NOT an example of a barrier to communication?
- (A) Noise
 - (B) The office environment
 - (C) Body Language
 - (D) Risk management
- Explanation:** Risk management is not usually considered a barrier to communications

62. What should be avoided in business presentations?
- (A) Use language that is easy to understand
 - (B) Insert a little humor
 - (C) Delivering boring presentations
 - (D) Arouse the audience's emotions
63. What is a consequence of ineffective corporate communication strategies in multinational corporations?
- (A) Increased profits
 - (B) Enhanced brand loyalty
 - (C) Coordination challenges between headquarters and divisions
 - (D) Shorter product lifecycles
64. A SITUATION IN WHICH AN INDIVIDUAL RECEIVES MORE INFORMATION THAN HE CAN PROCESS
- (A) INFORMATION OVERLOAD
 - (B) SELECTIVE PERCEPTION
65. Anything that interferes with successful communication is said to be
- (A) Noise.
 - (B) Encoding.
 - (C) Decoding.
 - (D) Feedback.
66. Which barrier to communication is also known as a set of vocabulary used in a certain field?
- (A) Specialized field of expertise
 - (B) Jargon
 - (C) Language used
 - (D) Noise
67. Do the Barriers of communication affect the 7 c's of effective communication?
- (A) Yes, because the Barriers of communication hinders the speaker from conveying his message
 - (B) No, because the Barriers of communication is a different topic.
 - (C) Yes, because the Barriers of communication won't exist without the 7 c's of effective communication
 - (D) No, because it is irrelevant.
 - (E) None of the above
68. It refers to anything that hinders the transmission or reception of the message in communication.
- (A) Feedback
 - (B) Context
 - (C) Noise
 - (D) Channel
69. Which limitation is commonly associated with verbal communication?
- (A) Lack of a permanent record
 - (B) Efficient handling of complex data
 - (C) High durability of stored messages
 - (D) Universal clarity without effort
70. Which of the following is not a noise?
- (A) Internal
 - (B) Interval
 - (C) External
 - (D) Semantic
71. Noise can be internal or external — true or false?
- (A) True
 - (B) False
72. What is one reason why students may not fully understand the extent to which communication forms, maintains, and ends interpersonal relationships?
- (A) They lack specific vocabulary and foundational knowledge of communication concepts.
 - (B) They do not watch enough television talk shows.
 - (C) They only learn from textbooks, not experience.
 - (D) They focus only on written communication.

73. Choose the largest contributor to adverse clinical events and outcomes.
- (A) Communication failure
 - (B) Accurate sharing patient information
 - (C) Both A and B
 - (D) None
74. To overcome barriers, a sender should:
- (A) Use complex language
 - (B) Use gestures only
 - (C) Use simple, clear language
 - (D) Shout loudly
75. What should you avoid in chat and instant messaging?
- (A) Direct communication
 - (B) Prompt responses
 - (C) Excessive use of abbreviations
 - (D) Clarity and conciseness
76. Please don't ____ while I'm speaking.
- (A) Vague
 - (B) Rambling
 - (C) Eloquent
 - (D) Interrupt
77. Grace and Zoe have been arguing a lot lately. They try talking more, but their problems don't go away. Why might poor communication not solve every problem in their relationship?
- (A) Because communication is inherently good
 - (B) Because more communication is always better
 - (C) Because communication isn't always the cause of the problem
 - (D) Because everyone is a communication expert
78. Which of the following situations is an example of a possible conflict that might result from miscommunication:
- (A) Andy, who is usually calm and objective, answers Lisa's question rudely.
 - (B) Jason is concerned because his manager called three of his coworkers into their office.
 - (C) Connie is upset because Jacob forwarded the memo to her manager without asking her.
 - (D) Kim doesn't ship an order on time, because she does not have correct information.
79. Interrupting can lead to frustration and anger from the other person.
- (A) True
 - (B) False
80. Which is a problem in downward communication?
- (A) Overloading subordinates with unnecessary information
 - (B) Lack of official records
 - (C) Too much feedback
 - (D) Direct communication without approval
81. What is one of the most serious disadvantages of informal communication?
- (A) Leakage
 - (B) Speed
 - (C) Distortion
 - (D) Completeness
82. Communication barriers are the distractions that disturbs the communication between the sender and the receiver.
- (A) True
 - (B) False
83. What are the three main causes of communication breakdown?
- (A) The speaker, the listener, and the environment.
 - (B) The teacher, the student, and the classroom.
 - (C) The car, the road, and the gas.
 - (D) The directions, the project, and the lunch.

84. Unclear assumptions in communication can lead to ____ and ____
- (A) Premature evaluation, poor listening
 - (B) Lack of planning, physical barriers
 - (C) Information overload, selective perception
 - (D) Confusion, misunderstanding
85. If an information is wrong or not true, you are likely to cause ____
- (A) A fight
 - (B) Nothing
 - (C) Confusion
 - (D) None of above
86. What barrier of verbal communication appears in the situation below: Your mom calls you to check on whether you are on the way home. You are riding an MRT train crowded with people.
- (A) Topic
 - (B) Language choice
 - (C) Communicative situation
 - (D) Opinions and beliefs
87. A stroke patient comes to the pharmacy to pick up her prescription. She has not been able to talk clearly since her stroke and writes everything down to communicate.
- (A) Expressive aphasia
 - (B) Receptive aphasia
 - (C) Sarcasm
 - (D) Compensation
 - (E) Internal noise
88. What is the main problem with this subject line: "Document"?
- (A) Too detailed
 - (B) Vague and unclear
 - (C) Uses complex language
 - (D) Includes too much data
89. Complete the sentence: It can be a ____ to express different opinions.
- (A) Change
 - (B) Share
 - (C) Challenge
 - (D) Subject Edit
90. Lamar is telling Suzanne about his new favorite video game, but Suzanne stops listening and starts daydreaming. What kind of barrier is this?
- (A) Sending
 - (B) Receiving Edit
91. Subordinates may not tell all the facts to their employer because they are afraid of the consequences. This is an example of which barrier?
- (A) Status or position
 - (B) Inattention
92. What is referred as willful distortion of information.
- (A) Stereotyping
 - (B) Halo effect
 - (C) Absence of communication
 - (D) Filtering
93. You anticipate possible objections and address them in your persuasive request letter. By doing so, you are attempting to:
- (A) Capture the reader's attention and interest
 - (B) Build reader interest
 - (C) Reduce resistance
 - (D) Encourage action
94. A barrier causes communication to be successful.
- (A) True
 - (B) False
95. In a typical organization, employees are eager to share ideas and point out problems. Hence, it is relatively easy for managers to build a climate that supports upward communication.
- (A) True
 - (B) False

96. Frank loved to play tennis, and he was on the tennis court every day. Frank could hit the ball very hard. He was a good player. One day he met his friend Jim for a game of tennis. Jim had just started playing tennis. After the game Frank said, "I will help you with your shots, Jim." Is the following sentence a fact or inference? Jim was not a good tennis player.
(A) Fact
(B) Inference
97. What is one of the effects of technological communication barriers?
(A) Enhanced understanding
(B) Missed cues and message distortion
(C) Improved collaboration
(D) Faster communication
98. Which of the following is a behavior of an aggressive communicator?
(A) Interrupts frequently
(B) Listens patiently
(C) Encourages others
(D) Compromises easily
99. During a business presentation, which of the following actions should you avoid?
(A) Use hand gestures while speaking
(B) Engage with the audience instead of reading directly from the slides
(C) Pose questions to the audience
(D) Speak softly and with minimal projection
100. The following barrier occurred by whom? appropriate jargon was not used
(A) Sender
(B) Receiver
(C) Both sender and receiver
(D) Neither of them
101. This can include anything that prevents or disables communicators to deliver the right message to the right person at the right time, or a receiver to get the right message at the right time.
(A) Barriers
(B) Feedback
(C) Channel
(D) Decoding
102. Which of the following is a barrier to effective communication in directing?
(A) Active listening
(B) Clear message
(C) Noise
(D) Feedback
103. Communication issues are often referred to as ____
(A) Obstacles
(B) Interruptions
(C) Barriers
(D) Distortions
104. Which type of noise occurs when the body itself becomes a hindrance to communication, such as headache, toothache, or hunger?
(A) Semantic Noise
(B) Physiological Noise
(C) Psychological Noise
(D) Physical Noise
105. Sound which has Jarring effects on ear is
(A) Noise
(B) Music
(C) Pleasant Sound
(D) Soul Music
106. Why is it important to conquer your fear of public speaking?
(A) It helps you understand how your nerves affect your ability to speak.
(B) It helps you ask your parents for things without being afraid.
(C) It teaches you how to be calm.
(D) It helps break the ice in small conversations. Edit

107. A 2010 survey of small business employees asked how many emails they can handle per day. Only six percent said they could process more than 50 emails a day. Most said they cannot keep up, once they hit more than that. More than 50 emails per day resulted in
- (A) Mental filtering
 - (B) Information overload
 - (C) Selective perception
 - (D) None of above
108. Which of the following is not a medium of communication?
- (A) Facial expression
 - (B) Teleconferencing
 - (C) Virtual meetings
 - (D) Poor eyesight
109. Older generations may struggle to adapt (61) ___ rapidly evolving technologies, leading to misunderstandings and communication gaps.
- (A) To
 - (B) In
 - (C) At
 - (D) Over
110. Judging and evaluating the client's message; distractions around the room; temptation to ask about missing information and; putting pressure on yourself to fix the problem. These are all examples of what?
- (A) Transference
 - (B) Barriers to listening
 - (C) Microaggressions
 - (D) Barriers to speaking
111. Many times the message being sent is not what is intended. What is this called?
- (A) Effective communication
 - (B) Miscommunication
 - (C) Feedback
 - (D) Noise
112. Which introductory phrase might make the listener not help?
- (A) "You owe me money, pay me."
 - (B) "Both of us know you owe me money, I need it for bills."
 - (C) "There's something you need to know, I need the money you owe me."
 - (D) "What a relief it would be if you could pay the money back that you owe me."
113. What is the effect of physical distance on communication effectiveness in a global team?
- (A) It fosters closer relationships
 - (B) It enhances collaboration
 - (C) It can lead to misunderstandings due to lack of non-verbal cues
 - (D) It promotes regular updates
114. All are barriers for effective listening except —
- (A) A-Daydreaming
 - (B) B-Lack of interest
 - (C) C-Negative reactions
 - (D) D-Positive reactions
115. What does "the myth of believing that communication is a cure-all" suggest?
- (A) Communication always solves cultural issues
 - (B) Effective communication automatically eliminates all differences
 - (C) Miscommunication is rare in intercultural exchanges
 - (D) Communication may not be enough to resolve all conflicts
116. Some listeners suffer from a defeatist attitude. Hence, underestimate their self-capabilities and decide in advance that they cannot understand what they are going to hear. This is covered under which of the following barriers of listening?
- (A) Intolerance
 - (B) Partial Listening
 - (C) Disinterestedness
 - (D) Diffidence

117. What can result in a lack of clarity or the omission of essential details when rushing to deliver a message due to time constraints?
- (A) Ineffective Organization
 - (B) Power Dynamics
 - (C) Time Constraints
 - (D) Lack of Feedback
118. This happens when people hear only what they want to hear and misinterpret what others are saying.
- (A) Sympathetic listening
 - (B) Comprehension Listening
 - (C) Biased Listening
 - (D) Empathetic Listening
119. Interrupting can make others think you are ____ or that you don't respect them.
- (A) Rude
 - (B) Funny
 - (C) Quiet
 - (D) Helpful
120. Nontherapeutic communication techniques: Asking personal questions that are not relevant to a situation simply to satisfy your curiosity is not appropriate professional communication.
- (A) Asking personal questions
 - (B) Giving personal opinions
 - (C) Changing the subject
 - (D) Automatic responses
121. Barriers that senders may cause include all of the following except ____
- (A) A firm handshake
 - (B) Assuming that the receiver knows too little about the topic
 - (C) Using inappropriate language
 - (D) Using poor grammar or spelling
122. If someone gives agreeable answers to a survey, it's called?
- (A) Courtesy Bias
 - (B) Sample Bias
 - (C) Customer Bias
 - (D) Survey Bias
123. What happens when the goal of clear and effective understanding in communication is not achieved?
- (A) Communication breakdown
 - (B) Communication model
 - (C) Communication feedback
 - (D) None of above
124. Unplanned static or interruption during the communication process.
- (A) Message
 - (B) Proximity
 - (C) Noise
 - (D) None of above
125. Some of the factors that cause this are defensiveness (we feel someone is attacking us), superiority (we feel we know more than the other), and ego (we feel we are the center of the activity).
- (A) Interpersonal barrier
 - (B) Emotional barrier
126. Technology can be a ____ to effective managerial communication.
- (A) Barrier
 - (B) Message
 - (C) Information
 - (D) None of above
127. Which one does NOT improve communication?
- (A) Speak before you think
 - (B) Listening before responding.
 - (C) Using I-messages
 - (D) Keeping an open mind.
128. Which email problem is shown here: "I don't understand why the external contractors keep making mistakes ____"
- (A) Missing greeting
 - (B) Overly polite tone
 - (C) Emotional language
 - (D) Grammar errors

- 129.** Noise barriers or interference refers to ____
- (A) A conflict with another person
 - (B) The way a message is transmitted
 - (C) Blockage of communication
 - (D) Sending messages with words
- 130.** A customer who speaks little English calls with questions about a product he recently purchased at your store. You are having difficulty understanding him. What is your best approach to helping this customer?
- (A) Follow the established customer-service policy.
 - (B) Find a coworker of another ethnicity who can help.
 - (C) Send the caller to your supervisor.
 - (D) Tell the customer you cannot understand him and ask him to visit the store.
- 131.** Barriers that lead to negative communication experiences very rarely lead to negative consequences for the patient
- (A) True
 - (B) False
- 132.** Which of the following is NOT a barrier to effective spoken communication?
- (A) Noise
 - (B) Clear articulation
 - (C) Language differences
 - (D) Distractions
- 133.** One of the disadvantages of using email is ____
- (A) Speed
 - (B) Cost
 - (C) Ease
 - (D) Hacking
- 134.** What is the primary focus of communication barriers?
- (A) To facilitate communication
 - (B) To create misunderstandings
 - (C) To summarize information
 - (D) To avoid feedback
- 135.** Interference that keeps the message from being understood or correctly interpreted by the receiver.
- (A) Setting
 - (B) Channel
 - (C) Barrier/Noise
 - (D) None of above
- 136.** Which one is the limitation of the grapevine?
- (A) Fills in missing information not available through formal channels
 - (B) Relieves anxiety-most active during times of uncertainty
 - (C) Associated with drive to bond-drive for social interaction
 - (D) Employees develop more negative attitudes toward the organization when management is slower than the grapevine.
- 137.** Which of the following is NOT a method that health care workers and patients can use to overcome a hearing challenge?
- (A) Writing messages
 - (B) Use gestures
 - (C) Sign language
 - (D) Look at the patient's chart when speaking
- 138.** Noise barrier/Interference to a message in the communication process
- (A) A conflict with another person
 - (B) The way a message is transmitted
 - (C) Blocks a successful communication
 - (D) Sending messages with words
- 139.** Any sort of interference that affects the message being sent, received, or understood
- (A) Receiver
 - (B) Noise
 - (C) Context
 - (D) Sender
- 140.** Methods an HCP should avoid practicing with patients is:
- (A) Empathy

- (B) Talking at the patient
 - (C) Paraphrasing
 - (D) Being a good listener
- 141.** What are some barriers to communication in healthcare?
- (A) Heavily medicated patients
 - (B) Patients with hearing or visual impairments
 - (C) Language barriers
 - (D) All of them
- 142.** Anything that reinforces a message is called noise
- (A) True
 - (B) False
- 143.** Which of these are not the characteristic of competent communicator?
- (A) Think critically
 - (B) Ethical
 - (C) Cultural insensitive
 - (D) Effective listener
- 144.** Which of the following is a challenge associated with synchronous communication for distributed team members?
- (A) Finding a common time for interaction
 - (B) Over-communication among team members
 - (C) Lack of technology to support communication
 - (D) Too much feedback from peers
- 145.** Inconsistent body language is one of barriers to Effective Communication.
- (A) True
 - (B) False
- 146.** When an employee tells his or her manager exactly what the manager wants to hear, the employee is ___ the information.
- (A) Encoding
 - (B) Decoding
 - (C) Filtering
 - (D) Communicating
- 147.** What is loud sound
- (A) Talking
 - (B) Walking
 - (C) Noise
 - (D) Shouting
- 148.** The ___ in the usage of words may be a serious barrier to effective communication.
- (A) Disturbance
 - (B) Disorder
 - (C) Discrimination
 - (D) Distortion
- 149.** Your boss is giving instructions for a new method of keeping expense accounts. However, you find it difficult to concentrate because you think the change is unnecessary. What type of barrier to effective listening are you experiencing?
- (A) Physical
 - (B) Psychological
 - (C) Language
 - (D) Non-verbal
- 150.** Difference in language
- (A) Physical Barriers
 - (B) Psychological Barriers
 - (C) Cultural Barriers
 - (D) Linguistic Barriers
- 151.** Which of the following is NOT a barrier to effective interpersonal communication?
- (A) Noise
 - (B) Active listening
 - (C) Lack of trust
 - (D) Language barriers
- 152.** People have different opinions toward something. In short, they have a different paradigm or different views of the world. This paradigm that they have influences their actions, words, and how they treat others. If they are not open for the opinions of others, it can lead to a communication barrier.
- (A) Perceptual barrier

- (B) Language barrier
(C) Emotional barrier
(D) Cultural barrier
- 153.** What barrier of verbal communication appears in the situation below: Your favorite subject is Math. Your classmate is reporting about a literary story.
(A) Subject
(B) Topic
(C) Noise
(D) Language
- 154.** An unmotivated listener quickly tunes out.
(A) True
(B) False
- 155.** Barriers can lead to ___ and ___ between a sender and receiver.
(A) Misunderstanding and Confusion
(B) Confusion and Problem
(C) Misunderstanding and Conflict
(D) Conflict and Confusion
- 156.** This is an example of what type of noise- Stress from work
(A) Physiological
(B) Psychological
(C) Physical
(D) None of above
- 157.** Stating something that is not 100% true and provable as if it were is which barrier to effective communication?
(A) Allness
(B) Bypassing
(C) Being overly opinionated
(D) Fact-Inference Confusion
- 158.** ADVANCED: A nurse is caring for a patient who speaks limited English. The most effective approach to ensure accurate communication would be to:
(A) Speak louder and more slowly
(B) Use a certified medical interpreter
(C) Have a family member translate
(D) Use only simple yes/no questions
- 159.** Any thoughts, emotions or feelings that can interfere with the message
(A) Internal Noise
(B) External Noise
(C) Stimulus
(D) Motivation
- 160.** Communication breakdown is normal in our society and NOT a serious problem. Is it true?
(A) True
(B) False
(C) All the above
(D) None of the above
- 161.** Below are examples of communication breakdown EXCEPT:
(A) Psychological
(B) Motivational
(C) Stereotypes
(D) Jargon
- 162.** Manager and employee relationships can be ___ due to the disproportionate use of technology.
(A) Impersonal
(B) Personal
(C) Real
(D) None of above
- 163.** A barrier to communication between people who are unable to speak a common language.
(A) Dialect
(B) Language barrier
(C) Pronounce
(D) Communication breakdown
- 164.** True or False: Miscommunication only occurs when you are not in the same room or speaking a different language?
(A) True
(B) False

- (C) All the above
(D) None of the above
- 165.** Why is a "Poor Communicator" manager ineffective?
(A) They have a large ego
(B) They do not articulate expectations well
(C) They use intimidation and humiliation
(D) They are unwilling to ask employees for ideas
- 166.** What is a consequence of using a rude communication style?
(A) It helps build friendships
(B) It can lead to misunderstandings and hurt feelings
(C) It improves teamwork
(D) It shows confidence
- 167.** What is stopping someone from speaking by cutting in?
(A) Feedback
(B) Distraction
(C) Interrupting
(D) Mixed message
- 168.** Which of the following is an example of a verbal filler that can hinder effective communication?
(A) "Therefore"
(B) "Um"
(C) "However"
(D) "Consequently"
- 169.** The most common barrier to oral communication is
(A) Poor listening
(B) Lack of interest
(C) Negative attitude
(D) Gender bias
- 170.** What is the difficulty in communication?
(A) Answerability
(B) Clarity
(C) Dependability
(D) Punctuality
- 171.** Which of the following is a situation that can lead to miscommunication?
(A) Not sure what tone or words to use
(B) Confident in your words
(C) Sure about your tone
(D) Clear in your communication
- 172.** This communication strategy refers to any limitation you may have as a speaker. You are typically given specific instructions that you must follow. These instructions confine you as a speaker and limit what you can say.
(A) Restriction
(B) Topic Control
(C) Termination
(D) Nomination
- 173.** Which of the following is an example of a sender-created barrier to effective communication?
(A) Forgetting to respond to a written message
(B) Using a communication method inappropriately
(C) Failing to engage in active listening
(D) Failing to complete a requested follow-up action
- 174.** There are instances when misunderstandings and communication breakdowns occur because of certain ____
(A) Absence of feedback
(B) Presence of barriers
(C) Inclusion of elements
(D) Effective communication Edit
- 175.** Which of the following terms describes the factors that prevent the flow of successful communication within an organisation?
(A) Effective communication
(B) Insufficient communication
(C) Excessive communication
(D) Barriers to communication

176. Which one of the following is not a potential barrier to communication in a multinational-business?
- (A) Language
 - (B) Cultural perceptions
 - (C) Use of the Intranet
 - (D) Different attitudes
177. E-mails have several disadvantages except —
- (A) Fast and global communication both inside the business and between businesses
 - (B) They might be seen as less formal by some businesses
 - (C) The message might be one of many others and might be overlooked
 - (D) Information overload if too many emails are received
178. Poor communication leads to increasing risk of negative outcome
- (A) True
 - (B) False
179. During communication, people often make — that can create — to effective communication.
- (A) Mistakes; barriers
 - (B) References; pathways
 - (C) Barriers; mistakes
 - (D) Jokes; barriers
180. What is the name given to the blocks or disturbances which make communication unsuccessful?
- (A) Communication breakdown
 - (B) Communication barriers
 - (C) Linguistic barriers
 - (D) Simple language
181. Specific items that can distort, destroy, or prevent communication in the workplace:
- (A) Workplace communication
 - (B) Communication barriers
 - (C) Active listening
 - (D) Clarifying-seeking
182. What is the effect of too much repetition in communication?
- (A) It clarifies the message
 - (B) It builds rapport
 - (C) It enhances understanding
 - (D) It can irritate listeners
183. As a process of sharing thoughts and ideas, communication suffers mainly from:
- (A) Gender differences
 - (B) Both physical and non-physical barriers
 - (C) Physical barriers
 - (D) Non-physical barriers
184. Which of the following are not barriers to effective communication?
- (A) Distraction
 - (B) Chatting
 - (C) Noise and Movement
 - (D) Poor Timing
185. Expressing disapproval is a barrier to therapeutic communication.
- (A) True
 - (B) False
186. Communication noise
- (A) Occurs only with the sender in the communication process.
 - (B) Includes on environmentally produced sounds that prevent the message from being transmitted.
 - (C) Is anything that interrupts the transmission of a message.
 - (D) Describes the medium over which a message travels.
187. Which of the following can be a barrier to communication?
- (A) Distractions
 - (B) A noisy environment
 - (C) Cultural differences
 - (D) All of the above

- 188.** Description of barriers to communication
- (A) Things that stop you being able to communicate effectively with other people
 - (B) The ability to finish a job without being helped or influenced by other people
 - (C) Expressing ideas in writing
 - (D) Problem-solving and initiative, communication, project management, and leadership skills
- 189.** ____ is interference that keeps a message from being understood
- (A) Silence
 - (B) Quiet
 - (C) Noise
 - (D) None of the above
- 190.** What is one way someone might dominate a conversation? Fill in the blank: Overbearing, telling what they ____
- (A) Know
 - (B) Wear
 - (C) Eat
 - (D) See
- 191.** When someone speaks too fast, it causes-
- (A) Better talk
 - (B) Misunderstanding
 - (C) Good flow
 - (D) Fun
- 192.** When a message is delivered to an internal audience, giving too much explanation or over explaining some details, can be perceived as ____
- (A) Helpful
 - (B) Condescending
 - (C) Necessary
 - (D) Biased
- 193.** Which of the following is a factor that affects communication?
- (A) Personal space
 - (B) Body position
 - (C) Language
 - (D) All of the above
- 194.** What are some people related problems in a workplace?
- (A) Not enough workers
 - (B) Workers don't know the tasks
 - (C) Communication problems
 - (D) All of these
- 195.** In business, keep telephone calls very short because the other person may not be:
- (A) Paying attention to you
 - (B) Noting down what you say
 - (C) Free to talk to you
 - (D) Interested in talking to you
- 196.** Which statement shows a negative tone in communication?
- (A) Please remember to attach the document before sending.
 - (B) Unfortunately, you did not meet our expectations again.
 - (C) We appreciate your effort in improving the report.
 - (D) Kindly review the file and send it back by noon
- 197.** Restrictions that prevent a message from being sent/received/understood effectively.
- (A) Communication barriers
 - (B) Internal communication
 - (C) One-way communication
 - (D) Transmitter
- 198.** In which barrier can semantic noise be classified?
- (A) Cultural barrier
 - (B) Physical barrier
 - (C) Linguistic barrier
 - (D) Both A and C
- 199.** In the communication process, what refers to a hindrance that can occur at any step of the entire process?
- (A) Feedback
 - (B) Noise
 - (C) Channel
 - (D) Message

200. One of the main barriers to effective listening is ____
- (A) Focusing on the speaker
 - (B) Asking questions
 - (C) Paraphrasing
 - (D) Personal bias
201. Tom had some ____ when he spoke in French, because he was not very confident in his skills and often paused or repeated himself.
- (A) Hesitation
 - (B) Fluency
 - (C) Pronunciation
 - (D) Dialect
202. The meaning of 'To be like talking to a brick wall' is ____
- (A) To talk to someone who does not listen
 - (B) Able to speak a language smoothly
 - (C) Able to express ideas clearly
 - (D) To make something easier to understand
203. What reduces focus during communication due to inner or outside noise?
- (A) Distraction
 - (B) Feedback
 - (C) Misunderstanding
 - (D) Mixed message
204. After dealing with emails and meetings at work all day, Maria finds it hard to listen to what her family is telling her over dinner. She is probably suffering from
- (A) Ambush listening
 - (B) Listener apprehension
 - (C) Information overload
 - (D) Judging
205. Using technical terms with a layman is a:
- (A) Physical barrier
 - (B) Cultural barrier
 - (C) Language barrier
 - (D) Emotional barrier
206. What is the primary risk associated with sending emotionally charged emails?
- (A) Technical transmission errors
 - (B) Potential misinterpretation and unprofessional perception
 - (C) Increased email storage usage
 - (D) Reduced typing speed
207. All are barriers of communication except:
- (A) Engagement
 - (B) Personal
 - (C) Cultural
 - (D) Environmental
208. What is the term that describes "anything that interferes with effective communication?"
- (A) "Communication barrier"
 - (B) "Complacency"
 - (C) "Selective comprehension"
 - (D) "Preconception"
209. Respondents to surveys often report that they are healthier, happier, and less prejudiced than would be expected based in the results of other types of research. This finding can best be explained by which of the following?
- (A) Sampling bias
 - (B) Experimenter bias
 - (C) Social desirability bias
 - (D) Bystander effect
 - (E) Placebo effect
210. Below some of the factors given that can impact the effectiveness of communication. Which of the following factor can negatively impact a communication.
1. Clear message
 2. Distractions
 3. Active listening
 4. Concentration
 5. Noises
 6. Asking open question
 7. Misunderstanding
 8. Seeking clarification
- (A) 1,3,4 and 7
 - (B) 2,5,6 and 8
 - (C) 1,3,5,6 and 8
 - (D) 2,5, and 7

- 211.** Things that get in the way of effective listening are called ____.
- (A) Messages
 - (B) Feedback
 - (C) Distractions
 - (D) Blocks
- 212.** Using idiomatic expressions, jargon, and slang can be considered as ____
- (A) Linguistic barriers
 - (B) Cultural barriers
 - (C) Psychological barriers
 - (D) Physical barriers
- 213.** What type of barrier does background noise represent in a communication setting?
- (A) Psychological
 - (B) Environmental
 - (C) Organizational
 - (D) Cultural
- 214.** Giving more details than actually necessary
- (A) Passivity
 - (B) Discounting
 - (C) Redefining
 - (D) Over-detailing
- 215.** In the study of communication, noise is best defined as?
- (A) People interrupting someone who is thinking
 - (B) Anything that interferes with the message being heard or understood
 - (C) Thoughts that distract the listener
 - (D) Discussing things that are off the main topic
- 216.** It is hard to ____ with someone who does not share the same language or culture as you, because there may be misunderstandings.
- (A) Communicate
 - (B) Comprehend
 - (C) Converse
 - (D) Confirm
- 217.** X kills conversation. What is X?
- (A) Prejudgment
 - (B) Prefix
 - (C) Preparation
 - (D) Pretending
- 218.** Which of the following best describes 'noise' in the context of communication?
- (A) The volume at which a message is delivered
 - (B) Unwanted or disruptive information that distorts or interferes with the message
 - (C) The use of technical jargon in conversations
 - (D) Background sounds in a communication setting
- 219.** True/False: Communication breakdowns often occur when messages lack clarity.
- (A) True
 - (B) False
- 220.** Which of the following is a potential impact of insufficient communication within a business?
- (A) High levels of employee motivation
 - (B) Inefficient employees
 - (C) High levels of staff retention
 - (D) Lower levels of labour turnover
- 221.** What is the main issue faced by students in oral pedagogy?
- (A) Lack of interest in reading
 - (B) Lack of interest in listening
 - (C) Lack of motivation for developing communicative competence
 - (D) Lack of interest in writing
- 222.** At each stage in the process of communication, there is a possibility of interference which may hinder the process. Such interference is known as ____
- (A) Sender
 - (B) Receiver
 - (C) Barrier
 - (D) None of them

- 223.** These are the factors that affect the flow of communication and can result in failure of the communication process.
- (A) Barrier
 - (B) Feedback
 - (C) Context
 - (D) Signal
- 224.** Failure to understand a message correctly can lead to a ____
- (A) Misunderstanding
 - (B) Communication
 - (C) Paraphrase
 - (D) None of the above
- 225.** Noise in communication refers to:
- (A) Literal sounds only
 - (B) Any barrier that affects understanding
 - (C) Only technical interference
 - (D) Feedback from the receiver
- 226.** Public speaking anxiety can be effectively managed through practice and preparation.
- (A) FALSE
 - (B) TRUE
- 227.** What are some barriers to communication?
- (A) Noise
 - (B) Inappropriate medium
 - (C) Assumptions/Misconceptions
 - (D) All of them
- 228.** Which is not a main reason of a communication breakdown listed here?
- (A) The listener
 - (B) The speaker
 - (C) The environment
 - (D) Attitude
- 229.** Communication failureData starvation; lean media used for ambiguous messages too few cues to capture message complexity
- (A) Ambiguous Task and Rich Media
 - (B) Unambiguous Task and Rich Media
 - (C) Unambiguous Task and Lean Media
 - (D) Ambiguous Task and Lean Media
- 230.** Unfamiliar language, speech problems and reduced hearing ability are all:
- (A) Feedback
 - (B) Internal barriers
 - (C) External barriers
 - (D) None of above
- 231.** The appropriate use of jargon is a major barrier in communication.
- (A) True
 - (B) False
- 232.** The effects of poor communication on relationships include ____
- (A) It strengthens trust and connection.
 - (B) It leads to misunderstandings and frustration.
 - (C) It always resolves conflicts.
 - (D) It enhances clear expression of thoughts.
- 233.** The use of blank words like “ah”, “uhm” may lead to communication breakdown.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 234.** One of the communication strategies where you leave the message unfinished because of language difficulties.
- (A) Message Abandonment
 - (B) Topic Avoidance
 - (C) Word Coinage
 - (D) Use of fillers/hesitation devices
- 235.** Miscommunication is when communication goes wrong so the listener doesn't understand what the communicator was trying to say. What is the term defined here?
- (A) Miscommunication
 - (B) Clarification
 - (C) Interpretation
 - (D) Feedback Edit

236. Which of the following can help overcome linguistic barriers?
- (A) Simplifying language
 - (B) Speaking louder
 - (C) Increasing physical proximity
 - (D) Ignoring cultural differences
237. Poor communication in work environment leads to
- (A) Appreciation
 - (B) Effective work
 - (C) Misunderstandings and time waste
 - (D) Work done on time
238. Identify the kind of communication barrier that is evident in the situations below. Figurative meanings implied in messages.
- (A) Physical
 - (B) Psychological
 - (C) Cultural
 - (D) Linguistic
239. Status barriers are the most common communication barriers.
- (A) True
 - (B) False
240. When a mother is on the phone and their child is interrupting them, that is a ____ to her message and causes the receiver to have issues decoding correctly.
- (A) Barrier/interference
 - (B) Channel
 - (C) Communication
 - (D) Feedback
241. When communicating with a patient who has hearing loss, what should you do?
- (A) Always speak louder
 - (B) Find out how they prefer to communicate
 - (C) Only use written communication
 - (D) Always use a sign language interpreter
242. Scenario: A manager uses technical jargon in a safety briefing. What barrier does this create?
- (A) No barrier
 - (B) Process barrier (lack of continuity)
 - (C) Personal barrier (lack of clarity)
 - (D) Organisational barrier (Structure)
243. Instructions need to be less involved and shorter in duration for students who have a/an:
- (A) Hearing disability
 - (B) Learning disability
 - (C) Visual disability
 - (D) Orthopedic disability
244. People try to learn foreign languages to bridge the gap with the hope of overcoming communication barriers.
- (A) True
 - (B) False
245. You're telling your groupmate your ideas, but she is too hungry to focus on what you're saying. What kind of noise is interfering?
- (A) Logical
 - (B) Physical
 - (C) Physiological
 - (D) Psychological
246. Which of these is a disadvantage of using email?
- (A) You can only communicate with one person at a time
 - (B) It is not as secure, private, and confidential as people think
 - (C) Patients must be available to receive your message
 - (D) It makes tracing the history of a conversation very difficult
247. Professional tone is reduced by
- (A) Excessive informality
 - (B) Structured content
 - (C) Polite language
 - (D) Clarity

248. Most people may start to feel defensive when a conversation starts with “you did this wrong.”
(A) True
(B) False
(C) All the above
(D) None of the above
249. Interference in communication process that results from physical, relational, individual, &/or cultural context
(A) All
(B) Messages
(C) Noise
(D) Talking
250. Mai received an email and is considering forwarding it. What should she consider before doing so?
(A) Whether the email contains sensitive information.
(B) Whether the email is a public announcement.
(C) Whether the email is a meeting reminder.
(D) Whether the email is a newsletter subscription.
251. Scenario: An email about a safety hazard is sent but ignored. What barrier is this?
(A) Visual barrier
(B) Personal barrier
(C) Organisational barrier
(D) Process barrier (lack of response)
252. Information may have a different version after being passed on from one to another.
(A) Emotional barrier
(B) Incorrect filtering
(C) Correct filtering
(D) Information overload
253. His speech was ____ and hard to follow.
(A) Responsive
(B) Reserved
(C) Rambling
(D) Extrovert
254. What should be avoided in professional emails to prevent miscommunication?
(A) Clear language
(B) Slang and jargon
(C) Proper grammar
(D) Conciseness
255. Which of the following can affect the sender's ability to communicate openly and honestly due to hierarchical or power imbalances?
(A) Unwillingness to Communicate
(B) Power Dynamics
(C) Lack of Clarity
(D) Technical Issues
256. Among the following practices, which one does NOT promote interaction?
(A) Rephrasing the question
(B) Repeating and expanding on a student's response
(C) Soliciting questions from students
(D) Rejecting the student's answer immediately
257. Communication barriers are ____
(A) A receiver's response to a message.
(B) Avenues through which messages are delivered
(C) Obstacles that interfere with the understanding of a message.
(D) The circumstances under which communication takes place.
258. What is the role of empathy in overcoming communication barriers?
(A) It complicates interactions
(B) It fosters understanding and connection
(C) It has no impact on communication
(D) It promotes emotional responses
259. Information overload
(A) Physical barrier
(B) Psychological barrier
(C) Cultural barrier
(D) Linguistic Barrier

- 260.** It is defined as a failure to exchange information, resulting in a lack of communication.
- (A) Communication situation
 - (B) Communication breakdown
 - (C) Communication strategy
 - (D) Communication style
- 261.** How does poor sentence structure affect communication?
- (A) The use of sentence structure might lead to fragmented writing and choppy sentences that impede understanding.
 - (B) The reader can understand correct, logical ideas.
 - (C) The reader might be confused with the use of illogical sentences.
 - (D) None of the above
- 262.** Communication is impossible if you are refusing to participate.
- (A) True
 - (B) False
- 263.** In adapting your message to its audience, be sure your language is sensitive and bias free. Be cautious about expressions that might be biased in terms of gender, race, ethnicity, age, and ____
- (A) Religion
 - (B) Accented speech
 - (C) Disability
 - (D) Nationality
- 264.** How does asynchronous communication benefit non-native speakers?
- (A) It requires quick thinking and fast responses.
 - (B) It provides less context for understanding.
 - (C) It offers more time to process and respond to messages.
 - (D) It focuses on verbal cues over written ones.
- 265.** Which of these is a challenge in diagonal communication?
- (A) It may cause conflict with immediate supervisors
 - (B) It promotes teamwork
 - (C) It speeds up information flow
 - (D) It reduces departmental barriers
- 266.** Larry is very hungry bc he skipped breakfast. He can't pay attention to other people bc he is focused on his hunger.
- (A) Physical noise
 - (B) Semantic noise
 - (C) Psychological noise
 - (D) Physiological noise
- 267.** The major ____ of oral communication is the more people, the greater the potential distortion.
- (A) Advantage
 - (B) Disadvantage
- 268.** List of barriers to communication
- (A) Language, distraction, noise, lack of concentration
 - (B) Knowledge of CSS, HTML, Java, Design and Layout skills
 - (C) Meetings, telephone, group discussion
 - (D) None of above
- 269.** What can cause misunderstandings in verbal communication?
- (A) Using proper grammar
 - (B) Avoiding filler words
 - (C) Differing perspectives
 - (D) Being fully engaged in communication
- 270.** Is it always someone's fault when miscommunication happens?
- (A) Yes, miscommunication is always someone's fault.
 - (B) No, miscommunication is not always someone's fault.
 - (C) Miscommunication only happens due to technical issues.
 - (D) Miscommunication never happens without intention.

271. Which of the following is a characteristic of a poor listener?
- (A) Eye contact
 - (B) Non-verbal feedback
 - (C) Interrupting the speaker frequently
 - (D) Asking questions for clarity
272. T or F: Communication rarely goes wrong or is misunderstood.
- (A) True
 - (B) False
273. E-mail is an appropriate channel for communicating schedule changes, breaking bad news, and resolving arguments.
- (A) TRUE
 - (B) FALSE
274. Interrupting or ignoring in communication shows ___ and lack of interest.
- (A) Disrespect
 - (B) Patience
 - (C) Enthusiasm
 - (D) Curiosity
275. Both encoding and decoding of message are influenced by our emotions.
- (A) True
 - (B) False
276. Karla is talking to Naomi about something important while Naomi is watching videos on her phone. What is the most probable barrier to their communication?
- (A) Word Choice & Tone
 - (B) Differing Perspectives
 - (C) Poor Communication Technique
 - (D) Language Barrier
277. I think there will be no language ___ in the future. People will speak a common language.
- (A) Barrier
 - (B) Use
 - (C) Development
 - (D) Skill
278. It is the disturbance communicators may experience internally or externally that affects communication process.
- (A) Noise
 - (B) Speaker
 - (C) Receiver
 - (D) None of above
279. Any distortions or inconsistencies that occur during an attempt to communicate is what we called ___
- (A) Disturbance
 - (B) Disinterest
 - (C) Complicated Jargon
 - (D) Noise
280. It may be present at every step in the process of communication and make the communication less effective or ineffective.
- (A) Sender
 - (B) Feedback
 - (C) Noise
 - (D) Receiver
281. What communication barrier exists when two people speak different languages and are therefore unable to communicate with each other?
- (A) Semantic barrier
 - (B) Cultural barrier
 - (C) Language barrier
 - (D) Status consciousness
282. What alters a message in the communication process?
- (A) A recipient's interpretation of the message
 - (B) Feedback
 - (C) Pollution
 - (D) Noise
283. What is one way someone might dominate a conversation? Fill in the blank: Telling others why they are ___ if they disagree.
- (A) Wrong

- (B) Funny
 - (C) Quiet
 - (D) Smart
- 284.** Considered one of the biggest obstacles to effective emotional communication.
- (A) Interpersonal skills
 - (B) Motivational appeals and Ethical Choice Point.
 - (C) For fear of losing the respect of their co-workers.
 - (D) None of the above
- 285.** Some barriers of listening are the environment, other people and time constraints.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
- 286.** PRO OR CON OF EMAILS: It is often overused as a substitute for phone and in-person communication.
- (A) PRO
 - (B) CON
 - (C) All the above
 - (D) None of the above
- 287.** A project is behind schedule due to repeated misunderstandings among teams. Which communication action is most likely to correct the issue?
- (A) Rely on informal rumors to coordinate work
 - (B) Add more tasks without changing instructions
 - (C) Reduce meetings and stop sharing progress updates
 - (D) Clarify roles, expectations, and timelines explicitly Edit
- 288.** What is "Noise" in the context of digital communications?
- (A) The message that is being sent and communicated
 - (B) The person or party sending a message
 - (C) Any unplanned static or interruption during the communication process
 - (D) The receiver's response which is communicated back to the sender
- 289.** Noise barrier/Interference
- (A) A conflict with another person
 - (B) The way a message is transmitted
 - (C) Blockage of communication
 - (D) Sending messages with words
- 290.** Poor communication skills can sour your business or personal relationship
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 291.** Why might a listener cause a communication breakdown?
- (A) They are not paying attention.
 - (B) They are speaking too loudly.
 - (C) They are reading instructions clearly.
 - (D) They are eating and talking at the same time.
- 292.** How does noise affect the communication process?
- (A) It interferes with the encoding and decoding of the message
 - (B) It enhances the message, making it more dynamic.
 - (C) It ensures the message reaches the audience.
 - (D) It helps improve the clarity of the message.
- 293.** What is a breakdown in communication when a message isn't understood correctly?
- (A) Mixed message
 - (B) Misunderstanding
 - (C) Distraction
 - (D) Interrupting

- 294.** Spelling and Vocabulary errors reflect
- (A) Barrier to writing
 - (B) Barrier to speaking
 - (C) Barrier to listening
 - (D) Barrier to reading
- 295.** They just stopped talking or listening to each other-it was a total ____
- (A) Facial expression
 - (B) Communication breakdown
 - (C) Incomprehensible
 - (D) Interpret
- 296.** Interruptions and interjections impede the smooth flow of thought as well as speech.
- (A) True
 - (B) False
- 297.** Interrupting distracts from their ____
- (A) Point
 - (B) Voice
 - (C) Story
 - (D) Opinion
- 298.** This is anything that gets in the way of the message being accurately received, interpreted and responded to. What is this?
- (A) Noise
 - (B) Context
- 299.** Which of these is NOT an example of a positive tone?
- (A) Your ability to meet the deadline is satisfactory.
 - (B) I am unable to attend the planning meeting
 - (C) I don't believe his statements about the product's efficiency.
 - (D) When the information is made available. I can complete the report.
- 300.** What is a potential consequence of not addressing barriers to effective communication in a group setting?
- (A) Improved group cohesion
 - (B) Enhanced understanding among group members
 - (C) Increased likelihood of conflict and misunderstanding
 - (D) More efficient decision-making processes
- 301.** Lack of openness in communication would result in which of the following?
- (A) Reduced employee satisfaction
 - (B) Shows good management control
 - (C) High motivation
 - (D) Has no impact on the employees
- 302.** Noise in communication solely means the background or external noise as one speaks or talks.
- (A) True
 - (B) False
- 303.** The sound that is loud and unpleasant is called ____
- (A) Music
 - (B) Noise
 - (C) Sound pollution
 - (D) None of above
- 304.** A communication should be free from barriers so as to be effective.
- (A) Yes
 - (B) No
- 305.** Noise can be a barrier to communication. Noise may include internal or external noise.
- (A) True
 - (B) False
- 306.** Communication problems otherwise known as
- (A) Enquire
 - (B) Barriers
 - (C) Encoding
 - (D) Decoding

307. Things or conditions within the receiver and the sender that hinder the communication process.
- (A) Communication barriers
 - (B) External communication barriers
 - (C) Internal communication barriers
 - (D) Interference
308. Filtering occurs when:
- (A) Sender hides some information
 - (B) Message is repeated
 - (C) Receiver listens carefully
 - (D) Feedback is immediate
309. Not producing or not successful in relaying a message to another person
- (A) Unexplained communication
 - (B) Effective communication
 - (C) Barrier communication
 - (D) Ineffective communication Edit
310. “ ___ is anything that blocks or changes the source’s intended meaning of the message” (McLean, 2005)
- (A) Source
 - (B) Channel
 - (C) Interference
 - (D) Context
311. Two people who do not speak the same language cannot communicate
- (A) True
 - (B) False
312. Can learning English help you overcome the ___ barrier when living abroad?
- (A) Language
 - (B) Call
 - (C) Machine
 - (D) Voice
313. What is ”noise”in the context of communication?
- (A) Physical sounds only
 - (B) A barrier that distorts the message
 - (C) Silence in the conversation
 - (D) The volume of a speaker’s voice
314. A patient in the pharmacy comes to the counter distressed because he cannot find his wallet. The clerk tells him she is too busy to listen and needs to wait on other customers.
- (A) Apathy
 - (B) Receptive aphasia
 - (C) Sarcasm
 - (D) Compensation
 - (E) Internal noise
315. Nontherapeutic communication techniques:Changing the subject when another person is trying to communicate his or her story is rude and shows alack of empathy.o It blocks further communication, and the sender then withholds important messages or fails to openlyexpress feelings.
- (A) Asking personal questions
 - (B) Giving personal opinions
 - (C) Changing the subject
 - (D) Automatic responses
316. Which of the following is the most likely negative impact of developments in communication technology such as e-mails?
- (A) Effective communication
 - (B) Insufficient communication
 - (C) Excessive communication
 - (D) Barriers to communication
317. What are examples of filters?
- (A) Speaking different languages
 - (B) Different perspectives
 - (C) Loud Noises
 - (D) All of the above
318. The sound which produces a unpleasant effect is known as
- (A) Noise
 - (B) Musical sound
 - (C) Noise pollution
 - (D) None of above

- 319.** Which of the following is an inappropriate way to communicate with customers?
- (A) Using a customer's proper name
 - (B) Inviting customers to a "customer appreciation party"
 - (C) Telling customers what they want and need
 - (D) Sending out flyers which display information on upcoming sales or new products
- 320.** What is the effect of not using communication repair in a conversation?
- (A) Increased understanding
 - (B) Potential misunderstandings
 - (C) Improved clarity
 - (D) Enhanced engagement
- 321.** Barriers to communication
- (A) Make the communication barrier
 - (B) Are essential for communication
 - (C) Do not influence communication
 - (D) Create problems in communication
- 322.** A disagreement or argument that occurs due to misunderstandings
- (A) Mediation
 - (B) Compromise
 - (C) Misunderstanding
 - (D) Conflict
- 323.** Having a fully functional mobile phone but no internet connection is an example of ____
- (A) Barrier
 - (B) Restriction
 - (C) Technical difficulties
 - (D) Boredom
- 324.** When referring to digital messages, noise is only sounds.
- (A) True
 - (B) False
- 325.** Which one of the following is a drawback of electronic forms of communication such as email?
- (A) Not very quick
 - (B) No opportunity for feedback
 - (C) May create information overload
 - (D) Too complex for workers to understand
- 326.** NOISE as a component of communication is ____
- (A) The process of assigning meaning to an idea or thought. [e.g. What I understand.].
 - (B) The environment/location in which communication occurs.
 - (C) The means by which a message moves from the source to the receiver of the message. [e.g. phone, face-to-face].
 - (D) Any interference in the encoding and decoding processes that reduces the clarity of a message. Edit
- 327.** What is a filter in the communication process?
- (A) A software program that changes the appearance of an image.
 - (B) Something that modifies, disrupts or distorts a message
 - (C) When the receiver repeats back your message.
 - (D) When the sender puts information into a format.
- 328.** Below are the challenges of managing communication in an internet world, EXCEPT ____
- (A) Legal issues
 - (B) Lack of personal interaction
 - (C) Security issues
 - (D) Overabundance of traditional communication methods
- 329.** What type of barrier is related to differences in language proficiency?
- (A) Cultural Barriers
 - (B) Linguistic Barriers
 - (C) Physical Barriers
 - (D) Psychological Barriers

- 330.** What can lead to failure in health communication?
- (A) Proper planning
 - (B) Using appropriate language
 - (C) Not allowing questions
 - (D) Providing clear information
- 331.** What is a major listening barrier?
- (A) Taking notes
 - (B) Distractions
 - (C) Asking questions
 - (D) Summarizing
- 332.** A manager sends an unclear email to employees, leading to confusion about their tasks. This is an example of:
- (A) Communication breakdown
 - (B) Noise filtering
 - (C) All the above
 - (D) None of the above
- 333.** ____ is a negative element of the communication process that is always present in one form or another.
- (A) Transference
 - (B) Noise
 - (C) Filler
 - (D) Bias
- 334.** What are the barriers of communication when the information was deliberate manipulation to make it appear more favorable to the receiver?
- (A) Filtering
 - (B) Emotions
 - (C) Language
 - (D) Gender
- 335.** I didn't say that! Don't ____!
- (A) Read between the lines
 - (B) Speak your mind
 - (C) Put words in my mouth
 - (D) Talk the talk
- 336.** Phrases such as probably, usually, often, soon, and right away can contribute to the communication barrier known as ____
- (A) Frame of reference
 - (B) Noise
 - (C) Lack of language skill
 - (D) Bypassing
- 337.** Lack of focus is considered as ____ of effective communication
- (A) Advantages
 - (B) Disadvantages
 - (C) Benefits
 - (D) Barriers
- 338.** For these robots, ____ barriers are not a problem, so they can instantly reply to comments or messages in any language
- (A) Language
 - (B) Real
 - (C) Instantly
 - (D) None of above
- 339.** The three kinds of interference that obstruct clear communication are ____
- (A) Physical, psychological, personal
 - (B) Psychological, semantic, audience
 - (C) Physical, psychological, semantic
 - (D) Physical, psychological, audience
- 340.** Use of Jargons, noisy environment and lack of confidence are examples of?
- (A) Elements of Communication
 - (B) Barriers to Communication
 - (C) Communication Process
 - (D) Features of Communication
- 341.** Communication noise can influence our interpretation of messages and significantly affect our interactions with others.
- (A) YES
 - (B) NO
- 342.** Messages get ____ due to faulty transmission.
- (A) Distorted

- (B) Conveyed
(C) Completed
(D) Changed
- 343.** For the integration of the nation, education should eliminate;
(A) Differences in age
(B) Linguism
(C) Religion diversity
(D) Differences in likes & dislikes
- 344.** A barrier to communication may be defined as:
(A) Any factor that prevents a message being received or understood
(B) Any form of visual communication
(C) A failure to provide a written record
(D) The media through which the communication occurs
- 345.** If you are having difficulty understanding an individual with a speech impairment, what should you consider doing?
(A) Ignore them
(B) Consider writing as an alternative means of communicating, but first ask if this is acceptable
(C) Walk away
(D) Speak louder
- 346.** I've tried to discuss it with her, but it's like —
(A) Get it off your chest.
(B) Put me on the spot
(C) Talking to a brick wall.
(D) None of the above
- 347.** What are some common mistakes to avoid in business writing?
(A) Being overly formal and rigid
(B) Using jargon or technical language, being too informal, using passive voice, and not proofreading for errors
(C) Using slang or colloquial language
(D) Using active voice and not passive voice
- 348.** What are the main problems affecting listening?
(A) New and old
(B) Internal and External
(C) Primary and Secondary
(D) First and Last
- 349.** Which of the following is a listening bad habit?
(A) Listening to what one has to say before speaking.
(B) Not interrupting the speaker.
(C) Nodding head giving body language that you are listening to what is being said.
(D) Jumping to conclusions
- 350.** Which of the following is most likely to have barriers to communication?
(A) Where there is a leader at the center
(B) Where a manager communicates with each subordinate individually
(C) Where communication starts at the top and is passed downwards
(D) Where every individual in a group can communicate directly with everyone else
- 351.** Define this business communication barriers "NOISE AND DISTRACTION"
(A) You have to start eliminating the competing messages to get people attention
(B) Message that informed by the third party
(C) Noise is sound, especially one that is loud or unpleasant or that causes disturbance
(D) None of above
- 352.** A circumstance or obstacle that keeps people or things apart or prevents communication or progress is a
(A) Barrier
(B) Communication Process
(C) Protocol
(D) Paralanguage
- 353.** A communication barrier is anything that:
(A) Prevents messages from being understood clearly

- (B) Helps employees relax after lunch
 - (C) Promotes monthly business travel
 - (D) Increases the number of break areas
- 354.** A workplace with poor communication may experience:
- (A) Increased mistakes and misunderstandings
 - (B) Better employee morale
 - (C) Improved daily cooperation
 - (D) Reduced conflict automatically
- 355.** Directions: Read each statement carefully. In the answer sheet blacken the letter with the BEST answer. An interruption at any form that reduces the quality of the signal sent by the sender through the channel.
- (A) Noise
 - (B) Environment
 - (C) Transmission
 - (D) Communication breakdown
- 356.** To become an effective communicator, you should recognize the barriers that hinder the communication process.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 357.** Which of the following is NOT an example of distraction during Selective Listening?
- (A) Watching television
 - (B) Reading
 - (C) Playing computer or video games
 - (D) Writing a letter
- 358.** John is experiencing a headache and finds it hard to concentrate during a presentation. This is an example of:
- (A) Technical Noise
 - (B) Physiological Noise
 - (C) All the above
 - (D) None of the above
- 359.** Which is TRUE about Communication barriers?
- (A) It strengthens communication process.
 - (B) It disrupts communication flow.
 - (C) It saves relationships.
 - (D) It inspires responses.
- 360.** Negative communication includes all of the following, except:
- (A) Mumbling.
 - (B) Showing boredom.
 - (C) Rushing through explanations.
 - (D) Looking directly at patients when you speak to them.
- 361.** When there is a bad communication, it causes the employees to feel unsatisfied, stressed, and disengaged.
- (A) True
 - (B) False
- 362.** A status barrier is created between people who occupy higher and lower positions in an organization.
- (A) True
 - (B) False
- 363.** What is the definition of communication barriers?
- (A) Obstacles that get in the way of clear communication.
 - (B) Obstacles that get in the way of clear writing.
 - (C) Obstacles that get in the way of clear blogging.
 - (D) Obstacles that get in the way of clear tweeting.
- 364.** Virtual teams may be more vulnerable to conflict due to miscommunications?
- (A) True
 - (B) False
- 365.** If someone is eating and talking at the same time, they might not be ____
- (A) Clear

- (B) Safe
 - (C) Nice
 - (D) None of the above
366. The most significant challenges to competence in mediated communication are ___ and ___
- (A) Access and method
 - (B) Access and mastery
367. A good speaker is aware of communication ___ and works to eliminate them.
- (A) Rotaries
 - (B) Frequencies
 - (C) Barriers
 - (D) None of the above
368. Use of technical jargon is an example of:
- (A) Physical Barrier
 - (B) Physiological Barrier
 - (C) Semantic Barrier
 - (D) Cultural Barrier
369. What best defines Noise in the communication process?
- (A) Any deliberate persuasive tactic
 - (B) Any obstruction distorting communication
 - (C) Any extra information for clarity
 - (D) Any feedback that is negative
370. As a new worker, Sarah could not process the entire job scopes explained by her manager because there are too many points to be processed. What type of communication barrier is this?
- (A) Semantic (meaning) problem
 - (B) Information overload
 - (C) Improper channel
 - (D) Lack of empathy
371. The biggest risk in upward communication is:
- (A) Distortion due to filtering by intermediaries
 - (B) Too much accuracy
 - (C) Excessive clarity
 - (D) Direct access to top managers
372. What can overwhelm the recipient and hinder the successful delivery of the core message?
- (A) Lack of Feedback
 - (B) Information Overload
 - (C) Assumptions
 - (D) Power Dynamics
373. Conflicts often happen because of poor communication.
- (A) True
 - (B) False
374. Which question is not appropriate to ask in a job interview?
- (A) What made you apply for this job?
 - (B) What strengths would you bring to the job?
 - (C) What would you consider to be a weakness you have?
 - (D) How many months pregnant are you?
375. "I don't understand any of it, and I'm really confused. Like, I think I kinda get it, but I'm just not sure, ya know?" The problem with this sentence when asking a lecturer is ___
- (A) Quite clear information
 - (B) Very formal
 - (C) The contractions
 - (D) It's unclear. What exactly don't the students understand?
376. These are the interference that keep a message from being correctly interpreted.
- (A) Noise
 - (B) External Noise
 - (C) Semantic Noise
 - (D) Internal Noise

377. It is based on the idea that all members of an organization or society must feel the sense of belongingness and must not have the impression of being excluded from the typical group.
- (A) Consensus Oriented
 - (B) Equity and Inclusiveness
 - (C) Transparency
 - (D) Rule of Law
 - (E) Accountability
378. What is a process barrier in communication?
- (A) Lack of response
 - (B) Personal emotions
 - (C) Company size
 - (D) Facial expressions
379. What is one downside of instant messaging as a communication tool?
- (A) It is expensive to implement
 - (B) Conversations occur in a vacuum and may lack documentation
 - (C) It is not suitable for team collaboration
 - (D) It does not allow for real-time communication
380. The receptionist's ____ was sharp so the caller hung up.
- (A) Font
 - (B) Hard skills
 - (C) Soft skills
 - (D) Tone
381. You approach your friend Tom to ask him how he feels about his classes this fall. Tom is busy watching a squirrel out the window and doesn't hear anything you just said. Communication is affected by ____
- (A) Historical context
 - (B) Semantic noise
 - (C) Psychological noise
 - (D) Physical noise
382. Which of the following is a common reason why communication barriers often occur?
- (A) Failure in one of the stages of the communication process
 - (B) Poor attitudes of either the sender or the receiver
 - (C) Physical reasons
 - (D) All answers are correct
383. Watching TV while someone is talking to you would be an example of which type of listening barrier?
- (A) Information Overload
 - (B) External Noise
 - (C) Criticizing the speaker
 - (D) Being self-absorbed
384. Another name for Junk mail
- (A) Trash
 - (B) Unwanted
 - (C) Spam
 - (D) Mush
385. Which TONE OF VOICE could be misinterpreted or considered hurtful?
- (A) Whispers
 - (B) Shouting
 - (C) Sarcasm
 - (D) All of the Above
386. What are the top 7 barriers to communication?
- (A) Physical/environmental barriers, Perceptual barriers
 - (B) Emotional barriers, cultural barriers, language barriers
 - (C) Gender barriers, interpersonal barriers
 - (D) All of the above
387. Communication breakdown enhances one's social skills as it increases his critical thinking. Is it true?
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above

388. The management must eliminate communication barriers to establish an open communication in the workplace.
- (A) Communication channels
 - (B) Training equipment and resources
 - (C) Job descriptions
 - (D) None of above
389. Managers should minimize the impact of communication barriers with ____
- (A) Long communication channel
 - (B) Keeping the communication clear and precise
 - (C) No feedback to the communication process
 - (D) None of above
390. The doctor said that he will no longer need Ann in the ICU. Ann, who contracted Covid19 for a week now immediately thought " ____ no longer need ____ " meant she had no more hope of living. But the doctor assured her by saying she is doing fine, and that she will be moved to the normal ward for observation. Ann's initial misinterpretation is due to ____
- (A) Slang
 - (B) Jargon
 - (C) Equivocal words
 - (D) Relative words Edit
391. Miscommunication is the failure to effectively communicate ideas and intentions.
- (A) TRUE
 - (B) FALSE
392. A workforce with diverse backgrounds will need strong verbal skills to reduce communication barriers that occur from language or cultural differences. True or false
- (A) False
 - (B) True
393. 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
394. When reading body language, what is the first check if words and cues conflict?
- (A) Time how long each person speaks
 - (B) Ask for a written summary of statements
 - (C) Focus solely on facial expressions
 - (D) Look for inconsistencies between message and cues
395. To improve customer service, you should identify the obstacles that impede the communication process.
- (A) True
 - (B) False
396. Change in the shape of signal between sender and receiver is called:
- (A) Attenuation
 - (B) Interruption
 - (C) Noise
 - (D) Distortion
397. Which is a disadvantage of written communication compared to oral?
- (A) Lack of immediate feedback
 - (B) Excessive emotional richness
 - (C) Minimal time to compose
 - (D) Zero risk of misinterpretation
398. Being unfamiliar with the communication platform greatly affects one's productivity.
- (A) True
 - (B) False
 - (C) Maybe
 - (D) None of the choice s
399. Transmission signals can be disrupted by interference referred to as ____
- (A) Noise
 - (B) Intereference
 - (C) Disruptions
 - (D) None of above

- 400.** What should be avoided when emailing a teacher?
- (A) Including a clear, direct subject line
 - (B) Proofreading the email
 - (C) Using a professional font
 - (D) Blaming others and making excuses
- 401.** The MOST likely result of communication blockers is that:
- (A) The project is delayed
 - (B) Trust level is enhanced
 - (C) Conflict occurs
 - (D) Senior management is displeased
- 402.** Nontherapeutic communication techniques: Becoming defensive in the face of criticism implies that the other person has no right to an opinion. o The sender's concerns are ignored when the nurse focuses on the need for self-defense, defense of the health care team, or defense of others.
- (A) Defensive responses
 - (B) Passive or aggressive responses
 - (C) Arguing
 - (D) Approval or disapproval
- 403.** Refers to factors outside of the communication itself that can impede effective communication.
- (A) Internal Barriers
 - (B) Distraction Barriers
 - (C) Cognitive Barriers
 - (D) External Barriers
- 404.** Someone outside your social group tries to talk to you and you ignore them.
- (A) Student barrier
 - (B) Social barrier
 - (C) Friendship barrier
 - (D) Educational barrier
- 405.** If a person is distracted during a conversation, what is likely to happen?
- (A) The message may not be understood correctly
 - (B) The sender will always be clear
 - (C) Feedback will be perfect
 - (D) Mass communication will occur
- 406.** Is age considered to be a barrier in communication?
- (A) No
 - (B) Yes
- 407.** Noise always comes from the sender.
- (A) TRUE
 - (B) FALSE
- 408.** Which of the following may restrict what can be communicated in a business context, limiting the sender's ability to share certain information?
- (A) Unwillingness to Communicate
 - (B) Legal or Ethical Constraints
 - (C) Inattentiveness
 - (D) Lack of Clarity
- 409.** In audio-video production, anything that disrupts the communication process is called —
- (A) Encoder
 - (B) Source
 - (C) Noise
 - (D) Decoder
- 410.** Anything that makes it difficult for us to understand and accept the messages others use to communicate
- (A) Channel
 - (B) Feedback
 - (C) Barriers
 - (D) Field of experience
- 411.** A tendency to express a personal point of view in a news article rather than just the facts is
- (A) Credible
 - (B) Ethical
 - (C) Bias
 - (D) Integrity

- 412.** What is filtering in communication?
- (A) The distortion or withholding of information to manage a person's reactions
 - (B) The process of hiring employees
 - (C) The process of training employees
 - (D) The process of evaluating employee performance
- 413.** Using incomplete information is acceptable when making important communication decisions.
- (A) True
 - (B) False
- 414.** Which of the following is not an appropriate topic for small talk when meeting a British business partner for the first time?
- (A) The weather
 - (B) Sports outcomes
 - (C) Personal family issues
 - (D) Recent news events
- 415.** When dealing with an upset caller, which of the following is the WRONG course of action?
- (A) Remaining calm and polite, no matter the other person's tone or language
 - (B) Acknowledge their frustrations and empathize
 - (C) Say, "I'm sorry, there's nothing we can do to help you"
 - (D) Find a creative solution that works for both parties involved
- 416.** — 3. An Australian speaking to a Filipino for directions to the LRT station.
- (A) Physical barrier
 - (B) Cultural barrier
 - (C) Language barrier
 - (D) Lack of interest and attention
- 417.** Poor relationships, Lack of clarity, Individual differences in encoding/decoding, Gender, and Perception Defensiveness are all examples of:
- (A) Forms of Communication
 - (B) Message Sending Process
 - (C) Sources of Distortion
 - (D) Forms of Non-Verbal Communication
 - (E) None of the above
- 418.** Interference on voice channels usually causes
- (A) Missed calls
 - (B) Dropped calls
 - (C) Blocked calls
 - (D) Cross talk
- 419.** Belittling a patient's feelings is a barrier to therapeutic communication.
- (A) True
 - (B) False
- 420.** Which of the following is a person who is speaking loudly and is keeping you from hearing the instructor?
- (A) Semantic Noise
 - (B) Internal Noise
 - (C) External Noise
 - (D) Personal Noise
- 421.** What do you call a nuisance that prevents people from receiving and understanding the messages others use to convey their information, ideas, and thoughts?
- (A) Ethnocentrism
 - (B) Stereotyping
 - (C) Cultural Diversity
 - (D) Communication Barrier
- 422.** What happens when communication processes are not effective?
- (A) Collaboration increases
 - (B) Displeasure and discontent arouse among individuals
 - (C) Speaking skills improve
 - (D) Good results are achieved
- 423.** Noise in Communication: A. Noise refers only to physical barriers in communication. B. Noise can include psychological distractions. C. Semantic noise is caused by language

- misunderstandings. D. Noise always disrupts feedback. Which statement/s is true?
- (A) B&C
 - (B) JustD
 - (C) A&C
 - (D) All statements are true
- 424.** A disadvantage of using video to communicate
- (A) It moves fast and faster than laws and monitoring can keep up with it
 - (B) Can only be heard over a short distance
 - (C) Can become too complex and messy with too many components
 - (D) Time and skill to create is at higher levels
- 425.** One netizen sent a message to Gov. Jonvic Remulla via messenger but he didn't understand it due to some grammatical errors. What type of communication barrier is this?
- (A) Semantic Barrier
 - (B) Physical Barrier
 - (C) Psychological Barrier
 - (D) Linguistic Barrier
- 426.** This is anything that makes it difficult for the receiver to understand the message.
- (A) Noise
 - (B) Feedback
- 427.** Which of the following refers to anything that interferes with or distorts the message transmission or reception?
- (A) Noise
 - (B) Transmission
 - (C) Signal
 - (D) Message
- 428.** Effective human relations and communication skills will help all of the following except
- (A) Building lasting client relationships
 - (B) Accelerating professional growth
 - (C) Slapping your client for being late
 - (D) Promoting a positive work environment
- 429.** What are some common barriers to effective communication in the workplace?
- (A) Some common barriers to effective communication in the workplace include lack of clarity, noise, language barriers, cultural differences, and emotional barriers.
 - (B) Lack of emotional barriers
 - (C) Too much clarity
 - (D) Silence
- 430.** Some barriers may be easy to alter/change. Others may prove to be tough obstacles in the process.
- (A) True
 - (B) False
- 431.** Which of the following barriers to effective communication can arise before an interaction even begins?
- (A) Stereotypes and generalizations
 - (B) Poor nonverbal communication
 - (C) Incorrect grammar or syntax
 - (D) Inappropriate use of touch
- 432.** What is a potential drawback of relying heavily on email communication?
- (A) Too much storage space
 - (B) Lack of nonverbal cues
 - (C) Messages arrive too quickly
 - (D) Files are too organized
- 433.** One major challenge in downward communication is:
- (A) Ensuring messages are understood correctly by subordinates
 - (B) Lack of authority
 - (C) Too much informal gossip
 - (D) No record keeping
- 434.** A consumer is reading a magazine with an advertisement, but is distracted from reading the advertisement or its key points. This unplanned static or distortion during the communication process is called ____
- (A) Noise
 - (B) Distraction

- (C) Feedback
(D) Response
(E) Decoding
- 435.** What is a challenge of increasing email volume?
(A) It is easier to manage
(B) It may be difficult to process
(C) It reduces the need for storage
(D) It improves communication speed
- 436.** As the communication barrier known as bypassing reveals, meanings are contained in people rather than in words.
(A) True
(B) False
- 437.** People faces which form of communication barrier in Doctor's handwriting;
(A) Emotional Barrier
(B) Physical Barrier
(C) Language Barrier
(D) Cultural Barrier
- 438.** Check all that apply: Miscommunication does NOT lead to ____
(A) Confusion
(B) Understanding
(C) Misunderstanding
(D) Animosity or Hostility
- 439.** A(n) ____ is repeating a message or saying the same thing more than once.
(A) Condescending
(B) Bias
(C) Jargon
(D) Redundancy
- 440.** According to Goldhaber (1993), horizontal communication serves five purposes. Which of the following purposes of horizontal communication does the sentence below adheres to? Sentence: "It takes three days for my department to get report from yours. How can we speed things up?"
(A) Task coordination
(B) Problem solving
(C) Conflict resolution
(D) Building rapport
- 441.** What is not a good way to work with others?
(A) Identify the task to be completed
(B) Assign each person a task
(C) Discuss ideas in a calm, quiet voice, and let everyone share their ideas
(D) Debate ideas in an angry, loud voice, and only let yourself speak Edit
- 442.** Asking too many personal questions is considered a barrier to therapeutic communication.
(A) True
(B) False
- 443.** Which of the following is an example of discourteous communication?
(A) Saying "please" and "thank you."
(B) Interrupting someone before they have finished speaking.
(C) Listening actively to another person's perspective.
(D) Using a respectful tone of voice.
- 444.** Level C of the effectiveness of communication is defined as:
(A) Source noise
(B) Channel noise
(C) Semantic noise
(D) Psychological noise
- 445.** Ineffective communication in an organization lead to.
(A) Communication gaps between employs
(B) Wastage of time and reduced productivity
(C) Both A and B
(D) None
- 446.** Factors Affecting Communication: Generation gap

- (A) Personal Factors
 - (B) Relationship Factors
 - (C) Environmental Factors
 - (D) None of above
- 447.** Which one interpersonal communication barriers that always happen to student?
- (A) National culture
 - (B) Selective perceptions
 - (C) Emotions
 - (D) Information overload
- 448.** The barrier in the communication process.
- (A) RECEIVER
 - (B) CHANNEL
 - (C) CONTEXT
 - (D) NOISE
- 449.** Children who are isolated and lonely seem to have poor language and ____
- (A) Communicate
 - (B) Communication
 - (C) Communicative
 - (D) Communicator
- 450.** Interrupting while someone is speaking is:
- (A) A good habit
 - (B) A barrier to communication
 - (C) Encouraging
 - (D) Active listening
- 451.** Using layman's terms is a barrier.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
- 452.** What is a communication breakdown?
- (A) When people cannot understand each other.
 - (B) When cars break down on the road.
 - (C) When someone is eating and talking at the same time.
 - (D) When people are yelling at each other.
- 453.** In virtual organizations, career development opportunities can be hindered by:
- (A) High levels of employee engagement
 - (B) Access to online learning resources
 - (C) Limited faceto face networking
 - (D) Frequent in person training sessions
- 454.** What does expecting someone to be a mind reader indicate?
- (A) Good communication
 - (B) Poor communication
 - (C) Effective understanding
 - (D) Clear expression
- 455.** Differences in communication that can sometimes be like a wall between the people communicating.
- (A) Communication Barriers
 - (B) Great communication
 - (C) Both people understanding each other clearly
 - (D) None of the above
- 456.** Which one is not a barrier to business communication?
- (A) Language
 - (B) Culture
 - (C) Motivation
 - (D) Environment
- 457.** The following are steps that managers should take to minimize the impact of communication barriers, except
- (A) Make sure the message is clear and precise, but detailed enough
 - (B) Keep the communication channel as long as possible
 - (C) Ensure communication channels are clear for all involved
 - (D) Make sure the physical condition matches the message you want to hear or receive in other ways

458. What is the main disadvantage of using a report as a communication tool?
- (A) Can be adjusted to suit the audience
 - (B) Can be shared easily on a range of platforms
 - (C) Adaptable and accessible to all
 - (D) You may need to be a specialist to understand the contents
459. Being burdened by heartbreak or problems may interfere to the success of communication. What kind of interference is it?
- (A) Physical
 - (B) Semantic
 - (C) Psychological
 - (D) Physiological
460. What can lead to misunderstandings if crucial information is omitted by assuming that the recipient has prior knowledge or context?
- (A) Bias and Stereotyping
 - (B) Assumptions
 - (C) Technical Issues
 - (D) Lack of Clarity
461. It is also called interference
- (A) Channel
 - (B) Message
 - (C) Context
 - (D) Noise
462. Which of the following lists three barriers to effective communication?
- (A) Language differences, physical distractions, emotional barriers
 - (B) Active listening, empathy, feedback
 - (C) Clear messaging, open-mindedness, respect
 - (D) Teamwork, collaboration, motivation
463. Language factors, environmental factors, feelings, cultural influence are the example of ____
- (A) Formal Feedback
 - (B) Effective Communication
 - (C) Barriers of Communication
 - (D) Non Specific Feedback
464. To deliver effective care to patients, we must minimize ____
- (A) Miscommunication
 - (B) Documentation
 - (C) Collaboration
 - (D) Innovation
465. C. Identify the type of noise presented in each scenario. Ela is very sick, and she is taking a rest at home. She calls her husband to bring some medicines, and they interact on a mobile phone. She cannot speak well because of her runny nose.
- (A) Physical Noise
 - (B) Psychological Noise
 - (C) Physiological Noise
 - (D) Semantic Noise
466. What is the hindrance in the process of communication called?
- (A) Media
 - (B) Noise
 - (C) Feedback
 - (D) Receiver
467. Filtering occurs when a sender manipulates information so that it will be seen more favorably by the receiver.
- (A) True
 - (B) False
468. So much information and so many messages received that the most important ones cannot be easily identified and acted upon quickly—most likely by electronic media, referred to as?
- (A) Communication barriers
 - (B) Communication media
 - (C) Effective communication
 - (D) Information overload

469. The following are ways to overcome the disadvantages of teleconference meetings, except:
- (A) Use video conferencing
 - (B) Create an agenda and stick to it
 - (C) Allow time for questions and answers
 - (D) Conduct the teleconference meeting in a crowded place
470. Which of the following is a barrier to therapeutic communication?
- (A) Asking questions that can be answered with a 'yes' or 'no' response
 - (B) Listening actively
 - (C) Encouraging patient expression
 - (D) Maintaining eye contact
471. Which of the following can be a problem when verbal and non-verbal messages do not match?
- (A) Increased productivity
 - (B) Enhanced credibility
 - (C) Counter-productivity and loss of credibility
 - (D) Improved communication
472. The following are strategies to reduce communication barriers EXCEPT:
- (A) Minimize noise and distraction
 - (B) Restrict the flow of information within the organization
 - (C) Foster open communication
 - (D) Commit to ethical communication
473. For numbers 11-15, Choose T if the statement is TRUE and choose F if it is FALSE. 1. Inability to understand a message causes failure in communication.
- (A) T
 - (B) F
 - (C) All the above
 - (D) None of the above
474. Which of the following WOULD NOT help salespeople create positive customer/client relations?
- (A) Providing information
 - (B) Showing enthusiasm
 - (C) Ignoring objections
 - (D) Offering services
475. Lily faced some ___ when she traveled to China, because she did not speak Mandarin and had difficulty understanding and being understood by the locals.
- (A) Language barrier
 - (B) Culture shock
 - (C) Native language
 - (D) Translation error
476. Communication can be blocked if ___ is given instead of listening.
- (A) Advice
 - (B) Praise
 - (C) Criticism
 - (D) Information
477. How can poor external communication affect an organisation's effectiveness?
- (A) It enhances the company's reputation and customer trust.
 - (B) It reduces the workload of employees by minimizing communication efforts.
 - (C) It improves stakeholder relationships by limiting external interactions.
 - (D) It leads to misaligned expectations, dissatisfied customers, and loss of business opportunities.
478. Student B is calling student C regarding the lesson he missed. While student C is still talking, student B's phone just turned off. What barrier is exemplified in this situation?
- (A) Physical barrier
 - (B) Psychological
 - (C) Linguistic and cultural barrier
 - (D) Mechanical barrier
479. Noise pollution affects animal to animal communication
- (A) True
 - (B) False

480. When we encounter ____, using telepathy will be very helpful.
- (A) Social media
 - (B) Body language
 - (C) Multimedia communication
 - (D) Language barriers
481. In the context of challenges to effective communication, the term ____ refers to any interference that causes the message you send to be different from the message your audience understands.
- (A) Noise
 - (B) Deflate
 - (C) Tardiness
 - (D) Clone
482. What is a significant impact of unclear communication channels within an organization?
- (A) Enhanced project outcomes
 - (B) Increased misunderstandings and inefficiencies
 - (C) Improved employee morale
 - (D) Streamlined decision-making
483. The factors that interfere with the communication process are called ____
- (A) Barriers
 - (B) Messages
 - (C) Encoding
 - (D) Decoding
484. Which of the following is a disadvantage of audio conferencing?
- (A) Able to join meetings from anywhere.
 - (B) Reduces travelling cost.
 - (C) Allows meetings to be held in short notice.
 - (D) Limits the interaction and engagement compared to in-person.
485. What is the consequence of poor communication in a team?
- (A) It has no real impact.
 - (B) It can lead to increased productivity.
 - (C) It can cause confusion and errors.
 - (D) It makes the team work faster.
486. Something that hinders or prevents communication: can be internal or external.
- (A) Medium
 - (B) Interference
 - (C) Context
 - (D) Listening
487. Which of the following statements could cause an argument?
- (A) "America is a country in North America."
 - (B) "America is known for its diverse culture."
 - (C) "America is a wasteful country."
 - (D) "America has 50 states."
488. Which of the following is NOT a barrier to effective listening?
- (A) Noise
 - (B) Prejudice
 - (C) Eye contact
 - (D) Distractions
489. Which of the following scenarios may look like good communication in a team, but could actually harm team effectiveness in the long term?
- (A) The team leader checks in weekly with members via email
 - (B) Team members agree with each other quickly to avoid conflict
 - (C) The team holds regular brainstorming sessions
 - (D) Members give each other constructive feedback regularly
490. Which of these is not a communication barrier?
- (A) Language
 - (B) Visual perception
 - (C) Voice moderation
 - (D) Environmental factors

- 491.** Identify the kind of communication barrier that is evident in the this situations below. Using jargon and technical terms.
- (A) Physical
 - (B) Psychological
 - (C) Cultural
 - (D) Linguistic
- 492.** Resistance to written words exists as a barrier
- (A) True
 - (B) False
- 493.** What are Collaborative barriers?
- (A) Tension in health science teams which can be caused by boundary disputes, status issues, customer service orientations or reporting structures.
 - (B) Tools that enhance collaboration
 - (C) Strategies for effective communication
 - (D) Methods to improve productivity
- 494.** Maya, Scarlett, and Lily were working on a group project. Maya's constant criticism of Scarlett's ideas seemed to diminish the worth or value of Scarlett's achievement. What is Maya doing to Scarlett's achievement?
- (A) Detracts
 - (B) Probing-Question
 - (C) Bia
 - (D) Relevant
- 495.** It hinders the participants of the communication process to understand one another.
- (A) Feedback
 - (B) Regulation
 - (C) Decode
 - (D) Channel
 - (E) Noise
- 496.** Confusion arises when verbal and non-verbal cues are
- (A) Inconsistent
 - (B) Aligned
 - (C) Reinforcing
 - (D) Balanced
- 497.** Tony knew that he was going to have to speak next. His stomach was in knots and he was visibly shaking because he was scared. Tony was experiencing ____
- (A) Communication
 - (B) Audience Etiquette
 - (C) Communication Apprehension
 - (D) Confidence
- 498.** Why is it important to mute yourself when not speaking during a video conference?
- (A) To prevent distractions caused by background noise
 - (B) To improve the quality of your video feed
 - (C) To make the meeting shorter
 - (D) To ensure only one person is allowed to speak during the call
- 499.** If the audiences does Not understand the words of the speaker because it seems she is eating the words. What weakness of the speaker is that?
- (A) Breathing
 - (B) Mumbling
 - (C) Nervous
 - (D) Moving
- 500.** What else can go wrong at work if we don't hear or understand what other people say?
- (A) Miscommunication can lead to mistakes and conflicts.
 - (B) Everyone will always agree on everything.
 - (C) Work will always be completed on time.
 - (D) No problems will ever occur at work.
- 501.** What effect does speaking too quickly generally have on communication?
- (A) It improves the clarity of the message.
 - (B) It makes the message more engaging.
 - (C) It can make it difficult for the listener to understand the message.
 - (D) It enhances the pitch of the voice.

- 502.** Status differences can be viewed as:
- (A) The interpersonal styles of the parties communicating
 - (B) A supportive factor in communication
 - (C) Vindictive behavior
 - (D) Problems that can result because of position disparity
- 503.** One of the barriers of communication is status role. Infer the meaning of status role.
- (A) The sender and receiver of message may be of equal status or different levels within a hierarchy.
 - (B) Preferred age and style when communicating with other people.
 - (C) Differences within or outside the organization example inter-departmental dealings.
 - (D) None of the above
- 504.** When a journalist or reporter writes with stereotypes and bias it can make it so that readers do not trust them.
- (A) True
 - (B) False
- 505.** Which of the following factors can lead to ineffective communication in a remote engineering team?
- (A) Regular video meetings
 - (B) Lack of non-verbal cues
 - (C) Clear communication protocols
 - (D) Engaged team members
- 506.** Which of the following factors cannot affect a good communication?
- (A) Location
 - (B) Emotion
 - (C) Eye color
 - (D) None of above
- 507.** Ignorance, intolerance, stress and tuning out are all:
- (A) Feedback
 - (B) Internal barriers
 - (C) External barriers
 - (D) None of above
- 508.** Which type of pollution can harm our ears?
- (A) Noise Pollution
 - (B) Air Pollution
 - (C) Water Pollution
 - (D) Land pollution
- 509.** Poor family relationships are sometimes caused by
- (A) Good family dynamics
 - (B) Family dynamics
 - (C) Lack of communication
 - (D) All of the above
 - (E) Option 1 and 2
- 510.** Which combined strategy best targets multiple barriers at once during a meeting?
- (A) Assume shared norms and skip cultural accommodation
 - (B) Use clear language and confirm understanding through clarification
 - (C) Rely on specialized jargon without explanation
 - (D) Ignore nonverbal cues to avoid mixed signals
- 511.** Any obstacle that gets in the way of effective communication.
- (A) Communication barrier
 - (B) Frequency gauge
 - (C) Sound barrier
 - (D) Rotors
- 512.** It refers to any limitation you may have as a speaker.
- (A) Nomination
 - (B) Restriction
 - (C) Turn-taking
 - (D) Topic Control
- 513.** Most conflicts in the workplace come about through misinformation or poor communication.
- (A) True
 - (B) False

514. A consumer is reading a magazine with an advertisement, but is distracted from reading the advertisement or its key points. This unplanned static or distortion during the communication process is called ____ A) noise B) distraction C) feedback D) response E) decoding
- (A) A
(B) B
(C) C
(D) D
(E) E
515. Which of the following is not a barrier to listening?
- (A) Semantic barrier
(B) Physical barriers
(C) Gender Barriers
(D) Noise barriers
516. Why do we have to make sure we do not speak too fast when communicating with a customer?
- (A) They may not hear everything you've said like promotions or special products
(B) It may give the customer a migraine
(C) The customer may speak fast also because you are
(D) The customer may get excited and burst into song

1.4.4 Physical Barriers to Communication

- What noise is caused by external factors that disrupt the communication process?
(A) Physical
(B) Psychological
(C) Physiological
(D) Semantic
- What is "environmental noise" according to the transmission model of communication?
(A) Any physical noise present in a communication encounter
(B) Misunderstanding of symbols or language
(C) The process of encoding a message
(D) The feedback from the receiver
- What was the barrier of the situation?
(A) Carlo walked out.
(B) Maria was listening to an instrumental music.
(C) Maria didn't hear Carlo.
(D) None of above
- C. Identify the type of noise presented in each scenario. honking of cars
(A) Psychological noise
(B) Physiological noise
(C) Physical noise
(D) Semantic noise
- What is the potential distraction in the communication process as shown in the diagram?
(A) A team member misunderstanding the deadline
(B) A phone ringing
(C) A delayed reply
(D) An unclear message
- Pick the letter of the term or phrase that best matches the description. causes stress, high blood pressure, hearing loss
(A) Indoor air pollution
(B) Light pollution
(C) Noise pollution
(D) None of above
- Poor internet connection is an example of an outside barrier.
(A) True
(B) False
- Which of the following is an external sound present in the channel of communication?
(A) Environmental Noise

- (B) Language Meaning Problem
(C) Cultural Barrier
(D) Overcommunication
9. What simple tool can provide a temporary fix to noise pollution?
(A) Headphones
(B) Earplugs
(C) White noise machines
(D) Soundproof windows
10. Which of the following examples is a physiological noise?
(A) Extreme temperature
(B) Using technical words in reporting
(C) Preconceived ideas on male dominance
(D) Hunger
11. A telephone conversation may not be as acceptable a method for conveying information as a written document because a telephone may ____
(A) Be unavailable when you need to make the call
(B) Be convenient for the receiver
(C) Not provide a confidential method of communication
(D) Be transmitted to other parts of the room
12. Which is the correct practice to avoid too much noise?
(A) Set your phones on a full volume
(B) Tone down the volume of the TV or radio sounds.
(C) Go near big sound speakers.
(D) Listen to music using your earphones with full volume.
13. What does the term “system noise” refer to in a communication system?
(A) Unintended interference from other signals
(B) Natural phenomena affecting the signal
(C) Inherent noise within the system components
(D) Noise generated by the receiver
14. A stuffy classroom; hard, unbearable seats; heat on a summer’s day ____ are all examples of what type of communication barrier?
(A) Physical
(B) Perceptual
(C) Psychological
(D) Physiological
15. C. Identify the type of noise presented in each scenario. The teacher was giving instructions to her online students when she got disconnected from the internet.
(A) Physical Noise
(B) Psychological Noise
(C) Physiological Noise
(D) Semantic Noise
16. Which of the following is considered external noise in communication?
(A) Stress about an exam.
(B) Lack of sleep.
(C) Construction sounds near a conversation.
(D) Confusion about the sender’s intent.
17. C. Identify the type of noise presented in each scenario. blindness / deafness
(A) Psychological noise
(B) Physiological noise
(C) Physical noise
(D) Semantic noise
18. The worker in this picture is wearing earmuffs to protect himself from the effects of
(A) Noise pollution
(B) Light pollution
(C) Toxic fumes
(D) Sulfur dioxide
19. A sudden loud noise that interrupts a conversation is considered:
(A) Feedback
(B) Message
(C) Noise
(D) Barrier

20. What is an example of indoor noise pollution?
- (A) Fireworks.
 - (B) Concerts.
 - (C) Construction.
 - (D) Television.
21. Marked out territories Closed office doors which barrier the description above describes?
- (A) Physical
 - (B) Perceptual
 - (C) Emotional
 - (D) Interpersonal
22. Which of the following is an example of interference in communication?
- (A) The speaker's tone
 - (B) The receiver's interpretation
 - (C) Background noise
 - (D) The clarity of the message
23. Which term describes the external disturbances that hinder the smooth flow of communication?
- (A) Psychological interference
 - (B) Semantic interference
 - (C) Physical and external interference
 - (D) Feedback
24. When Mr. Bell is admitted for glaucoma surgery, he has trouble seeing the documents in order to sign them. What barrier is inhibiting effective communication?
- (A) Cultural
 - (B) Environmental
 - (C) Personal
 - (D) Physical
25. Blaring Loud Speakers are examples of ____
- (A) Air Pollution
 - (B) Noise Pollution
 - (C) Land Pollution
 - (D) Water Pollution
26. A digital divide in which geography is a factor, in part because running fiber-optic cables to rural schools is often an expense that telecommunications companies avoid
- (A) Extracurricular
 - (B) Last Mile Problem
 - (C) Authentic Assessment
 - (D) Metacognition
27. Sound that affects the quality and/or health of human life
- (A) Light pollution
 - (B) Air pollution
 - (C) Noise pollution
 - (D) Acid shock
28. What is the effect of physical barriers, such as distance and environment, on communication in engineering projects?
- (A) They enhance collaboration
 - (B) They can lead to misunderstandings and delays
 - (C) They promote teamwork
 - (D) They have no significant impact
29. While there was a symposium about drug addiction in an air-conditioned function room, electrical blackout suddenly distracted the speaker and the audience, as well. What kind of noise occurred?
- (A) Physical Noise
 - (B) Psychological Noise
 - (C) Emotional Noise
 - (D) Semantic Noise
30. Physical barrier can include:
- (A) Distance between sender and receiver
 - (B) Language
 - (C) Culture
 - (D) Attitude
31. What process of communication is observed in the example situation? Justin and Rachel were supposed to talk about their problem but they failed to do that because of the loud music in party.

- (A) Decoding
(B) Encoding
(C) Feedback
(D) Noise/Barrier
32. In the right setting a thief will steal your information by simply watching what you type?
(A) Snagging.
(B) Spying.
(C) Social engineering.
(D) Shoulder surfing.
33. Which of the following best describes a technological barrier to communication?
(A) Clear communication protocols
(B) Poor internet connectivity
(C) Regular team meetings
(D) Engaged team members
34. Any object or sound that interferes with the transmission of the message is considered an impediment
(A) Physical barriers
(B) Attitude barriers
(C) Perceptual barriers
(D) None of above
35. Loud party
(A) Physical barrier
(B) Psychological barrier
(C) Cultural barrier
(D) Linguistic Barrier
36. A plane flying overhead and interfering with your conversation is an example of ____ noise.
(A) Operational
(B) Physiological
(C) External
(D) Psychological
37. Which answer is a "man made" noise pollution?
(A) Television
(B) Storms
(C) High School Field Trips
(D) Pet Store
38. Identify the kind of communication barrier that is evident in the situation below. People talking too loud, dogs barking, music is playing.
(A) Physical
(B) Psychological
(C) Cultural
(D) Linguistic
39. This context includes the environmental factors in a communication encounter. The size, layout, temperature, and lighting of a space influence our communication. Imagine the different physical contexts in which job interviews take place and how that may affect your communication.
(A) Physical
(B) Contextual
(C) Environmental
(D) Psychological
40. Which of the following is an example of a Physical Barrier to effective listening?
(A) Tuning out ideas that counter our values
(B) Unfamiliar words
(C) Clothing and mannerisms
(D) Noisy surroundings
41. The following barrier occurred by whom? illegible handwriting
(A) Sender
(B) Receiver
(C) Both sender and receiver
(D) Neither of them
42. Factors Affecting Communication: lack of privacy
(A) Personal Factors
(B) Relationship Factors
(C) Environmental Factors
(D) None of above

43. Noise that comes from the environment.
- (A) Physical noise
 - (B) Physiological noise
 - (C) Psychological noise
 - (D) Semantic noise
44. A plane flying overhead and ____ your conversation is an example of external noise.
- (A) Visually enhancing
 - (B) Adding to
 - (C) Interfering with
 - (D) Lowering
45. How can we avoid noise
- (A) Lowering the volume of radio
 - (B) Shout at the neighbor
 - (C) Screaming
 - (D) None of above
46. Which type of noise refers to natural or environmental conditions that hinder communication by obstructing the delivery of the message from the sender to the receiver?
- (A) Physiological Noise
 - (B) Semantic Noise
 - (C) Physical Noise
 - (D) Psychological Noise
47. A loud blender in a kitchen that makes it hard to hear an order is an example of what?
- (A) Feedback.
 - (B) Physical Noise.
 - (C) The Sender.
 - (D) The Message.
48. It refers to the natural or environmental conditions that hinder a successful communication transaction.
- (A) Cultural barrier
 - (B) External noise
 - (C) Physical barrier
 - (D) Psychological barrier
49. Geographical features, such as mountains and hills can block signals preventing network access.
- (A) Location of the Network
 - (B) Mobile Network
 - (C) Blackspot
 - (D) None of above
50. Physical barriers to communication are ____
- (A) Time and distance
 - (B) Interpretation of words
51. NOISES SERVE AS HINDRANCE IN COMMUNICATION
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
52. The use of faulty equipment is a barrier at both the sender and receiver.
- (A) True
 - (B) False
53. The presence of unwanted noise in the surrounding is called
- (A) Sound
 - (B) Noise Pollution
 - (C) Water Pollution
 - (D) Air Pollution
54. "President Duterte was in the middle of addressing the nation when the heckling started." What barrier of communication is present in the situation?
- (A) Emotional Barrier
 - (B) Use of Jargon
 - (C) Lack of Confidence
 - (D) Noisy environment
55. The Public Information Officer usually informs the other members of the organization if not late, almost never. This affects the implementations and the other goals of the institution.

- (A) Semantic Barrier
 - (B) Psychological Barrier
 - (C) Physiological Barrier
 - (D) Physical Barrier
56. Which one is a “man made” noise pollution?
- (A) Television
 - (B) Storms
 - (C) High School Field Trips
 - (D) Pet Store
57. What type of noise is referred to as “static” and is caused by electrical disturbances in the Earth’s atmosphere?
- (A) Industrial Noise
 - (B) Atmospheric Noise
 - (C) Extraterrestrial Noise
 - (D) Solar Noise
58. Which of the following can be considered a barrier to effective listening in a technical discussion?
- (A) Engaged participants
 - (B) Distractions from electronic devices
 - (C) Clear agenda
 - (D) Active participation
59. Which is an environmental barrier to effective listening?
- (A) Message Overload
 - (B) Text Messages
 - (C) Headache
 - (D) Preoccupation
60. This is an example of what type of noise—an air conditioner kicking on in the middle of your speech
- (A) Psychological
 - (B) Physical
 - (C) Physiological
 - (D) None of above
61. Physical barrier can be produced by:
- (A) Poor communication
 - (B) Traffic
 - (C) Grammar
 - (D) Culture
62. What noise is being described in the following: people chatting beside you
- (A) Process
 - (B) Physical
 - (C) Psychological
 - (D) Physiological
 - (E) Semantic
63. The noise caused by the barking of dogs is what type of noise?
- (A) Barking noise
 - (B) Physical noise
 - (C) Semantic noise Edit
 - (D) None of above
64. Physical noise can only be heard by oneself.
- (A) True
 - (B) False
65. Which is an example of a physical barrier in online communication?
- (A) Poor internet connection during a video call
 - (B) Misinterpreting idiomatic expressions
 - (C) Being too anxious to speak up
 - (D) Strict company hierarchy.
66. Distance in communication belong to
- (A) Physical barrier
 - (B) Semantic barrier
 - (C) Psychological barrier
 - (D) Organisational barrier
67. These are interferences which affect channels to transmit the message such as poor signal or low battery consumption of mobile phones while calling.
- (A) Linguistic and cultural barriers
 - (B) Physical barriers
 - (C) Mechanical barriers
 - (D) Psychological barriers

68. When Travis delivers a lunch tray to a visually impaired patient, he compares the location of the food to the face of a clock (peas at 9, meat at 12, etc.) This is an example of which communication strategy?
- (A) Cultural
 - (B) Environmental
 - (C) Physical
 - (D) Visual
69. A noisy equipment or loud speaking colleague interfering with your conversation is an example of ____ noise.
- (A) Physiological
 - (B) Psychological
 - (C) Physical
 - (D) Sociological
70. If loud music drowns out someone's voice, which type of noise is this?
- (A) Physical
 - (B) Psychological
 - (C) Physiological
 - (D) None of above
71. A faulty microphone during a presentation is an example of:
- (A) Organizational Noise
 - (B) Technical Noise
 - (C) All the above
 - (D) None of the above
72. Which type of communication barrier is seen when one of the communicators has a broken microphone while in the call?
- (A) Physical barrier
 - (B) Emotional barrier
 - (C) Linguistic barrier
 - (D) All of the above.
73. Oscar is having his online class. He was called by her teacher to read an excerpt when a truck suddenly horns and a bike pass by. He did not hear his teacher and did not open his mic. The class was all waiting for him to read no response from Oscar.
- (A) Cultural
 - (B) Physical
 - (C) Psychological
 - (D) Linguistic Barrier
74. Sounds that are loud, disruptive and unhealthy.
- (A) Air pollution
 - (B) Noise pollution
 - (C) Soil pollution
 - (D) Water pollution
75. Which of these factors is a natural source of noise pollution?
- (A) Thunderstorms
 - (B) Airplane take-offs
 - (C) Construction activities
 - (D) Loudspeakers during public events
76. What communication barrier is?:Receiving a message may depend on the environment and the medium
- (A) Physical distraction
 - (B) Language distraction
 - (C) Cultural Differences
 - (D) Lack of Interest
77. The surrounding environment such as high temperatures, sun glare, a dust storm, a lack of ventilation, heavy rainfall, and vibrations can all interfere with communication. What kind of barrier is this?
- (A) Psychological barrier
 - (B) Physiological barrier
 - (C) Socio-psychological barrier
 - (D) Physical barrier
78. Which situation BEST exemplifies communication breakdown?
- (A) Adjusting your language depending on the people you are talking to
 - (B) Incorrect labeling of handouts to be used in product distribution
 - (C) Listening to your friend's heartaches and unsuccessful love stories
 - (D) Looking for the positive characteristics or strengths of a speaker

79. What is the best way to overcome physical barriers in a noisy environment?
- (A) Speak louder
 - (B) Use nonverbal cues
 - (C) Change the environment
 - (D) Avoid communication
80. An unsuitable ____ is one of the biggest barriers of communication.
- (A) Medium
 - (B) Tool
 - (C) Noise
 - (D) None of above
81. Arthur is at the bus stop talking on his cell phone. The traffic is causing him to have a difficult time hearing. Which type of noise disruption is he experiencing?
- (A) Physiological
 - (B) External
 - (C) Biological
 - (D) All of the above
82. What is one effect of physical barriers to communication?
- (A) Enhanced teamwork
 - (B) Disrupted communication
 - (C) Improved productivity
 - (D) Increased understanding
83. Which of the following is NOT an example of a physical barrier to communication?
- (A) Workspace design
 - (B) Technical difficulties
 - (C) Emotional stress
 - (D) Distance
84. Which of the following scenarios best illustrates a communication breakdown due to physiological noise?
- (A) A person with a cold cannot clearly articulate their words.
 - (B) A speaker uses terms that the audience doesn't understand.
 - (C) All the above
 - (D) None of the above
85. Noise refers to ____
- (A) Any unplanned static or interruption during the communication process that can cause a message to be different than the sender intended
 - (B) Sounds that interrupt your concentration
 - (C) Turning up your music way too loud
 - (D) The process of transferring information one wants to communicate into a form which can be sent, received and understood
86. Barriers caused by environmental or bodily conditions.
- (A) Physical
 - (B) Barriers
 - (C) Strategies
 - (D) Opinion
87. The ring of the mobile phone is
- (A) Physical noise
 - (B) Psychological noise
 - (C) Semantic noise
 - (D) Physiological noise
88. Which of the following choices below is an example of a PHYSICAL BARRIER?
- (A) Headache
 - (B) Noisy environment
 - (C) Sadness
 - (D) Different political views
89. Don'ts in Speech Delivery
- (A) Giggling
 - (B) Use memorable alliteration
 - (C) Putting hands in pockets
 - (D) Emphasize keywords
 - (E) Wetting lips frequently
90. Poor internet connection causes:
- (A) Physical barrier
 - (B) Psychological barrier
 - (C) Semantic barrier
 - (D) Cultural barrier

91. Examples of this noise are: heavy rain, loud sounds, barking dogs, and etc. What kind of noise are these?
(A) External noise
(B) Internal noise
92. Loud sound can cause
(A) Hearing loss
(B) Malaria
(C) Loss of appetite
(D) None of above
93. Distance is one of the obstacles in carrying out communication which is included in ____
(A) Psychological Barriers
(B) Physical Barriers
(C) Semantic Barriers
(D) Organizational Barriers
94. Identify the kind of communication barrier that is evident in the situation below. Talking over the phone with a baby crying in the background.
(A) Physical
(B) Psychological
(C) Cultural
(D) Linguistic
95. Which of the following can be a distraction which can interfere with communication?
(A) Impaired vision
(B) Facing the receiver
(C) Inclement weather
(D) Good lighting
96. Walls, fences, cubicle dividers are an example of ____
(A) Physical structures causing barrier
(B) Organisational barriers
(C) Semantics/Language barriers
(D) Height restrictions
97. How does noise pollution affect communication?
(A) It improves communication
(B) It makes communication easier
(C) It has no effect
(D) It disrupts communication
98. Diana takes a work call while she is in the car. She tries to pay attention to the call, but she also has to concentrate on the traffic and driving. What type of context is affecting Diana's communication?
(A) Physical context
(B) Cultural context
(C) Historical context
(D) Social context
99. Which of the following is a mitigation strategy for physical barriers to communication?
(A) Improve office design
(B) Increase emotional awareness
(C) Learn multiple languages
(D) Avoid using technology
100. C. Identify the type of noise presented in each scenario. Lito received a failing mark on Trigonometric Functions. During the discussion, he cannot focus well because of the construction noise near their house.
(A) Physical Noise
(B) Psychological Noise
(C) Physiological Noise
(D) Semantic Noise
101. Also known as Physiological Barrier.
(A) Physical Barrier
(B) Psychological Barrier
(C) Linguistic Barrier
(D) Cultural Barrier
102. Which type of noise occurs when a conversation is interrupted by loud construction sounds?
(A) Physiological Noise
(B) Physical Noise
(C) All the above
(D) None of the above

- 103.** Someone has called 911 for assistance, but the telephone connection is so poor that dispatch cannot hear what they are saying. This is a(n) ____ barrier to communication.
- (A) Physical
 - (B) Perceptual
 - (C) Emotional
 - (D) Language
- 104.** Example of this barrier is when you are having a conversation with someone when a song was played loudly.
- (A) Noisy Environment
 - (B) Use of Jargon
 - (C) Emotional Barriers
 - (D) None of the above
- 105.** C. Identify the type of noise presented in each scenario. raining sounds during a conversation
- (A) Psychological noise
 - (B) Physiological noise
 - (C) Physical noise
 - (D) Semantic noise
- 106.** In oral communication, which of the following is considered a barrier?
- (A) Clear articulation
 - (B) Background noise
 - (C) Eye contact
 - (D) Gestures
- 107.** Which of the following is a physical disability that can be a barrier to communication?
- (A) Aphasia
 - (B) Attitudes
 - (C) Prefixes
 - (D) Abbreviations
- 108.** A very warm surrounding is an example of which type of noise?
- (A) Environmental noise
 - (B) Physiological noise
 - (C) Psychological noise
 - (D) Internal noise Edit
- 109.** Success in communication is affected by a variety of factors, including physical context and audience expectations.
- (A) True
 - (B) False
- 110.** Maria was telling her story in class, but her classmates were talking loudly in the background. What kind of noise is this?
- (A) Internal
 - (B) Physical
 - (C) Physiological
 - (D) Psychological
- 111.** Which of the following is a common physical communication barrier?
- (A) Cultural Differences
 - (B) Noise
 - (C) Anxiety
 - (D) Language
- 112.** Which of the following is an example of a physical barrier to communication?
- (A) Noise
 - (B) Emotional stress
 - (C) Cultural differences
 - (D) Language barriers
- 113.** When the microphone fails to function properly there is a ____ barrier.
- (A) Physical
 - (B) Psychological
 - (C) Semantics/Language
 - (D) Cross cultural
- 114.** Type of noise that can disrupt communication?
- (A) Sociology
 - (B) Sociological
 - (C) Physiological
 - (D) Psycho

115. The printer makes a humming noise when it prints labels, making it hard to hear when talking on the telephone.
- (A) External noise
 - (B) Receptive aphasia
 - (C) Sarcasm
 - (D) Compensation
 - (E) Internal noise
116. What is the solution to avoid a communication breakdown when your Wi-Fi signal goes down during an online class?
- (A) Find a stable area to join
 - (B) Use complex technical terms
 - (C) Stop attending online classes
 - (D) Ignore the issue
117. What is a "Don't" in effective communication?
- (A) Give examples
 - (B) Use precise words
 - (C) Maintain eye contact
 - (D) Speak in noisy surroundings
118. Which of the following is an example of "noise" in the communication process?
- (A) A clear voice
 - (B) A loud siren during a phone call
 - (C) The feedback provided by the receiver
 - (D) The use of nonverbal cues
119. During the synchronous session, Edhlei was unaware that her mic was unmuted and her classmates heard her singing loudly, making it difficult for them to listen to their teacher. This situation falls under what type of noise?
- (A) Psychological Noise
 - (B) Cultural Noise
 - (C) Physical Noise
 - (D) Physiological Noise
120. Noise is the most common barrier to communication.
- (A) True
 - (B) False
121. When you hear a loud music that make you unable to focus on your favourite Korean movie refers to
- (A) Physical barrier
 - (B) Psychological barrier
 - (C) Cultural barrier
 - (D) Linguistic Barrier
122. What can hinder the successful transmission of a message, particularly in situations like remote work or long-distance communication?
- (A) Physical Barriers
 - (B) Time Constraints
 - (C) Unwillingness to Communicate
 - (D) Legal or Ethical Constraints
123. Talking in the background and loud music are example of —
- (A) Physical Noise
 - (B) Physiological Noise
 - (C) Psychological Noise
 - (D) None of above
124. What is a physical barrier?
- (A) A barrier that causes one to get emotional and not be receptive.
 - (B) A barrier that relates to a person's state of mind.
 - (C) A barrier that result from different language and cultures.
 - (D) A barrier that is often due to the nature of the environment.
125. Not being able to understand or see gestures, posture and general body language that make communication less effective is known as — barrier.
- (A) Linguistic
 - (B) Interpersonal
 - (C) Cultural
 - (D) Physical
126. Movement during speech delivery is restricted when standing behind a podium.
- (A) True
 - (B) False

127. INTERFERENCE-NOISE IN THE FORM OF SIGHTS AND SOUNDS

- (A) INTERNAL INTERFERENCE
- (B) EXTERNAL INTERFERENCE
- (C) SEMANTIC INTERFERENCE
- (D) CRUSH INTERFERENCE

128. A weak Internet signal is an example of channel noise.

- (A) T
- (B) F

129. Agatha just started telling Martha about her

tragic experience at the water park the day before, but Martha suddenly starts hiccuping, interrupting her. What kind of barrier is this?

- (A) Sending
- (B) Receiving Edit

130. C. Identify the type of noise presented in each scenario.technical problems / internet connectivity issue

- (A) Psychological noise
- (B) Physiological noise
- (C) Physical noise
- (D) Semantic noise

1.4.5 Psychological Barriers to Communication**1. Which of the following is a barrier to active listening?**

- (A) Prejudices
- (B) Open-mindedness
- (C) Empathy
- (D) Respect

2. Putdowns, disrespect, and talking over people is an example of ____

- (A) Passivity
- (B) Discounting
- (C) Redefining
- (D) Over-detailing

3. Which strategy can help mitigate psychological barriers in communication?

- (A) Emotional intelligence training
- (B) Learning a new language
- (C) Using advanced technology
- (D) Avoiding face-to-face communication

4. This type of barrier relates to views that restrict or prevent communication participation

- (A) Policy barrier
- (B) Skill barrier
- (C) Attitude barrier
- (D) Practice barrier

5. When John McKay nervously began teaching his first class, he overestimated the extent to which his students would notice that he was anxious. His reaction best illustrates

- (A) Self-serving bias
- (B) An Electra complex
- (C) Spotlight effect
- (D) The self-reference phenomenon

6. Which of the following is an obstacle to effective communication?

- (A) Sincerity.
- (B) Listening skills.
- (C) Interpreting.
- (D) Prejudices.

7. What is an example of psychological noise?

- (A) Distractions from a loud environment
- (B) Personal biases affecting interpretation
- (C) Technical difficulties during a presentation
- (D) Different accents in speech

8. ____ means interpreting the message in accordance with one's interest and motives. This reduces concentration of listener

- (A) Perception
- (B) Reception

9. What type of communication barrier could result from daydreaming or having your thoughts elsewhere while someone is speaking to you?
- (A) Physiological barrier
 - (B) Psychological barrier
 - (C) Socio-psychological
 - (D) Physical barrier
10. In upward communication, distortion can happen because:
- (A) Employees fear offending superiors
 - (B) Managers always seek accuracy
 - (C) Information is sent directly without thinking
 - (D) Written channels are always accurate
11. C. Identify the type of noise presented in each scenario. different political view of the speaker from his/her audience
- (A) Psychological noise
 - (B) Physiological noise
 - (C) Physical noise
 - (D) Semantic noise
12. Which of the following is not an example of internal noises
- (A) Attitudes
 - (B) Position
 - (C) Music
 - (D) Feelings
13. Also known as Mental Barrier.
- (A) Physical Barrier
 - (B) Psychological Barrier
 - (C) Linguistic Barrier
 - (D) Cultural Barrier
14. You are asked to share something about your day, but you are hesitant because you are shy. What barrier of communication?
- (A) Language
 - (B) Jargon
 - (C) Lack of Confidence
 - (D) Dysfunctional Feedbacks
15. A student cannot focus on a lecture because he is worried about family problems. Which barrier applies?
- (A) Semantic
 - (B) Physical
 - (C) Psychological
 - (D) Cultural
16. Giving false reassurance is a barrier to therapeutic communication.
- (A) True
 - (B) False
17. Factors Affecting Communication: Cognitive factors
- (A) Personal Factors
 - (B) Relationship Factors
 - (C) Environmental Factors
 - (D) None of above
18. What should customer service representatives in the retail industry avoid when communicating with customers?
- (A) Lack of initiative.
 - (B) Angry and hostile responses.
 - (C) Short replies.
 - (D) Making assumptions.
19. Internal noises are the thoughts and feelings that interfere with meaning.
- (A) True
 - (B) False
20. Teacher asked one of his students to go in office. Before completing the sentence, the student said I got the message and brought chalk from the office, but the teacher wanted that he should bring the attendance register. Name the type of communication barrier
- (A) Premature Evaluation
 - (B) Lack of proper attention
 - (C) Unclassified assumption
 - (D) Distrust Edit

21. What is the kind of noise that may result from individuals' personal discomfort?
- (A) Physical noise
 - (B) Physiological noise
 - (C) Psychological noise
 - (D) Semantic noise
22. Conflict in communication occurs when:
- (A) People have opposing ideas or expectations
 - (B) Staff forget their security badges
 - (C) Teams eat lunch at different times
 - (D) Departments change logos annually
23. Which type of noise involves internal feelings like stress or prejudice that affect communication?
- (A) Logical Noise
 - (B) Physical Noise
 - (C) Physiological Noise
 - (D) Psychological Noise
24. Zoom Fatigue
- (A) A medical condition diagnosed by doctors
 - (B) A new fitness program that involves high-intensity interval training
 - (C) A type of fatigue caused by excessive physical exercise
 - (D) A term used to describe the tiredness, worry, or burnout associated with overusing virtual platforms of communication
25. Which is a common weakness of upward communication?
- (A) Messages become too widely broadcast
 - (B) Power dynamics discourage open sharing
 - (C) Vendors control internal priorities
 - (D) Teams duplicate peer-level messages
26. When people ignore or distort incoming information to fit their preconceived notions of reality, it is referred to as
- (A) Sensory memory
 - (B) Long-term memory
 - (C) Selective perception
 - (D) Perception of relativity
27. Selective Perceptions is
- (A) Organizational Barrier
 - (B) Emotional Barrier
 - (C) Physical Barrier
 - (D) Semantic Barrier
 - (E) Language Barrier
28. One of the internal barriers to communication is:
- (A) Ego
 - (B) Noise
 - (C) Time
 - (D) Distraction
29. Jamila just finished taking her entrance exam. in a college, and she was so frustrated about the questions that she cannot decipher. Entering the class she gained nothing.
- (A) Semantic Barrier
 - (B) Psychological Barrier
 - (C) Physiological Barrier
 - (D) Physical Barrier
30. When Patricia's supervisor asked her to work in a different unit, Patricia refuses and said, "I am not going to be picked on today." The supervisor did not get upset because she understood that Patricia's response was related to which influence on communication?
- (A) Cultural issues
 - (B) Life experiences
 - (C) Physical environment
 - (D) Prejudice
31. Bear in mind that everyone has different ways of speaking, so do not let the speaker's habits or mannerism distract you
- (A) Stop talking
 - (B) Wait and watch for non-verbal communication
 - (C) Listen to the tone
 - (D) Avoid personal prejudice

32. Also known as mental barriers, which type of noise refers to social and personal issues that affect a speaker's ability to communicate effectively?
- (A) Psychological Noise
 - (B) Semantic Noise
 - (C) Physiological Noise
 - (D) Physical Noise
33. Which type of barrier refers to social and personal issues of a speaker?
- (A) Physical Barrier
 - (B) Psychological Barrier
 - (C) Cultural Barrier
 - (D) Linguistic Barrier
34. All of the following are examples of psychological noise EXCEPT
- (A) Personal attitudes
 - (B) Beliefs
 - (C) World views
 - (D) Grammar
35. Factors Affecting Communication: Emotional state of the sender
- (A) Personal Factors
 - (B) Relationship Factors
 - (C) Environmental Factors
 - (D) None of above
36. Stereotypes are harmful because they
- (A) Encourage diversity
 - (B) Promote fairness
 - (C) Oversimplify individuals
 - (D) Increase understanding
37. In communication, negative motivation can lead into the following conditions, EXCEPT for:
- (A) Social anxiety
 - (B) Communication apprehension
 - (C) Feeling upset stomach
 - (D) Public speaking anxiety
38. This is mainly a communication barrier on the receiver's end.
- (A) Emotions
 - (B) Poor Listening Skills
 - (C) Appearance
 - (D) All of the above
39. Conflicts that arise from people just not getting along, and not working very hard to overcome their differences, are said to be caused by ____
- (A) Competing goals
 - (B) Lack of information
 - (C) Ego issues
 - (D) Relational issues
40. Premature evaluation refers to the tendency to form an opinion or judgment before listening to the entire message. What communication barrier will exist if this occurs?
- (A) Psychological barrier
 - (B) Socio-psychological barrier
 - (C) Physiological barrier
 - (D) Cultural barrier
41. What is the effect of psychological barriers on communication?
- (A) Enhanced understanding
 - (B) Misinterpretations and selective listening
 - (C) Improved emotional intelligence
 - (D) Increased clarity in communication
42. What we see and believe at a given moment is influenced by our psychological frames of references-our beliefs, values, knowledge, experiences, and goals.
- (A) Emotional barrier
 - (B) Perceptual barrier
 - (C) Cultural barriers
 - (D) None of above
43. These are thoughts that hamper the interpreted message received by the receiver such as dizziness of the listener while the teacher lectures or when the listener is preoccupied

- by some other things while listening to the speaker.
- (A) Physical barriers
 - (B) Linguistic barriers
 - (C) Psychological barriers
 - (D) Mechanical barriers
44. Why should Health care workers show respect in communication with patients?
- (A) It is part of the work contract
 - (B) To be respected back
 - (C) A good psychological condition is part of the treatment
 - (D) To reflect the greatness of the facility
45. What can psychological attitudes and prejudice affect in communication?
- (A) Clarity
 - (B) Speed
 - (C) Volume
 - (D) Frequency
46. What noise is being described in the following: anticipation of the next speaker
- (A) Process
 - (B) Physical
 - (C) Psychological
 - (D) Physiological
 - (E) Semantic
47. It is who you are and what you are that brings into the interaction.
- (A) Relational context
 - (B) Psychological context
 - (C) Situational context
 - (D) Environmental context
48. When you don't like the person talking
- (A) Attitudinal Barrier
 - (B) Cultural Barrier
 - (C) Educational Barrier
 - (D) Ethical Barrier
49. Barriers to communication which include attitudes, emotions, stereotyping, prejudice, bias are ____
- (A) Physical Barriers
 - (B) Personal Barriers
 - (C) Cultural Barriers
 - (D) Environmental Barriers
50. Brushing off someone's suggestions without considering them is a dismissive behavior.
- (A) True
 - (B) False
51. What is the primary barrier to effective communication caused by preconceived notions?
- (A) Semantic barrier
 - (B) Psychological barrier
 - (C) Physical barrier
 - (D) Cultural barrier
52. Which of the following barriers can hinder effective interpersonal communication?
- (A) Open-mindedness
 - (B) Active listening
 - (C) Prejudices and assumptions
 - (D) Constructive feedback
53. "She was wearing cowboy boots in her last Instagram picture so she must be into country music."
- (A) Bandwagon
 - (B) Either/or
 - (C) Hasty generalization
 - (D) Straw man
54. Which of the following is NOT a cause of psychological barriers in communication?
- (A) Emotional disturbances
 - (B) Prejudice
 - (C) Stress
 - (D) Physical distance
55. Which of the following is a disadvantage of Horizontal communication?

- (A) It can be impersonal and formal and sometimes it takes some time to filter down
- (B) It can be personal and formal and sometimes it takes very little time to filter down
- (C) It can be viewed as small talk by upper management
- (D) It can cause unity in an organization
56. Which of the following is a way to overcome emotional barriers?
- (A) Avoiding eye contact
- (B) Keeping emotions in check
- (C) Increasing physical distance
- (D) Ignoring emotions
57. True or false: Attitude barriers pertain to the capabilities, attitudes and resource limitations of individuals who communicate to AAC
- (A) True
- (B) False
58. Negative messages cause receivers to feel:
- (A) Upset or disappointed
- (B) Disadvantaged or treated unfairly
- (C) Both a and b
- (D) A is correct, b is incorrect
59. Avoiding topics of conversation that make people feel ____ or excluded, especially at work, helps include everyone in communication.
- (A) Uncomfortable
- (B) Excited
- (C) Confident
- (D) Relaxed
60. Personal preferences on the part of the recipient can be a barrier to communication?
- (A) True
- (B) False
61. Internal noise is one of the human factors in the communication cycle you have no way to eliminate.
- (A) True
- (B) False
62. Maria's teacher called her during the class recitation, but she was unable to answer because her friends kept talking to her. What prevention should she practiced to avoid the communication breakdown?
- (A) Have confidence and be prepared
- (B) Don't be distracted
- (C) Be open
- (D) None of above
63. What does "selective perception" refer to in the context of psychological barriers?
- (A) The ability to focus on all details equally
- (B) The tendency to interpret information based on personal biases
- (C) The act of ignoring communication entirely
- (D) The process of understanding all perspectives
64. If prejudice affects how we interpret someone's message, what type of noise is it?
- (A) Physical
- (B) Psychological
- (C) Physiological
- (D) None of above
65. Which of the following is not a linguistic barrier?
- (A) Accents
- (B) Emotional stress
- (C) Jargon
- (D) Lack of vocabulary
66. A mental or emotional disturbance that hinders communication.
- (A) Opinion
- (B) Strategies
- (C) Psychological
- (D) Noise
67. Match the type of listening barrier with its correct example. Letting your mind wander during a presentation
- (A) Pre-judgment

- (B) Selective listening
(C) Daydreaming
(D) None of above
68. ___ Barriers include not paying attention, boredom, lack of interest, and daydreaming?
(A) Internal
(B) External
(C) Semantic
(D) None of the above
69. Which of the following is an example of a perceptual barrier in communication?
(A) Misinterpreting a message due to personal biases
(B) Physical distance between communicators
(C) Use of technical jargon
(D) Emotional reactions
70. Which action most directly reduces perceptual barriers in conversation?
(A) Apply empathy and practice active listening
(B) Upgrade video conferencing software
(C) Standardize hierarchical reporting lines
(D) Increase message frequency with repetition
71. Selective perception occurs when individuals interpret information based on their own experiences and beliefs.
(A) True
(B) False
72. In communication, a major barrier to reception of messages is
(A) Audience income
(B) Audience attitude
(C) Audience education
(D) Audience knowledge
73. Which is a psychological barrier to communication?
(A) Technical jargon
(B) Fear and anxiety
(C) Poor internet
(D) Inadequate lighting
74. What noise is being described in the following: excitement about the sepak takraw game.
(A) Process
(B) Physical
(C) Psychological
(D) Physiological
(E) Semantic
75. A manager avoids giving bad news to employees out of fear of conflict. Which barrier is shown?
(A) Semantic barrier
(B) Psychological barrier
(C) Organizational barrier
(D) Physical barrier
76. Which of the following is a characteristic of internal noise?
(A) Noise from a construction site
(B) Thoughts and feelings that interfere with meaning
(C) Use of technical jargon
(D) Different customs and traditions
77. The thoughts, feelings, and biases inside your own head are what type of noise?
(A) Psychological Noise.
(B) Semantic Noise.
(C) Physical Noise.
(D) External Noise.
78. Student A is always pre-occupied with the tasks that she needs to finish within the week. When her mother entered her room and asked if she what food does she want to eat, student A answered "yes". What type of barrier is manifested in this situation?
(A) Physical barrier
(B) Psychological barrier
(C) Linguistic and cultural barrier
(D) Mechanical barrier

79. Failure to communicate for fear being put down
(A) Jealousy
(B) Ego
(C) Pride
(D) Compensation
80. Which of the following is a cause of psychological barriers in communication?
(A) Stress and prejudice
(B) Physical noise
(C) Language differences
(D) Cultural diversity
81. Lack of motivation or interest on the part of the receiver is a type of
(A) Internal communication barrier
(B) External communication barrier
(C) Informal communication barrier
(D) Lateral communication barrier
82. Shaina cannot utter the words. She is looking at the number of people in front of her. She is ready but she cannot conquer her stage fright. What communication barrier is this?
(A) Cultural Barrier
(B) Linguistic Barrier
(C) Psychological Barrier
(D) Physical Barrier
83. Unattentiveness and daydreaming are examples of ____ noise.
(A) Physical
(B) Psychological
(C) Written
(D) Visual
84. Which is a barrier to upward communication?
(A) Open-door policy
(B) Fear of negative consequences
(C) Encouragement of feedback
(D) Anonymous surveys
85. Healthy or Unhealthy? Staying quiet ____ because you are afraid of what the other person might say.
(A) Healthy
(B) Unhealthy Edit
86. Psychological noise can be heard by everyone.
(A) True
(B) False
87. What may cause a patient to be reluctant to share information with a nurse?
(A) The patient may feel the nurse may disapprove of the patient's values, beliefs, or practices or may even fear rejection.
(B) The patient may believe the nurse will provide extra medication.
(C) The patient may think the nurse will forget their information.
(D) The patient may want to impress the nurse with false information.
88. Jenny was so mad because her boyfriend just broke up with her. Meanwhile, Alice, who has been talking with her for almost an hour has been completely ignored. Which language barrier was demonstrated in the situation?
(A) Physical
(B) Psychological
(C) Language
(D) Sociocultural
(E) Physiological
89. ____ is considered a barrier to inter-personal communication and active listening. It means performing multiple tasks at one time.
(A) Efficiency
(B) Taxonomy
(C) Multi-tasking
(D) None of the above
90. Maria is pro Duterte and her brother is anti-Duterte, in this situation, what barrier of communication is present among them?
(A) Gender barrier

- (B) Interpersonal barrier
(C) Perceptual barrier
(D) Cultural barrier
91. What is the main effect of using 'You' statements in communication?
(A) They make the other person feel supported
(B) They sound blaming and accusing and can make the other person defensive
(C) They help resolve conflicts peacefully
(D) They encourage open discussion
92. — 2. Members of a paintball team ignore their leader because he was very bossy and arrogant, but the leader's advice is actually sound and helpful.
(A) Cultural barrier
(B) Language barrier
(C) Prejudging
(D) Information overload
93. What is a common barrier to assertive communication?
(A) Fear of rejection
(B) Confidence
(C) Clarity
(D) Empathy
94. Which of the following is an example of a psychological barrier in communication?
(A) Background noise during a phone call
(B) The use of technical jargon
(C) Prejudices or assumptions about the speaker
(D) Poor lighting in a conference room
95. Emma meets a new group of people and assumes they all share the same interests and behaviors based on what she has heard about their background. This is an example of:
(A) A generalization about a group or category of people that can influence how we perceive others and their communication behavior
(B) A detailed analysis of an individual's personality
(C) A scientific theory about human behavior
(D) A method for improving memory
96. What is a filter?
(A) Something in a listener's life that cause misinterpretations of messages
(B) A choice not to listen
(C) A listener's bias against a speaker
(D) The part of your mind that keeps bad things from being said on accident
97. Making mental arguments with the speaker while listening is a barrier for effective listening.
(A) True
(B) False
98. When the receiver of a message stops listening because he or she thinks she has already made up her mind about the facts, this is called —
(A) Active listening
(B) Organizational barriers
(C) Effective feedback
(D) Perceptual bias
99. Which one of the following is a barrier to speaking?
(A) Confidence
(B) Nervousness
(C) Calmness
(D) Friendliness
100. This noise refers to the certain attitudes that can also make communication difficult
(A) Physiological-impairment noise
(B) Psychological Noise
(C) Cultural Noise
(D) Organizational Noise
101. Which of the following is a personal barrier to communication?
(A) Poverty

- (B) Racism
 - (C) Poor communication skill
 - (D) Structure of the Organisation
- 102.** Relationships influence the meanings that are given to words.
- (A) True
 - (B) False
- 103.** Which of the following can lead to defensive communication among team members?
- (A) Open feedback
 - (B) Emotional stress and anxiety
 - (C) Clear communication channels
 - (D) Collaborative projects
- 104.** Which of the following is not Socio-Psychological Barriers?
- (A) Selective Perception
 - (B) Restrictive Environment
 - (C) Poor Retention
 - (D) Filtering
- 105.** ____ is a psychological barrier to communication that involves preconceived opinions not based on reason or experience.
- (A) Bias
 - (B) Empathy
 - (C) Clarity
 - (D) Feedback
- 106.** To reach a conclusion with very few facts.
- (A) Overgeneralization
 - (B) Hasty generalization
 - (C) Attack the man
 - (D) Circular reasoning
- 107.** Which of these is not appropriate when communicating?
- (A) Eye Contact
 - (B) Clarity
 - (C) Active listening
 - (D) Yawning
- 108.** Mr. Dela Cruz uses storytelling in class to help students connect their learning to their own lives and personal experiences. Which psychological principle supports this strategy?
- (A) Constructivism
 - (B) Behaviorism
 - (C) Classical Conditioning
 - (D) Humanism
- 109.** Which of the following is a common psychological barrier that can affect communication in a technical team?
- (A) Trust
 - (B) Biases and stereotypes
 - (C) Clear objectives
 - (D) Open communication
- 110.** Which of the following is a psychological barrier that one must be aware of during job interviews?
- (A) Use of jargon
 - (B) Different cultures being involved
 - (C) Status as a barrier to effective communication
 - (D) Interview venue being too cold and causing discomfort
- 111.** Perceptual is not a barrier in communication
- (A) Yes
 - (B) No

1.4.6 Semantic Barriers to Communication

- 1.** How does the use of jargon affect verbal communication?
- (A) It simplifies the message for all listeners
 - (B) It can create confusion if the listener is unfamiliar with the terms
 - (C) It has no effect on the communication

- (D) It makes the speaker sound less knowledgeable
2. Nurses need to ensure they use language that is clear, is unequivocal, and is free of ____
- (A) Bias
 - (B) Emotion
 - (C) Humor
 - (D) Complexity
3. What type of noise refers to the specialized words or jargon used by the speaker?
- (A) Psychological interference
 - (B) Physical and external interference
 - (C) Semantic interference
 - (D) Context
4. Why is vague language a problem in emails?
- (A) It sounds friendly
 - (B) It can be misunderstood
 - (C) It saves time
 - (D) It improves clarity
5. Which type of noise is most likely causing a misunderstanding when a doctor uses medical jargon that the patient doesn't understand?
- (A) Organizational Noise
 - (B) Semantic Noise
6. Why is it important to use a professional translator rather than a family member for patients who do not speak English?
- (A) Family members are always busy
 - (B) Professional translators are more polite
 - (C) Family members may not accurately translate medical information
 - (D) Professional translators are free of charge
7. How can language barriers impact cultural competence in patient care?
- (A) Language barriers can hinder effective communication and lead to misunderstandings, misdiagnoses, and inadequate treatment in patient care.
 - (B) Language barriers can improve cultural competence in patient care.
 - (C) Language barriers have no impact on cultural competence in patient care.
 - (D) Language barriers only affect communication but not patient care.
8. What is semantic noise?
- (A) Any disturbance within transmission aspects of media.
 - (B) Language barriers, differences in education level, etc.
 - (C) Due to physical deformities such as deafness, dumbness, etc.
 - (D) None of all above
9. I tried to explain the situation, but she completely misunderstood and got ____
- (A) The wrong end of the stick
 - (B) The talking point
 - (C) The ball rolling
 - (D) The discussion wrapped up
10. What strategies can be used to overcome language barriers?
- (A) Use only written communication
 - (B) Employ translation services, use visual aids, learn basic phrases, utilize translation apps, and promote patient communication.
 - (C) Avoid speaking to non-native speakers
 - (D) Ignore the language barrier
11. What is the primary cause of semantic barriers in communication?
- (A) Jargon and ambiguous terms
 - (B) Lack of listening skills
 - (C) Physical noise
 - (D) Emotional stress
12. Which one is considered to be a poor communication?
- (A) Message is ambiguous
 - (B) Message is clear and direct
 - (C) Receiver is open to listen
 - (D) Sender is positive towards receiver

13. How can euphemisms affect the way we communicate about sensitive topics?
- (A) They make language more blunt and harsh
 - (B) They provide vague, mild expressions that substitute for harsher terms
 - (C) They always lead to misunderstandings
 - (D) They are used only in technical vocabulary
14. Which type of noise refers to different meanings that arise from a speaker's words or symbols, which may confuse the listener and is influenced by the language one has grown up with?
- (A) Internal
 - (B) Semantic
 - (C) External
 - (D) Cultural
15. ___ arises when the sender and the receiver of the message attribute different meanings to the same words or use different words to convey the same meaning.
- (A) Feedback
 - (B) Emotional Barrier
 - (C) Ambiguity
 - (D) None of above
16. Medical ___ is difficult for laypeople.
- (A) Hesitant
 - (B) To get it straight from the horse's mouth
 - (C) To hear it on the grapevine
 - (D) Jargon
17. The more abstract a word is, the ___
- (A) Easier it is for the other person to understand you
 - (B) More difficult it is for the other person to agree with your meaning
 - (C) Less likely it is to be interpreted in a variety of ways
 - (D) More it can be experienced with one of your senses
18. Which barrier pertains to conflicts regarding language and word meanings?
- (A) Linguistic Barrier
 - (B) Psychological Barrier
 - (C) Physical Barrier
 - (D) Cultural Barrier
19. What is a linguistic barrier?
- (A) A barrier of emotions that cause one to not be as receptive to others.
 - (B) A barrier that is often due to the nature of the environment.
 - (C) A barrier that relates to a person's state of mind.
 - (D) A barrier that result from different languages and cultures.
20. Communicators will only understand each other if they speak the same language.
- (A) TRUE
 - (B) FALSE
21. Which barrier pertains to language and word meanings?
- (A) Cultural Barriers
 - (B) Physical Barriers
 - (C) Linguistic Barriers
 - (D) Psychological Barriers
22. Communication errors occurs when a patient is unable to have trust over the clinician's action which can occur due to which of the following.
- (A) Clinician failed to introduce himself/herself or failed to explain the procedure to the patient
 - (B) Clinician ask about past medical records to the patient
 - (C) Clinician reassure the patients about the outcome frequently
 - (D) None
23. Your friend calls you "Dude" and you find that term condescending. This is an example of
- (A) External noise
 - (B) Semantic noise

- (C) Internal noise
(D) Physiological noise
24. Which barrier to effective communication is exemplified by a situation where a speaker uses jargon that the audience does not understand?
(A) Psychological barrier
(B) Semantic barrier
(C) Physical barrier
(D) Cultural barrier
25. Which of these must be avoided for effective communication?
(A) Sharing of activity
(B) Listening
(C) Ambiguity
(D) Politeness
26. What should we avoid to communicate effectively?
(A) Active listening
(B) Choose the right communication channel
(C) Slangs and overly technical terms
(D) Be respectful
27. Language barriers are:
(A) Physical barriers
(B) Semantic barriers
(C) Cultural barriers
(D) Organizational barriers
28. What is the effect of using jargon in spoken communication with a general audience?
(A) It clarifies the message
(B) It makes the message more accessible
(C) It can lead to misunderstanding
(D) It simplifies the content
29. TRUE or FALSE: Miscommunication can occur even when both parties speak the same language?
(A) True
(B) False
- (C) All the above
(D) None of the above
30. Denotation and connotation is a part of ____
(A) Semantic barrier
(B) Socio-psychological
(C) Physical
(D) None of above
31. Inability to understand a message causes failure in communication
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
32. In this barrier, sender has too much information on the subject, which give rise to the difficulty in choosing what to include and what to exclude.
(A) Indecision about the message content
(B) Lack of familiarity with the situation or the receiver
(C) Emotional Conflicts
(D) Difficulty in expressing ideas
33. Slang should not be used in a healthcare setting because:
(A) It can lead to misunderstandings and compromise patient care.
(B) It makes communication more formal.
(C) It is preferred by most patients.
(D) It is required by hospital policy.
34. The semantic barriers refers to the misunderstanding between the sender and the receiver arising due to the different meanings of words and other symbols used in communication.
(A) True
(B) False
35. Which of the following are external problems affecting listening?
(A) The complexity of the message, The organization of the message, and the style
(B) Daydreaming, hasty judgment, and selective cognition

36. What noise is being described in the following: your teacher's highfalutin words
(A) Process
(B) Physical
(C) Psychological
(D) Physiological
(E) Semantic
37. Denotative meanings are
(A) Caustic meanings
(B) Analytical meanings
(C) Dictionary meanings
(D) None of above
38. Language barriers keep us from understanding other people's ideas and thoughts.
(A) False
(B) True
39. Using jargon is an example of what noise?
(A) Internal
(B) Interval
(C) External
(D) Semantic
40. What is a common linguistic barrier in multicultural communication?
(A) High stress levels
(B) Lack of common language
(C) Poor lighting
(D) Noise
41. Language barrier is also known as:
(A) Physical Barrier
(B) Cultural Barrier
(C) Emotional Barrier
(D) Semantic Barrier
42. What is a potential barrier to effective communication in healthcare?
(A) Using clear, professional language
(B) Active listening
(C) Using slang or profanity
(D) Maintaining eye contact
43. Jayne, a nursing student, learned new jargon from school. She is talking to her engineer friend using the jargon that she learned. What communication barrier may occur?
(A) Perceptual barrier
(B) Emotional barrier
(C) Language barrier
(D) Cultural barrier
44. Referring to someone's house as a "shack" would have a ____ connotation.
(A) Positive
(B) Negative
45. Which customer attribute may affect communication methods most strongly?
(A) Home interior design taste
(B) Preferred sports team loyalty
(C) Favorite vacation destination
(D) Language skills and fluency level
46. One word can be interpreted to give different meanings
(A) General body language
(B) Eyes and facial expression
(C) Language differences
(D) Emotions
47. Can speaking a different language be a communication barrier?
(A) No
(B) Yes
48. Which of the following are considered factors impairing clarity in language use?
(A) Euphemism, Jargon, Doublespeak
(B) Cultural Sensitivity, Jargon, Doublespeak
(C) Euphemism, Cultural Sensitivity, Jargon
(D) None of above
49. What is a recommended strategy to mitigate semantic barriers in communication?
(A) Use clear language and avoid jargon
(B) Increase the volume of speech
(C) Use more technical terms
(D) Focus on non-verbal cues only

50. This barrier occurs not only because of differences but also in the forms of a variety of dialects.
(A) Values and Beliefs
(B) Norms
(C) Stereotypes
(D) Language
51. Two examples of language barriers in communication are:
(A) Use of jargon and different native languages
(B) Active listening and empathy
(C) Non-verbal cues and body language
(D) Feedback and clarification
52. Read the sentence below. What is the denotation of the word superior? My old computer kept running out of batteries. My new one is superior.
(A) Better
(B) Worse
(C) Positive
(D) Negative
53. Which of these should be avoided while speaking?
(A) Fluency
(B) Jargon
(C) Clear voice
(D) Abstract words
54. How does word choice affect communication?
(A) It has no impact
(B) It influences clarity and tone
(C) It only affects spelling
(D) It confuses the audience
55. Which of the following is an example of Semantic Noise?
(A) The noise made by a printer
(B) The noise made by a party
(C) The noise from a loud bike
(D) The misinterpretation of a message between a sender and a receiver
56. Because jargon can be confusing, it should be avoided in most business writing.
(A) True
(B) False
57. Grammatically uncorrect text can give us the clue of a fake news.
(A) True
(B) False
58. 'Semantics' refers to:
(A) Words meaning different things to different people
(B) Filtering what we see and hear to suit our own needs
(C) The distortion or withholding of information to manage a person's reactions
(D) When the information processing demands on an individual's time to perform interactions and internal calculations exceed the supply or capacity of time available for such processing
59. Her instructions were ____ and confusing.
(A) Confuse
(B) Eye Contact
(C) Vague
(D) Digress
60. Poor composition, wrong spellings and mispronunciation can lead to ____ barriers.
(A) Physical
(B) Psychological
(C) Semantics/Language
(D) Cross cultural
61. 'Jargon' refers to:
(A) The language of specialized terms used by a group or profession
(B) Filtering what we see and hear to suit our own needs
(C) The distortion or withholding of information to manage a person's reactions
(D) When the information processing demands on an individual's time to perform interactions and internal calculations exceed

- the supply or capacity of time available for such processing
62. Wrong spellings can ruin your message
- (A) Complete
 - (B) Correct
 - (C) Coherent
 - (D) Concise
63. It is shown when there is an understanding in the communication except
- (A) Each party has different languages
 - (B) Each party is able to provide feedback
 - (C) Each gets a chance to be the sender and the receiver
 - (D) Each party is able to say what they want to without the other person interrupting
64. My little brother is very inquisitive. Which word below has the same denotation but a negative connotation?
- (A) Curious
 - (B) Interested
 - (C) Nosy
 - (D) Questioning
65. My mom said that my fried chicken is "not bad". But she also said the same thing to my cousin's fried chicken dish. I am confused now whether my fried chicken is better than my cousin from my mom's perspective. This confusion is due to ____
- (A) Jargon
 - (B) Slang
 - (C) Equivocal words
 - (D) Relative words Edit
66. When you use language incorrectly in your speech you risk sending unintended messages and undermining your credibility.
- (A) True
 - (B) False
67. How can language barriers affect communication?
- (A) Language barriers can hinder understanding between individuals who speak different languages, leading to misinterpretation, confusion, and potential conflicts.
 - (B) Language barriers only affect written communication, not verbal.
 - (C) Language barriers can enhance communication by adding diversity to conversations.
 - (D) Language barriers have no impact on communication as long as gestures are used.
68. When words and symbols have different meanings for different people that lead to a misunderstanding, we consider it as ____ barrier
- (A) Individual
 - (B) Other
 - (C) Semantic/language
 - (D) Organisational
69. A type of communication barrier that the difference in accents, dialects, poor choice of words, or even incorrect use of punctuations may gradually affect the intended message.
- (A) Use of Language
 - (B) Choice of Communication Channel
 - (C) Cultural Differences
 - (D) Status/role
70. The meaning and use of words in communication.
- (A) Semantics
 - (B) Barriers
 - (C) Relationships
 - (D) Effective
71. Which of the following is a linguistic barrier?
- (A) Speech defects or language impairments
 - (B) Depression or trauma
 - (C) Barking dogs
 - (D) None of above
72. Feelings associated with a word that may be different from the dictionary definition
- (A) Irony
 - (B) Connotation

- (C) Imagery
(D) Tone
73. Communication may be hindered if ____ is used.
(A) Slang
(B) Gestures
(C) Formal language
(D) Sign language
74. C. Identify the type of noise presented in each scenario.using jargon words
(A) Psychological noise
(B) Physiological noise
(C) Physical noise
(D) Semantic noise
75. Mr. Martin said, "I want to return this software and get my money back. Before I bought it, your salesperson told me that it was compatible with my computer, but it isn't." What is the reason for Mr. Martin's complaint?
(A) The salesperson used high-pressure sales tactics
(B) The product was defective
(C) The salesperson provided inaccurate information
(D) The product was labeled incorrectly
76. Someone cursing while giving a speech in class is
(A) Physical noise
(B) Semantic noise
(C) Psychological noise
(D) None of the answers
77. Which connotation is MORE negative? The politician's speech was full of ____ promises.
(A) Ambitious
(B) Empty
(C) Hopeful
(D) Inspiring
78. Using ____ in conversation can be a barrier to communication.
(A) Cliche
(B) Compliment
(C) Greeting
(D) Question
79. Which of the following is a common cause of communication breakdown in written communication?
(A) Lack of punctuation
(B) Use of simple language
(C) Short sentences
(D) Clear structure
80. What type of communication barrier is caused by the use of jargon or technical language?
(A) Physical barrier
(B) Linguistic barrier
(C) Emotional barrier
(D) Cultural barrier
81. The doctor tells the patient that his diagnosis is rhinorrhea caused by rhinitis. The communication barrier in this scenario that may inhibit the patient from effectively receiving the message from the doctor is ____
(A) The message is not clear.
(B) The sender did not deliver the message in a concise manner.
(C) The receiver could not hear and receive the message.
(D) The message was interrupted.
82. What can be a challenge for verbal communication related to word choice and tone?
(A) Using complex vocabulary
(B) Communicating with respect for the receiver's point of view
(C) Speaking clearly and enunciating words
(D) Using filler words and jargon
83. Words have a denotation (dictionary definition) AND connotation (emotional meaning).
(A) True
(B) False

84. There are certain words that are only appropriate at certain times and places.
(A) True
(B) False
85. A real company does not send out messages with such errors.
(A) Sense of Urgency
(B) Alert! Alert!
(C) Friend in Need
(D) Spelling and Grammar Errors
86. A news story might present only one side of a story and omit facts or other details that support a different viewpoint.
(A) Bias by Placement or Layout
(B) Bias by Omission
(C) Bias by Word Choice or Tone
(D) Bias by Story Selection
87. Filipinos would usually think it is hard to comprehend or to speak in English, this hinders success of communicative processes.
(A) Semantic Barrier
(B) Psychological Barrier
(C) Physiological Barrier
(D) Physical Barrier
88. All words have a connotation and a denotation. If you look up the word 'snake' in the dictionary, it would define a reptile. If you called someone 'snake', it would be an example of a
(A) Positive connotation
(B) Denotation
(C) Negative connotation
(D) None of above
89. Which of the following is NOT a semantic noise?
(A) Loud background noises
(B) Using jargon or technical terms that are unfamiliar to the receiver
(C) Cultural differences in language or interpretation
(D) Misunderstandings due to vague or ambiguous language
90. Insulting remarks cause which kind of noise?
(A) Internal noise
(B) External noise
(C) Contextual noise
(D) Semantic noise
91. Denotations and Connotations are ___ barriers in communication process.
(A) Physical barriers
(B) Semantic barriers
(C) Encoding barriers
(D) Technical barriers
92. A manager assumes employees know the procedure, so he doesn't explain it. What type of barrier is this?
(A) Emotional
(B) Semantic (unclarified assumptions)
(C) Physical
(D) Informal
93. Why does language vary in clarity?
(A) Because some words are more concrete than others
(B) Because all words have only one meaning
(C) Because language never changes
(D) Because all words are abstract
94. What kind of writing error could confuse the reader and lead to a communication breakdown?
(A) Information overload
(B) Verbosity
(C) Confusing language
(D) None of the above
95. Words and behaviour mean the same each time they are spoken or performed.
(A) YES
(B) NO

96. Which of the following can lead to misunderstandings in technical communication?
- (A) Clear documentation
 - (B) Use of jargon
 - (C) Regular feedback
 - (D) Active listening
97. A manager uses too many technical terms in a meeting, and employees fail to understand. What two concepts are involved?
- (A) Formal communication and emotional barrier
 - (B) Informal communication and psychological barrier
 - (C) Semantic barrier and misinterpretation
 - (D) Physical barrier and noise
98. American English versus British English may cause a semantics barrier.
- (A) True
 - (B) False
99. Person 1: You're either for the war or against the troops. Person 2: Actually, I do not want our troops sent into a dangerous war.
- (A) False dilemma
 - (B) Slippery slope
 - (C) Strawman
 - (D) Sunk costs
100. The term "semantic interference" refers to:
- (A) External noise like loud sounds
 - (B) Psychological conditions affecting communication
 - (C) Specialized or ambiguous language used by the speaker
 - (D) The emotional state of the receiver
101. What will a Language Barrier cause in verbal communication?
- (A) Inappropriate tone.
 - (B) The understanding of written text.
 - (C) Misunderstandings because of the inability to interpret.
 - (D) A positive impact on business relationships.
102. Words such as "love," "death," and "cancer" are emotionally charged; they can elicit emotional responses that distract the listener because of past experiences, resulting in a message that is distorted and altered. What is this an example of?
- (A) Denotative meaning
 - (B) Literal meaning
 - (C) Connotative meaning
 - (D) Figurative meaning
103. Which of the following factors is likely to create a language barrier to communication?
- (A) The use of slang
 - (B) Fidgeting
 - (C) Having unique views on an issue
 - (D) A hierarchical organizational structure
104. Which communication barrier will be experienced when someone uses a slang during communication and it is misunderstood or misinterpreted?
- (A) Perceptual biases
 - (B) Semantics
 - (C) Sociological
 - (D) Process
105. The ideas and feelings associated with a word, beyond its dictionary meaning, are called its ____
- (A) Denotation
 - (B) Connotation
 - (C) Definition
 - (D) Pronunciation
106. Identification of local terms that may sound unfamiliar or are used in unfamiliar ways
- (A) Repetition
 - (B) Indigenous typologie or Categories
 - (C) Metaphors and Analogies
 - (D) None of above
107. The linguistic issues are also known as ____ issues
- (A) Verbal

- (B) Semantic
 - (C) Eternal
 - (D) Non-verbal issues
- 108.** When KFC promoters in China used the slogan “finger-licking good,” which translated as “eat your fingers,” to avoid similar problems, communicators must:
- (A) Choose an appropriate communication channel.
 - (B) Choose appropriate words or symbols as part of the encoding process.
 - (C) Decode the message correctly to facilitate understanding.
 - (D) Provide means to ensure reliable feedback.
- 109.** Which sentence uses a word with a more negative connotation? ‘My little brother can be very ____’
- (A) Persistent
 - (B) Stubborn
 - (C) Determined
 - (D) Resolute
- 110.** You consulted your doctor, but instead of saying you must eat apples, he said that you must eat *Malus domestica*. Which Communication Barrier might cause the Communication Breakdown between the two of you?
- (A) Emotional Barrier
 - (B) Use of Jargon
 - (C) Lack of Confidence
 - (D) Noisy Environment
- 111.** A poorly worded message creates which barrier?
- (A) Emotional
 - (B) Semantic
 - (C) Organizational
 - (D) Personal
- 112.** The type of noise that is a misinterpretation of the message.
- (A) Feedback
 - (B) Semantic
 - (C) Decoding
 - (D) None of above
- 113.** Which of the following can hinder effective message transmission due to differences in language and proficiency?
- (A) Technical Issues
 - (B) Lack of Clarity
 - (C) Language Barriers
 - (D) Emotional State
- 114.** When do the Conflicts of misperceived differences arise?
- (A) Enforcing or weakening each other’s impact
 - (B) Interpret each other’s actions or emotions erroneously
 - (C) Differ over how to reach goals or pursue values
 - (D) Hold totally different values or rank the same values in a significantly different order
- 115.** A word’s denotation is its dictionary definition. But a word can also evoke certain thoughts and feelings. The thoughts and feelings associated with a certain word are called the connotation of the word. Words with the same denotation can have different connotations. Connotations can be positive, negative or neutral. Which of the following has a positive connotation?
- (A) A strong reek
 - (B) A strong aroma
- 116.** What is an example of semantic noise interfering with a text message?
- (A) An abbreviation the receiver doesn’t know or an autocorrect error changing the intended word.
 - (B) A message sent in a foreign language.
 - (C) A message sent too late at night.
 - (D) A message that is too long to read.
- 117.** We all use and interpret the meanings of words differently, so even simple messages can be misunderstood.

- (A) YES
(B) NO
- 118.** In a technical communication context, how can jargon create barriers?
(A) It simplifies complex concepts
(B) It enhances engagement
(C) It can alienate individuals unfamiliar with the terminology
(D) It promotes clarity
- 119.** Which sentence has the connotation that the group is doing something least pleasant?
(A) We all worked together on the same task.
(B) We all worked together on the same chore.
- 120.** Specific words or phrases used by a certain individual or group which are difficult for others to understand
(A) Redundancy
(B) Word Choice
(C) Word Correctness
(D) Jargons
- 121.** Communication can be blocked if the patient speaks a ____ language.
(A) Different
(B) Same
(C) Native
(D) Official
- 122.** How does the lack of clarity in technical documentation serve as a barrier to effective communication?
(A) It enhances understanding
(B) It leads to misinterpretation and errors
(C) It simplifies complex processes
(D) It promotes collaboration
- 123.** What are the problems arising from expression?
(A) Cultural barriers
(B) Semantic problems
(C) Wrong assumptions
(D) Selecting perceptions
- 124.** Dave told Jason to join our group discussion in the library early tomorrow, but he ended up coming only in the afternoon instead of in the morning. This issue of time is due to the miscommunication of 'early' between Jason and Dave. This misunderstanding is because of ____ whereby early for Jason is in the afternoon and for Dave means in the morning.
(A) Slang
(B) Jargon
(C) Equivocal words
(D) Relative words Edit
- 125.** What is a misunderstanding?
(A) When two people agree on something
(B) When someone takes something in a way that it was not meant to be taken
(C) A fight
(D) A disagreement
- 126.** An idea or feeling that a word puts off or suggests.
(A) Denotation
(B) Connotation
- 127.** Mr. De Manuel has given his employee an instructions. But because the instructions were unclear and badly worded, they failed to comply. What type of communication barrier is this?
(A) Semantic Noise
(B) Physical Noise
(C) Psychological Noise
(D) Cultural Noise
- 128.** What is the importance of word choice in news reporting?
(A) It has no impact on the perception of the news
(B) It can subtly introduce bias and influence the perception of the news
(C) It is only important for the aesthetics of the news report
(D) It is only important for the length of the news report

- 129.** What is important for effective communication and understanding the nuances of language?
(A) Ignoring connotative meanings
(B) Understanding denotative meanings
(C) Using vague language
(D) Understanding connotative and denotative meanings
- 130.** Which of the following is a linguistic communication barrier?
(A) Physical distance
(B) Accent differences
(C) High stress levels
(D) Emotions
- 131.** Being careful with word choice is important to:
(A) Increase authority
(B) Show intelligence
(C) Save time
(D) Avoid offence
- 132.** The most common communication barriers which cause misunderstandings between people are ____ barriers.
(A) A-Gender
(B) B-Language
(C) C-Emotional
(D) D-Status
- 133.** Which of the following strategies BEST reduces semantic barriers in the classroom?
(A) Using jargon to sound professional
(B) Explaining terms using simple language and examples
(C) Avoiding student questions
(D) Speaking faster to cover more lessons
- 134.** In audio-video production, using words strictly by their defined meaning is known as?
(A) Bias
(B) Factual
(C) Inferential
(D) Literal
- 135.** What is a common result of poor language proficiency in a team?
(A) Increased collaboration
(B) Enhanced clarity
(C) Misinterpretations and errors
(D) Improved feedback
- 136.** C. Identify the type of noise presented in each scenario.using idiomatic expressions
(A) Physical Noise
(B) Psychological Noise
(C) Pysiological Noise
(D) Semantic Noise
- 137.** Semantic Barrier may occur due to
(A) Emotion
(B) Poor Pronunciation
(C) Poor Timing
(D) Lack of meeting
(E) Egotism
- 138.** An error or mistake in a document due to encoding is a sample of a barrier.
(A) True
(B) Maybe
(C) False
(D) It doesn't tell
- 139.** Linguistic differences related to gender may also be the result of power differentials in society associated with gender roles.
(A) Age
(B) Ethnicity
(C) Sex
(D) None of above
- 140.** Which of the following sentences uses bias-free language?
(A) Every student must bring his notebook.
(B) All mankind should care for the environment.
(C) Each learner must bring their notebook.
(D) The chairman will preside over the meeting.

141. Saying "Yes" when we wish to say "no" is an excellent example of ____
(A) Faulty translation
(B) Mismatch between meaning and expression
(C) Unclear instruction
(D) Jargon
142. Obstacles ____ happens due to something that is the same word but has a different meaning.
(A) Physical
(B) Semantics
(C) Psychological
(D) Sociology
143. What is "semantic noise" in the transmission model of communication?
(A) Noise that occurs when participants do not understand a symbol
(B) Physical noise in the environment
(C) The process of sending a message
(D) The clarity of the message
144. What does 'semantics' mean?
(A) The study of speech sounds
(B) Understanding words and their meanings
(C) The grammatical rules of a language
(D) Talking using only gestures or signs
145. What does the learning material suggest to avoid in terms of language to maintain good taste?
(A) Avoid clarity
(B) Avoid profanity
(C) Avoid honesty
(D) Avoid simplicity
146. The words in each pair have the same denotations, but different connotations. Choose the word in each pair with positive connotations. Stubborn / strong-willed
(A) Stubborn
(B) Strong-willed
147. What is jargon?
(A) Everyday language used by everyone
(B) Commonplace terminology unique to people in a particular work setting
(C) Words with multiple meanings
(D) Nonverbal communication
148. The meaning of 'To talk at cross-purposes' is ____
(A) To misunderstand each other
(B) Paying careful attention to something
(C) To talk to someone who does not listen
(D) Able to express ideas clearly
149. Miscommunication can cause delayed treatment of the patient because of which of the following reason.
(A) Patient is not reachable
(B) Severity of the patients condition is not understood by the doctor
(C) Doctor don't start treatment after communicating with the patient
(D) None
150. The words home and house have similar denotations but different connotations. What feeling does home usually suggest that house does not?
(A) The number of rooms
(B) The cost of the building
(C) Safety, comfort, and belonging
(D) The materials used to build it

1.4.7 Organizational Barriers to Communication

1. How can hierarchical structures in organizations create communication barriers?
(A) They encourage open dialogue
(B) They promote quick decision-making
(C) They can discourage feedback from lower levels

- (D) They enhance collaboration
2. Can there be an organizational barrier if the management has an overly authoritative attitude?
- (A) Yes
(B) No
(C) Maybe
(D) None of above
3. This type of barrier stems from the culture of a service delivery agency or school system:
- (A) Policy barrier
(B) Skill barrier
(C) Attitude barrier
(D) Practice barrier
4. Which of the following is a mitigation strategy for organizational barriers?
- (A) Encourage open communication and flatten hierarchy
(B) Increase the number of rules and policies
(C) Introduce more departmental silos
(D) Limit communication channels
5. When do employees start regarding grapevine messages as more credible?
- (A) When employees trust the top management
(B) When employees begin to mistrust each other
(C) When the top management communicates timely information
(D) When they sense uncertainty or threat in their business environment
6. What type of organizational culture would be characterized by workers saying, "We keep our mouths shut, do our work as told, and steer clear of our supervisor."
- (A) Closed
(B) Open
7. An organization that punishes employees for being frank about its internal problems typically finds themselves in more crises.
- (A) True
(B) False
8. Callie, an assistant supervisor in an automobile company, wants to actively contribute to the growth of the company by suggesting some changes in its administrative policies. However, she does not get the opportunity to do so because of a high power distance in the company. In the given scenario, Callie faces a(n) ____
- (A) Cultural barrier
(B) Physical barrier
(C) Body language barrier
(D) Organizational barrier
9. Mr. Rakesh is working in a IT company. He wanted to implement a new strategy for his new project but his team leader couldn't find time to discuss with him and company policy won't allow Mr. Rakesh to call him without appointment. Which type of barrier it is?
- (A) Interpersonal
(B) Cultural
(C) Linguistic
(D) Organizational
10. What does the diagram primarily represent in the context of organizational barriers?
- (A) The flow of financial resources in a company
(B) The structure of a marketing campaign
(C) Complex hierarchies and communication flow within an organization
(D) The design of a product development process
11. Chances of communication failure are maximum at which of the following time.
- (A) Shift change or patient transfer
(B) Patient being admitted
(C) Patient being discharged
(D) Patient visiting medical lab

12. What should a manager do to improve communication in a tall organizational structure?
- (A) Add more hierarchy levels
 - (B) Shorten the chain of command
 - (C) Remove spans of control
 - (D) Focus on silo mentality
13. In organizational communication, what is the main barrier when too many levels of approval delay a message?
- (A) Semantic barrier
 - (B) Psychological barrier
 - (C) Physical barrier
 - (D) Organizational barrier
14. Which of the following is an organisational barrier to communication?
- (A) Lack of preparation
 - (B) Company culture
 - (C) Higher management from overseas
 - (D) No visual aids installed in company
15. Too many levels in an organizational structure can pose as an organizational barrier as messages can be lost or distorted while passing from one level to another.
- (A) True
 - (B) False
16. A type of communication barrier that sender or receivers of a different status/role (manager and employee, teacher and student, business owner and clients) may affect how they communicate with each other.
- (A) Cultural Differences
 - (B) Status or Role
 - (C) Choice of communication channel
 - (D) Individual Perceptions/Attitude/Properties
17. Which of the following is not an effect of poor intrahospital communication.
- (A) Enhance patient experience
 - (B) Danger to patients
 - (C) Unnecessary costs
 - (D) Serious medical errors
 - (E) None
18. A 'need-to-know' basis means that information should only be shared with those who would be unable to do their job properly without the relevant knowledge.
- (A) TRUE
 - (B) FALSE
19. Worker of the factory cannot directly communicate to the Manager: This is an example of
- (A) Physical Barrier
 - (B) Organizational Barrier
 - (C) Semantic Barrier
 - (D) Cultural Barrier
20. What are the contextual forces that influence the process of business communication?
- (A) Personal preferences, individual beliefs, and cultural norms
 - (B) Legal and ethical constraints, diversity challenges, changing technology, and team environment
 - (C) Social media, telecommuting, and globalization
 - (D) Interferences, barriers, and distractions
21. Organization drawbacks
- (A) Creates distractions
 - (B) Causes confusion
 - (C) Poses security issues
 - (D) Assists with making decisions
22. Unclear channels, bureaucratic policies, and competing priorities typically hinder communication through which barrier?
- (A) Physical barrier stemming from noise levels
 - (B) Perceptual barrier driven by personal beliefs
 - (C) Technological barrier from equipment issues
 - (D) Organizational barrier within internal structures

23. A breakdown in organisational communication can lead to:
- (A) Increased productivity and higher employee morale.
 - (B) Greater teamwork and cohesion.
 - (C) Confusion, reduced efficiency, and workplace conflicts.
 - (D) More innovation due to lack of direction.
24. In most organizations, the rumor mill tends to be particularly active when
- (A) Employees are satisfied with their jobs.
 - (B) Formal communication channels are working efficiently.
 - (C) Employees are wasting company time.
 - (D) The formal communication network is not providing the information employees want, speculate among themselves. This feeds fuel into the rumour mill, which tends to operate at high levels during conditions of transition or crisis.
25. Network communication follows the chain of command within an organization.
- (A) True
 - (B) False
26. What is a common reason for failed organizational change efforts?
- (A) Over-reliance on automated tools without human input.
 - (B) Excessive use of financial resources for implementation.
 - (C) Lack of clear communication and employee engagement.
 - (D) Rigid policies that prevent modifications to strategies.
27. How can organizational barriers, such as rigid structures, affect communication flow within a technical team?
- (A) They promote flexibility
 - (B) They facilitate quick decision-making
 - (C) They can hinder information sharing and collaboration
 - (D) They enhance team cohesion
28. Which of the following is an external barrier?
- (A) Attitudinal barrier
 - (B) Listening barrier
 - (C) Speaking barrier
 - (D) Organizational barrier
29. In a hierarchical structure, what happens as the number of levels increases?
- (A) Spans of control widen
 - (B) Communication becomes faster
 - (C) Employees feel more connected to decision-makers
 - (D) Communication may become distorted
30. A message becomes unclear due to too many levels in hierarchy. Which type of barrier fits BEST?
- (A) Organizational barrier
 - (B) Semantic barrier
 - (C) Psychological barrier
 - (D) Personal barrier

1.4.8 Cultural Barriers to Communication

1. Culture may affect the interpretation of meaning in communication.
- (A) T
 - (B) F
 - (C) All the above
 - (D) None of the above
2. Why is understanding cultural context important in communication?
- (A) It simplifies communication by removing cultural references.
 - (B) It prevents misunderstandings and enhances effective communication.
 - (C) It makes conversations longer and more complex.
 - (D) It ensures everyone speaks the same language.

3. How to remove / avoid cultural barrier
 - (A) By adopting religious belief
 - (B) By imitating body language
 - (C) By adopting behaviour of a group
 - (D) By adopting patience
 - (E) By adopting differences
4. What are three cultural characteristics that the speaker can learn about the audience?
 - (A) Age, religion, national and ethnic background
 - (B) Individual characteristics, cultural characteristics, sociological characteristics
 - (C) Being organized, using language well, listening carefully
 - (D) Age, cultural characteristics, individual characteristics
5. The following are barriers to intercultural communication, except ____
 - (A) Adaptability
 - (B) Stereotype
 - (C) Non-verbal behavior
 - (D) Attitude
6. Why is it important to be cautious about making generalizations about cultures?
 - (A) Generalizations are always inaccurate.
 - (B) Generalizations can lead to stereotypes and prejudice.
 - (C) Generalizations can simplify complex cultural differences.
 - (D) Generalizations can promote cultural understanding.
7. Differences in norms, values, and communication styles across groups primarily create which barrier?
 - (A) Physiological barrier from hearing limitations
 - (B) Cultural barrier across diverse social backgrounds
 - (C) Technological barrier from tool malfunctions
 - (D) Perceptual barrier from individual biases
8. Identify the kind of communication barrier that is evident in the situation below. Applying one's cultural beliefs when communicating.
 - (A) Physical
 - (B) Psychological
 - (C) Cultural
 - (D) Linguistic
9. Intercultural communication barrier: This barrier refers to over generalized belief about a particular category of people
 - (A) Stereotyping
 - (B) Cultural identity
 - (C) Gender role
 - (D) Social class
10. An example of cultural defence is that ____ has blocked all references to the word 'democracy' on its most popular search engine. It denies access to Wikipedia and Internet use closely monitored by authorities.
 - (A) Japan
 - (B) China
11. The use of pronouns such as "I" or "we" can indicate the level of
 - (A) Power distance.
 - (B) Individualism.
12. What type of organizational culture would be characterized by workers saying, "We meet with our supervisor frequently to discuss and solve problems."
 - (A) Closed
 - (B) Open
13. To mitigate the negative impact of cultural diversity on communication, a manager should:
 - (A) Use only written communication.
 - (B) Avoid interacting with diverse groups.
 - (C) Encourage training on cross-cultural awareness and sensitivity.
 - (D) Use only technical jargon.

14. What is a common barrier to effective interpersonal communication?
(A) Open-mindedness
(B) Cultural differences
(C) Active listening
(D) Empathy
15. What does it mean if someone is “lost in translation”?
(A) They are in a foreign country
(B) Their idea was misunderstood due to language or culture
(C) They got lost while reading
(D) They speak fluently
16. A Catholic person who does not accept a person’s belief in the existence of zombies and ghosts.
(A) Cultural barriers
(B) Language barriers
(C) Prejudging
(D) Physical barrier
17. ”Don’t buy those shades. Only low-class people wear those”What kind of cultural bias is shown in the statement above?
(A) Gender
(B) Age
(C) Social Status
(D) Ethnicity
18. During a global virtual conference, Debora and Aditya, two project managers from different cultural backgrounds, were discussing certain attitudes. They were trying to understand what biased and judgmental attitudes are referred to in their field. Can you help them?
(A) Cultural noise
(B) Social organization
(C) Nonverbal communication
(D) Thought patterns
19. Culture is embedded in our:
(A) Gestures
(B) Beliefs
(C) Expressions
(D) Minds
20. Cultural barrier in communication arises due to:
(A) Similar background
(B) Technical issues
(C) Different traditions and beliefs
(D) Good communication
21. During meetings, do not summarise the key takeaways or follow it up with written communication with the implicit assumption that everyone got their part right
(A) High Context Culture
(B) Low Context Culture
22. When a message is misinterpreted because of cultural differences, the barrier is:
(A) Physical
(B) Semantic
(C) Psychological
(D) Cultural
23. Which barrier occurs when people feel nervous dealing with unfamiliar cultures?
(A) Anxiety/Uncertainty
(B) Ethnocentrism
(C) Stereotyping
(D) Power distance
24. What are social barriers to communication?
(A) Poor Vocabulary
(B) Structure of the Organisation
(C) Racism
(D) By-passed Instructions
25. Which of the following is NOT a common type of cultural barrier?
(A) Language Gaps
(B) Nonverbal Misunderstandings
(C) Communication Styles
(D) Technological Barriers

26. How can stereotypes affect communication between cultures?
- (A) Stereotypes can hinder effective communication by promoting assumptions and misunderstandings between cultures.
 - (B) Stereotypes always lead to positive interactions.
 - (C) Stereotypes have no impact on communication.
 - (D) Stereotypes enhance understanding between cultures.
27. It does not only pertain to differing languages. It may also be in the form of a cultural practice or even a bodily gesture.
- (A) Cultural texts
 - (B) Cultural ethics
 - (C) Cultural barrier
 - (D) Cultural language
28. Which of the following is considered impolite behavior in British communication?
- (A) Making direct eye contact
 - (B) Interrupting someone while they are speaking
 - (C) Using formal titles and last names
 - (D) Nodding in agreement
29. How can we overcome cultural misunderstandings?
- (A) Ignoring cultural differences.
 - (B) Stereotyping other cultures.
 - (C) Developing cultural sensitivity and empathy.
 - (D) Imposing one's own cultural values on others.
30. How can cultural differences impact business communication within a multinational company?
- (A) They have no significant impact on business communication
 - (B) They can lead to misunderstandings and misinterpretations
 - (C) They can slow down decision-making processes
 - (D) They can enhance creativity and innovation in communication
31. Why must the study of non-verbal communication always be done within a social or cultural context?
- (A) Because there are differences among cultures and nationalities regarding the value and role of non-verbal cues.
 - (B) Because non-verbal communication is the same everywhere.
 - (C) Because only verbal communication is affected by culture.
 - (D) Because non-verbal communication is always silent.
32. A Filipino student struggles to understand a native English speaker's accent. This is an example of a:
- (A) Semantic barrier
 - (B) Physical barrier
 - (C) Psychological barrier
 - (D) Cultural barrier
33. How can cultural differences affect communication in a diverse workplace?
- (A) By promoting a more unified and cohesive work environment
 - (B) By reducing the need for clear and direct communication
 - (C) By improving teamwork and collaboration
 - (D) By causing misunderstandings, misinterpretations, and conflicts due to different communication styles, norms, and values.
34. During a global project meeting, Yujean and Cresia, two project managers from different cultural backgrounds, were discussing the impact of ethnocentric and stereotypical attitudes on their project execution. They were trying to understand what these attitudes are considered as in the context of global project management. Can you help them?
- (A) Cultural noise
 - (B) Social organization
 - (C) Nonverbal communication

- (D) Thought patterns
35. Gabriel, a member of the third sex community, attended a national conference. All went smoothly during the event when one of the speakers made a negative statement regarding the LGBT movement that made him feel uncomfortable and offended in the sense. What principle did the speaker violated in this situation?
- (A) Clarity
(B) Concreteness
(C) Cultural sensitivity
(D) None of the above because we all have freedom of expression.
36. It is much possible to avoid cultural conflicts which are often out of a person's consciousness.
- (A) True
(B) False
37. According to the authors, differences in communication can:
- (A) Solve disagreements for most people.
(B) Create problems of stereotyping.
(C) Result in incorrect judgments among members of diverse groups.
(D) Both (b) and (c)
38. The cultural ____ of Viet Nam have been passed down from generation to generation.
- (A) Contributions
(B) Gaps
(C) Attitudes
(D) Values
39. Identify the kind of communication barrier that is evident in the situation below. Different nationalities gathered in one affair.
- (A) Physical
(B) Psychological
(C) Cultural
(D) Linguistic
40. During a team meeting, Noah assumed that Abigail, who comes from a different cultural background, would not understand the technical jargon used in their project discussions. What term describes Noah's practice of making assumptions about Abigail based on her cultural background?
- (A) Stereotyping
(B) Cultural relativism
(C) Ethnocentrism
(D) Cultural appropriation
41. What cultural factors may influence the choice between formal and informal greetings?
- (A) Weather, time of day, favorite color
(B) Gender, occupation, nationality
(C) Education level, shoe size, favorite food
(D) Age, social status, familiarity, and setting of the interaction.
42. Many people perceive culture to be the root of communication challenges.
- (A) True
(B) False
43. All nonverbal signals mean the same things to all cultures.
- (A) True
(B) False
44. How can cultural differences act as a barrier to communication?
- (A) They are easily overcome with effective listening.
(B) They create different interpretations of verbal and non-verbal messages.
(C) They enhance mutual understanding between communicators.
(D) They always result in misunderstandings.
45. What are some factors affecting verbal communication?
- (A) Favorite food and hobbies
(B) Music preferences and fashion choices
(C) Cultural influence and frames
(D) Weather and time of day

46. Influences how people respond to the communication and behavior of individuals and organizations.
- (A) Culture
 - (B) Sender
 - (C) Transmission
 - (D) Stereotype
47. Giggling is taken as a bad gesture in some cultures.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
48. It refers to the way a person responds in a communication situation affected by personal norms and traditions.
- (A) Cultural barrier
 - (B) Linguistic barrier
 - (C) Physical barrier
 - (D) Psychological barrier
49. Jon is a Russian student at Putra Malaysia University. He offers his Malaysian female friend a handshake, but she declines. As a result, Jon is humiliated. He later discovered that women in Malaysia do not like to handshake men, as part of their cultural norm. What communication barrier arose during this brief interaction?
- (A) Socio-psychological barrier
 - (B) Cultural barrier
 - (C) Cross-cultural communication
 - (D) Psychological barrier
50. Religion, age, or socioeconomic status can shape communication in which of the following ways?
- (A) By influencing language, values, and communication styles
 - (B) By eliminating all cultural differences
 - (C) By ensuring everyone communicates the same way
 - (D) By removing the need for nonverbal cues
51. The decision by which the US Supreme Court essentially mandated bilingual instruction was:
- (A) The Civil Rights Act.
 - (B) Lau v. Nichols.
 - (C) Castaneda v. Pickard.
 - (D) No Child Left Behind.
52. Racial stereotypes and expectations can impact the way we communicate and understand others.
- (A) True
 - (B) False
53. When writing for a multicultural audience, communication is clearer if you use short sentences and paragraphs and include:
- (A) Action-specific verbs such as “order this product” rather than “receive this product”.
 - (B) Slang, such as “this product is awesome!”.
 - (C) Idioms, such as “boost your bottom line”.
 - (D) Abbreviations such as ASAP.
54. Stereotyping happens when people rely on oversimplified clichés about people from different cultures.
- (A) TRUE
 - (B) FALSE
55. Miscommunication often arises from cultural differences.
- (A) True
 - (B) False
56. A team leader notices that employees from a high power distance culture do not question authority figures during meetings. How should the manager adapt to ensure effective communication?
- (A) Encourage employees to speak openly, regardless of their hierarchy
 - (B) Maintain strict adherence to the formal power structure

- (C) Allow informal discussions without any structure
- (D) Avoid any changes and assume they will adjust over time
57. Intercultural Barrier-refers to preconceived opinions or feeling of dislike towards a person or to the group where he belongs without any basis or from actual experience.
- (A) Ethnocentrism
- (B) Prejudice
- (C) Age identity
- (D) Cultural identity
58. Lyka is a transferee from Japan. She introduced herself to her classmates but they can't understand her language. What type of barrier is this?
- (A) Semantic Noise
- (B) Physical Barrier
- (C) Cultural Barrier
- (D) Psychological Barrier
59. Sheila grew up in Texas while Emily grew up in Alaska. Emily is new to Texas, and when the first cold front hit this winter, she couldn't understand why Sheila was wearing a heavy coat when it was 50 degrees outside. It's likely they are going to have communication issues about winter fashion. Which barrier will probably cause the communication issues?
- (A) Word Choice & Tone
- (B) Differing Perspectives
- (C) Poor Communication Technique
- (D) Language Barrier
60. Which of the following is a barrier to intercultural communication?
- (A) Curiosity
- (B) Open-mindedness
- (C) Language difference
- (D) Respect
61. Michael travels to a new country and notices that the local customs and traditions are very different from his own. He believes that his own culture's practices are better and looks down on the local ways. Which of the following best describes Michael's attitude?
- (A) The tendency to judge other cultures' practices as inferior to your own
- (B) The ability to adapt to other cultures
- (C) The process of learning a new language
- (D) The use of nonverbal communication
62. Which of the following is a challenge associated with globalization in Organizational Behaviour?
- (A) Decreased competition
- (B) Limited access to international markets
- (C) Cultural differences and communication barriers
- (D) Standardization of practices across all regions
63. What is not a cross cultural communication barrier?
- (A) Promoting positive reception of cultural divergences
- (B) Language
- (C) Norms
- (D) Stereotypes
64. How does context and culture influence language?
- (A) Meaning in language is affected by the social and cultural context in which people use it
- (B) Language is always the same regardless of context
- (C) Culture has no impact on language
- (D) Context only affects written language, not spoken language
65. Culture impacts how you communicate verbally and how you interpret verbal communication.
- (A) True
- (B) False

66. How can cultural differences impact professional communication?
- (A) Cultural differences have no impact on professional communication
 - (B) Cultural differences can be easily overcome in professional communication
 - (C) Cultural differences can impact professional communication through language barriers, non-verbal communication, and differing communication styles.
 - (D) Cultural differences only impact personal communication, not professional
67. What role does age play in determining whether to use a formal or informal greeting?
- (A) Formal greetings are always preferred regardless of age
 - (B) Age has no impact on the choice of greeting
 - (C) Age influences the choice between formal and informal greetings.
 - (D) Informal greetings are always preferred regardless of age
68. To overcome cultural differences in virtual teams, HR should:
- (A) Ignore cultural nuances
 - (B) Implement cultural awareness training
 - (C) Maintain uniform communication styles
 - (D) Focus solely on technical skills
69. Paul, a customer service representative in one of the biggest BPO company in the country, was sent to a one-on-one coaching with his team leader because apparently, one of their VIP clients complained about him. When asked what happened, Paul said that he had a hard time understanding the client because of his accent. What type of noise is present in the situation?
- (A) Organizational Noise
 - (B) Cultural Noise
 - (C) Syntactical Noise
 - (D) Semantic Noise
70. Using strategies to bridge cultural differences improves communication effectiveness.
- (A) True
 - (B) False
71. Cultural differences may cause:
- (A) Faster decisions
 - (B) Higher profits
 - (C) Better focus
 - (D) Misunderstandings
72. Words have universal meaning among all cultures.
- (A) True
 - (B) False
73. In Vietnam, people try to hide feelings of sadness or anger because they don't want to burden another person with their problem.
- (A) True
 - (B) False
74. Which of these barriers occur when people belong to different religious backgrounds?
- (A) Physical barriers
 - (B) Linguistic barriers
 - (C) Cultural barriers
 - (D) Speech decoding
75. Why culture is one of the barriers in communication?
- (A) Because different people have different culture
 - (B) Because people have the same culture
 - (C) Because living in one place
 - (D) None of above
76. How can cultural differences impact communication in a team?
- (A) Cultural differences have no impact on communication in a team.
 - (B) Cultural differences can impact communication in a team in various ways.
 - (C) Cultural differences can only enhance communication in a team.
 - (D) Cultural differences can be easily overcome in a team communication.

77. In communication, connotative words are
(A) Simple
(B) Explicit
(C) Cultural
(D) Abstract
78. What is a primary barrier to effective communication in a multicultural environment?
(A) Shared objectives
(B) Language differences
(C) Clear guidelines
(D) Team collaboration
79. Manifestations (a sign of something existing or happening) of culture ____
(A) Carry a particular meaning which is only recognized by those who share a particular culture.
(B) Carry a particular meaning which may be recognized by those who share a particular culture.
(C) Carry a particular meaning shared by a particular culture.
(D) Carry a particular meaning which is only recognized by their partners.
80. Requires attention to the literal meanings of words than to the context surrounding them.
(A) High Context Culture
(B) Low Context Culture
81. How can cultural barriers in communication be minimized?
(A) By using simple language
(B) By increasing physical proximity
(C) By understanding and respecting cultural differences
(D) By speaking louder
82. Even when both parties speak the same language, there can still be misunderstandings due to ethnic and cultural differences.
(A) True
(B) False
83. In a meeting, Alina and Mika, project managers from different cultural backgrounds, were discussing the impact of certain attitudes on their project dynamics. They were trying to understand what xenophobic and prejudiced attitudes are considered as in this context. Can you help them?
(A) Cultural noise
(B) Social organization
(C) Nonverbal communication
(D) Thought patterns
84. An example of a cultural problem would be throwing documents or papers down on a table during a meeting in Mexico.
(A) True
(B) False
85. Religion influences communication through:
(A) Food laws only
(B) Technology
(C) Economics alone
(D) Values, ethics, and worldview
86. Which of the following is considered a barrier to effective non-verbal communication?
(A) Cultural differences
(B) Clear speech
(C) Active listening
(D) Open posture
87. Though people around the world speak different languages, nonverbal communication, such as gestures and facial expressions, generally have the same meaning.
(A) True
(B) False
88. It is the generalization about some group of people that oversimplifies their culture.
(A) Prejudice
(B) Ethnocentrism
(C) Apprehension
(D) Stereotyping

89. Direct versus indirect communication reflects which cultural difference?
- (A) Power distance
 - (B) High-context vs. Low-context
 - (C) Collectivism vs. Individualism
 - (D) Masculinity vs. Femininity
90. Social media enables minority groups that have been traditionally been denied a voice—'— voices'—such as those with disabilities, ethnic minorities or tribal groups.
- (A) Muted
 - (B) Loud
91. According to the material, what is a possible cultural difference in the use of smiling?
- (A) Smiling always means happiness in every culture
 - (B) Smiling is never used to hide emotions
 - (C) In some cultures, smiling can be used to mask sadness or embarrassment
 - (D) Smiling is not considered a part of kinesics
92. You notice your friend often interrupts others when they speak. How can you show cultural awareness?
- (A) Remind them politely that everyone deserves a turn
 - (B) Ignore it
 - (C) Interrupt them back
 - (D) Stop participating
93. What type of barrier is associated with differences in culture during communication?
- (A) Language Barriers
 - (B) Psychological Barriers
 - (C) Cultural Barrier
 - (D) Environmental Barrier
94. Cultural differences can influence communication styles by ____
- (A) They have no impact on communication.
 - (B) They make communication easier.
 - (C) They can lead to misinterpretations due to differing expectations.
 - (D) They always result in clear communication.
95. Analyze how dialects can impact communication between people from different regions or social classes.
- (A) Dialects always cause misunderstandings
 - (B) Dialects have no effect on communication
 - (C) Dialects can create both a sense of belonging and potential barriers in communication
 - (D) Dialects are only used in written language
96. A physical therapist is discussing treatment plan with Hispanic male patient who has limited English skills. What type of communication barrier is this?
- (A) Cultural
 - (B) Environmental
 - (C) Personal
 - (D) Physical
97. Many Americans are impatient with culturally different conversation styles because the styles are:
- (A) Heated.
 - (B) Regional.
 - (C) Unfamiliar.
 - (D) None of the above
98. A teacher avoids judging foreign students' behavior based on Filipino cultural standards. Which barrier is being avoided?
- (A) Stereotype
 - (B) Ethnocentrism
 - (C) Uncertainty Avoidance
 - (D) Language differences
99. A Social Worker discusses hospice care with a Middle Eastern 30 year old female patient.

- What type of communication barrier might she experience?
- (A) Cultural
 - (B) Environmental
 - (C) Personal
 - (D) Physical
- 100.** What are the effects of cultural bias on our views?
- (A) Where we belong
 - (B) What we do
 - (C) Whom we consider to be “US” and “THEM”
 - (D) None of above
- 101.** When people have prejudice and are not aware of it or cannot control it, barriers to cross-cultural communication will occur.
- (A) True
 - (B) False
- 102.** Cultural bias is an example of
- (A) Lines of communication
 - (B) Types of communication
 - (C) Barriers to communication
 - (D) Channels of communication
- 103.** Communication is concise, straight forward, explicit, simple and clear
- (A) Low Context Cultures
 - (B) High Context Cultures
- 104.** What is the impact of cultural homogeneity on communication style?
- (A) Homogeneity leads to more explicit communication styles.
 - (B) Homogeneity leads to less diverse communication styles.
 - (C) Homogeneity facilitates the use of implicit communication.
 - (D) Homogeneity has no impact on communication style.
- 105.** How can healthcare professionals address language barriers in communication?
- (A) Utilizing professional interpreters or translation services
 - (B) Using complex medical terminology to simplify conversations
 - (C) Raising their voice and speaking slowly to compensate for language differences
 - (D) Ignoring patients attempts to communicate in their native language
- 106.** Identify the kind of communication barrier that is evident in the situation below. Expression of one’s political views.
- (A) Physical
 - (B) Psychological
 - (C) Cultural
 - (D) Linguistic
- 107.** A barrier that arises from differences in language and customs on business operations is:
- (A) Lack of a proper prepositional phrase.
 - (B) Misinterpreting business formality or contractual terms due to translation errors.
 - (C) Incorrect use of the semicolon.
 - (D) Using only complex sentences.
- 108.** What is a significant challenge when trying to be objective in intercultural communication?
- (A) Having too much intercultural experience
 - (B) Using stereotypes to simplify interactions
 - (C) Learning the language of the host culture
 - (D) Responding to other cultures from the perspective of your own
- 109.** Which of the following is NOT typically included in the cultural context of communication?
- (A) Favorite food
 - (B) Race
 - (C) Gender
 - (D) Nationality

110. What are some challenges of intercultural communication?
- (A) Lack of technology, geographical distance, time zone differences
 - (B) Clear communication, mutual understanding, cultural assimilation
 - (C) Similar cultural backgrounds, shared language, open-mindedness
 - (D) Language barriers, cultural differences, nonverbal communication, stereotypes, misunderstandings
111. How does cultural awareness impact business communication?
- (A) It has no effect on communication
 - (B) It can lead to misunderstandings
 - (C) It is only relevant in international settings
 - (D) It simplifies the communication process
112. What is an example of social and cultural customs in the Canadian context?
- (A) For fear of losing the respect of their co-workers.
 - (B) "Men don't cry" and women are still not exempt from the difficulties of emotional expression.
 - (C) It's inappropriate to convey strong emotions among people you don't know well, except in certain situations-including loud expressions of joy when your hockey team gets a goal.
 - (D) None of the above
113. What is a common barrier in international communication?
- (A) Shared understanding of time
 - (B) Widespread use of a common language
 - (C) Cultural and linguistic differences
 - (D) Similar educational backgrounds
114. Which of these is a challenge a business faces when setting up a business overseas?
- (A) Greater control of your business activities overseas
 - (B) Cultural and language barriers
 - (C) Can provide a more personalised service to customers based locally
 - (D) None of above
115. Different races
- (A) Physical barrier
 - (B) Psychological barrier
 - (C) Cultural barrier
 - (D) Linguistic Barrier
116. Why do people tend to generalize about other cultures?
- (A) To simplify complex information.
 - (B) To feel superior to others.
 - (C) To avoid cultural differences.
 - (D) To promote cultural understanding.

1.4.9 Overcoming Communication Barriers

1. What should you do if a patient is not fluent in the language you speak during a medical encounter?
- (A) Seek the assistance of a medical interpreter or provide written instructions in the patient's language.
 - (B) Continue speaking in your language and hope the patient understands.
 - (C) Ask the patient to bring a family member to interpret, regardless of their medical knowledge.
 - (D) Ignore the language barrier and proceed with the usual medical process.
2. What does "Accessibility" refer to in communication?
- (A) The clothing worn
 - (B) Making communication work for those who are impaired
 - (C) A document outlining meeting points
 - (D) Feedback that points out negatives
3. It is important to fix miscommunications as soon as possible because:

- (A) It prevents misunderstandings from escalating.
 - (B) It makes conversations longer.
 - (C) It encourages ignoring problems.
 - (D) It reduces the need for communication.
4. Overcoming communication barriers can involve:
- (A) Avoiding eye contact
 - (B) Asking clarifying questions
 - (C) Using complex jargon
 - (D) Speaking continuously without pause
5. What steps can individuals or groups take to address and prevent communication breakdown?
- (A) Isolation
 - (B) Improve communication skills
 - (C) Faulty communication
 - (D) None of the above
6. Since effective communication is very important, it is notable that one must practice Preventing Communication Breakdown so that one can have the ability to engage into the conversation effectively and properly.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
7. Which of the following is/are best solution to overcome communication barriers?
- (A) All of the above
 - (B) Always be respectful in other's opinion
 - (C) Take help of translator
 - (D) Use visuals
8. Which of these are ways to overcome communication barriers?
- (A) Respecting each other's differences
 - (B) Using your own language for comfort
 - (C) Using a simple language
 - (D) Not communicating at all
9. Connecting with audience, asking questions, simple words, paraphrasing are some of the techniques to remove the barriers of communication.
- (A) True
 - (B) False
10. Which of the following is a mitigation strategy for technological communication barriers?
- (A) Ignoring the problem
 - (B) Selecting appropriate tools and training users
 - (C) Relying solely on face-to-face communication
 - (D) Avoiding the use of technology altogether
11. How can technology help overcome communication barriers?
- (A) By sending handwritten letters
 - (B) By using carrier pigeons
 - (C) By relying on smoke signals
 - (D) By providing tools such as instant messaging, video conferencing, translation services, and social media platforms that enable real-time communication regardless of physical distance or language barriers.
12. What can be done to prevent a communication breakdown in a multicultural team?
- (A) Relying on assumptions
 - (B) Encouraging open dialogue and feedback
 - (C) All the above
 - (D) None of the above
13. Which method of eliminating noise focuses on using short words?
- (A) Use concrete words
 - (B) Use simple words
 - (C) Break through the noise
 - (D) Know the purpose of your message
14. Which of the following is used as an effective medium to overcome barriers in communication?
- (A) Impulsive Behaviour

- (B) Poor Administrative Practices
 - (C) Improvement of listening skills
 - (D) Excessive Impression Management
15. In a community meeting, residents complained that they received typhoon warnings too late. Which improvement would most effectively solve this problem?
- (A) Relying only on TV announcements
 - (B) Strengthening communication networks for early warning systems
 - (C) Waiting for the next typhoon season to prepare
 - (D) Avoiding the use of mobile alerts to reduce panic
16. What is one mitigation strategy for overcoming cultural barriers?
- (A) Ignoring cultural differences
 - (B) Cultural sensitivity training
 - (C) Enforcing a single cultural norm
 - (D) Avoiding communication altogether
17. The below can help in overcoming communication barrier
- (A) Use of simple language
 - (B) Use of Active listening
 - (C) Being flexible as a person
 - (D) Only options 1 & 3
 - (E) Only options 1 & 2
18. Ways to overcome obstacles and improve communication to be more effective are:
- (A) The communication conveyed by the communicator to the communicant gets a positive response
 - (B) The communication delivered by the communicator is challenged by the communicant.
 - (C) Maintaining an open communication climate
 - (D) Communication conveyed by the communicator to the communicant
19. Communication breakdown often hinders the communication process, yet if one practices how to prevent communication breakdown, this will enable them to control the situation, reset conditions, and start anew.
- (A) True
 - (B) False
20. Which of the following strategies can be employed to overcome language barriers in a technical setting?
- (A) Using complex terminology
 - (B) Encouraging bilingual communication
 - (C) Ignoring language differences
 - (D) Avoiding technical discussions
21. Application: What should a manager do to overcome organisational communication barriers?
- (A) Avoid feedback
 - (B) Ignore company culture
 - (C) Use only written communication
 - (D) Adapt messages to align with workplace norms
22. To reduce barriers to effective communication, organizations should:
- (A) Develop and use formal communication channels
 - (B) Obtain feedback and learn from it
 - (C) Adjust group/organizational structures to communication needs
 - (D) All of the above
23. Which method of eliminating noise focuses on ensuring your receiver understands what he or she is supposed to do and know?
- (A) Use concrete words
 - (B) Use simple words
 - (C) Break through the noise
 - (D) Know the purpose of your message
24. The solution to the communication breakdown depends on ____
- (A) How smart you are.
 - (B) What caused the breakdown.

- (C) How hard you want to listen.
(D) None of the above
25. What are some strategies to overcome communication barriers in a business setting?
(A) Avoiding communication altogether
(B) Using complex jargon and technical terms
(C) Ignoring feedback from team members
(D) Active listening, clear and concise messaging, using multiple communication channels, providing feedback, fostering a culture of open communication
26. What are some strategies to overcome communication barriers in a diverse workplace?
(A) Strategies to overcome communication barriers in a diverse workplace include identifying cultural differences, using clear and simple language, active listening, encouraging open communication, and providing diversity training.
(B) Discouraging open communication and feedback
(C) Using complex and technical language
(D) Ignoring cultural differences and language barriers
27. When communicating with a resident with a functional barrier (like an oxygen mask), the NA should:
(A) Remove the barrier so the resident can speak clearly.
(B) Give the resident extra time to speak or use yes/no questions.
(C) Insert a tracheostomy tube so the resident can speak.
(D) Strongly encourage the resident to speak as much as possible.

1.5 Communication Models

1.5.1 Communication Models

- What part of element is present in Transactional model but missing in Shannon-Weaver model?
(A) Channel
(B) Feedback
(C) Message
(D) Receiver
- Which of the following is NOT mentioned as one of the three models of communication discussed in the text?
(A) Transmission model
(B) Interaction model
(C) Transaction model
(D) Reflection model
- Mass communication like radio, television and newspapers use this model.
(A) Interactive Model
(B) Linear Model
(C) Transactional Model
(D) None of the above
- A device that converts (changes) a voice or image into a signal that can be transmitted.
(A) Encoder
(B) Component
(C) Signal
(D) System
- Device that takes a signal and converts it to a code
(A) Receiver
(B) Decoder
(C) Destination
(D) Encoder
- Identify as to which element of communication model the following statements belongs to: SOURCE
(A) Producer of the message
(B) Signals adapted for transmission
(C) Encoder of the message into signals
(D) Decoder of the message from the signal

7. These are graphic representations of the proposed elements included in the communication process.
- (A) Communication models
 - (B) Organizational structure
 - (C) Pie chart
 - (D) Venn diagram
8. What is a key feature of the interaction model of communication compared to the transmission model?
- (A) The interaction model includes a feedback loop and alternates roles between sender and receiver.
 - (B) The interaction model only focuses on the sender.
 - (C) The interaction model ignores feedback.
 - (D) The interaction model is only concerned with written messages.
9. The original sender of the message, which could be a person or a machine
- (A) Destination
 - (B) Source
 - (C) Transmitter
 - (D) Receiver Edit
10. The Linear Model of Communication is a model that suggests communication moves only in one direction. No feedback is needed.
- (A) True
 - (B) False
11. Which of the following models of communication best describes simultaneous interpersonal communication?
- (A) Shannon-Weaver Model
 - (B) Aristotle Model
 - (C) Interactive Model
 - (D) Transactional Model
12. A communications ____ refers to a physical path or frequency used for signal transmission.
- (A) Protocol
 - (B) Bridge
 - (C) Channel
 - (D) Router
13. It is a one-way communication model where the message flows in a straight line from the sender to the receiver.
- (A) Convergence
 - (B) Linear
 - (C) Interactive
 - (D) Transactional
14. Encoder
- (A) Where information comes from.
 - (B) A device that changes information from one format to another for sending
 - (C) A group of parts that work together as a whole
 - (D) A system model that describes how messages are exchanged or sent from one location to a destination
15. Which communication model is most appropriate in analyzing a classroom discussion where teacher and students talk back and forth simultaneously?
- (A) Linear Model
 - (B) Interactive Model
 - (C) Transactional Model
 - (D) SMCR Model
16. It assumes a more or less direct relationship between situational, societal, political or cultural "environment" in which the communication transaction occurs.
- (A) Speech Context
 - (B) Speech Style
 - (C) Formal Speech
 - (D) Communicative Strategies
17. Which of these is not part of the communication model?
- (A) Sender
 - (B) Message
 - (C) Receiver
 - (D) Feedback
 - (E) Information

18. Which model is used to interpret elements of communication?
- (A) Sender-message-receiver feedback model
 - (B) Root word model
 - (C) Prefix-suffix model
 - (D) Psychological barrier model
19. Which model or theory of communication sees communication as a linear process of sending and receiving messages from one person to another?
- (A) Social construction model of communication
 - (B) Institutional model of communication
 - (C) Rhetorical model of communication
 - (D) Transmission model of communication
20. What are standard 3 communication models
- (A) Linear, Interceptive, and Transactional,
 - (B) Long, Interactive, and Transformational,
 - (C) Linear, Interactive, and Transactional
 - (D) None
21. The set of rules that govern the data communication process is the meaning of ____
- (A) Application
 - (B) Presentation
 - (C) Protocol
 - (D) Physical
22. Which approach ensures stakeholder needs shape the message design process?
- (A) Inside-out approach.
 - (B) Constitutive model.
 - (C) Outside-in approach.
 - (D) Stakeholder exclusion.
23. What is the name of the model that includes: encode message → transmit message → decode message → acknowledge/feedback/response
- (A) Basic Communication Model
 - (B) Interpersonal Communication
 - (C) Organizational Communication
 - (D) Rhetorical Triangle
24. In the communication model, what is the main function of the transmitter?
- (A) Stores data
 - (B) Converts data into a signal
 - (C) Receives data
 - (D) Displays data
25. The medium used to transmit the message is known as:
- (A) Channel
 - (B) Feedback
 - (C) Encoding
 - (D) Decoding
26. In the 7 parts of the communication model, which is known to be a barrier that interferes and breaks down the message from sender to receiver?
- (A) Noise
 - (B) Mode
 - (C) Feedback
 - (D) Decoding
27. Which model does NOT demonstrate the linearity of communication process?
- (A) Berlo's SMCR Model
 - (B) Aristotle's Linear Model
 - (C) Lasswell's Model
 - (D) None of above
28. What is communication model is considered to be a one-way communication?
- (A) Linear
 - (B) Interactive
 - (C) Transactional
 - (D) Barlund's Model
29. This model holds that communication travels in a circle as a sender transmits a message and then the receiver responds with feedback, and also known as convergence model.
- (A) Linear
 - (B) Transactional
 - (C) Interactive
 - (D) Transitional

30. ____ model of communication is a one-way model without scope for feedback.
- (A) Transactional
 - (B) Linear
 - (C) Interactive
 - (D) None of above
31. The place where the signal is sent from, or where the information begins
- (A) Decoder
 - (B) Source
 - (C) Transmitter
 - (D) Receiver
32. Which of the following best compares Linear and Interactive Models?
- (A) Both require immediate feedback
 - (B) Linear ignores feedback, Interactive includes it
 - (C) Linear is simultaneous, Interactive is not
 - (D) Neither involves a receiver
33. According to the Transactional model of communication, which of the following influences the understanding and interpretation of the message?
- (A) Nothing
 - (B) Their experiences, values, and social background
 - (C) The environment
 - (D) The channel through which they transmit messages
34. A. Click the best answer. The ____ is where and how the message is conveyed.
- (A) Channel
 - (B) Feedback
35. A communication method/model that is open to all who wish to participate is considered which of the following?
- (A) Communication Process Model
 - (B) Web-based Communication Model
 - (C) We Talk, You Listen Model
 - (D) Social Communication Model
 - (E) Broadcasting Model
36. This model holds that sending and receiving occur simultaneously.
- (A) Linear
 - (B) Transactional
 - (C) Interactional
 - (D) Transitional
37. In the Transactional Model, communication is considered contextual because:
- (A) The message depends on the sender only
 - (B) Noise always occurs
 - (C) Participants' roles and environment affect meaning
 - (D) Feedback is unnecessary
38. What is a Transmitter
- (A) Where information comes from.
 - (B) A device that gets information from another device
 - (C) A device that sends signals from one device to another
 - (D) A group of parts that work together as a whole
39. In which model is feedback not present at all?
- (A) Linear
 - (B) Two-way
 - (C) Interactive
 - (D) Transactional
40. He is an American communication professor to better understand how communication works. He designed this model having in mind the helix which is nothing but a smooth curve.
- (A) Aristotle
 - (B) Wilbur Schramm
 - (C) David Berlo
 - (D) Frank Dance

41. An ad for Maybelline age-minimizing makeup in Ladies' Home Journal magazine featured actress Melina Kanakaredes and offered readers a \$1-off coupon when they try the new makeup. In terms of the communication model, the medium of this ad is ____
- (A) Melina Kanakaredes
 - (B) Ladies' Home Journal
 - (C) Readers who redeem the \$1-off coupon
 - (D) Maybelline
 - (E) The target market to whom Melina Kanakaredes appeals
42. Which communication model refers to a two-way process that includes feedback, but the feedback is not simultaneous, making it slower and more indirect?
- (A) Linear Model
 - (B) Transactional Model
 - (C) Interactive Model
 - (D) Shannon-Weaver Model
43. At the end of the lesson, the learners will be able to: Differentiate the various models of communication.
- (A) Differentiate the various models of communication.
 - (B) List the advantages of communication.
 - (C) Describe the history of communication.
 - (D) Explain the barriers to communication.
44. This model is widely used for mass communication and has no feedback.
- (A) Transactional Model
 - (B) Linear Model
 - (C) Interactive Model
 - (D) None of the above
45. Interactive model and transactional model are similar as they are both two-way communication model.
- (A) True
 - (B) False
46. The model depicting a one-way process where the sender is the only one sending a message and the receiver does not offer feedback
- (A) Linear Model of Communication
 - (B) Interactive Model of Communication
 - (C) Transactional Model of Communication
 - (D) Assertive Communication
47. Communication System
- (A) A device that gets information from another device
 - (B) A place to hold information to access later, can be internal or external
 - (C) A system model that describes how messages are exchanged or sent from one location to a destination
 - (D) A group of parts that work together as a whole
48. The model depicting the exchange of ideas and messages taking place from both the sender and receiver and vice versa, but not as a simultaneous process
- (A) Linear Model of Communication
 - (B) Interactive Model of Communication
 - (C) Transactional Model of Communication
 - (D) Assertive Communication
49. According to the process model of communication, what is noise?
- (A) External interference only
 - (B) Random inputs that distort or interrupt messages
 - (C) Lack of grammar or syntax
 - (D) Failure of feedback
50. It is a two way process with the inclusion of feedback as one element
- (A) Shannon-Weaver Model
 - (B) Transaction Model
 - (C) Schramm Model
 - (D) None of above
51. Which model of communication is used when a person watches a Youtube video?
- (A) Linear

- (B) Interactive
(C) Transactional
(D) Ecological
52. Linear model of communication is a simple ____.
- (A) Three way communication model
(B) Two way communication model
(C) One way communication model
(D) Multi-layer communication model
53. A symbolic representation of the communication process.
- (A) Communication Model
(B) Communication Process
(C) Communication Flow
(D) None of the above
54. Who introduced the concept of the transactional model of communication?
- (A) Cheryl Hamilton
(B) Dean Barnlund
(C) Dunn and Goodnight
(D) David Berlo
55. What is actually, physically being sent across the Internet?
- (A) Binary data
(B) Images, words, videos
(C) Html code
(D) Websites and apps
56. Lasswell's Model is very ____ and ____ (Fill in the blanks)
- (A) Linear, general
(B) Complex, specific
(C) Dynamic, detailed
(D) Circular, ambiguous
57. Identify as to which element of communication model the following statements belongs to: TRANSMITTER
- (A) Producer of the message
(B) Signals adapted for transmission
(C) Encoder of the message into signals
(D) Decoder of the message from the signal
58. Which elements are considered in the Communication as Transaction model when interpreting messages?
- (A) Just the sender
(B) Just the receiver
(C) Multiple elements
(D) The channel used
59. Process of putting electrical form into thought
- (A) Noise
(B) Decoding
(C) Receiver
(D) Feedback
60. An ad for Maybelline age-minimizing makeup in Ladies' Home Journal magazine featured actress Melina Kanakaredes and offered readers a \$1-off coupon when they try the new makeup. In terms of the communication model, the sender of this message is ____
- A) Melina Kanakaredes
B) Ladies' Home Journal
C) readers who redeem the \$1-off coupon
D) Maybelline
E) the target market to whom Melina Kanakaredes appeals
- (A) A
(B) B
(C) C
(D) D
(E) E
61. What is a key difference between the transaction model of communication and earlier models?
- (A) The transaction model views communication as a simultaneous process where participants are both senders and receivers.
(B) Earlier models focus only on written communication.
(C) The transaction model ignores the role of context.
(D) Earlier models do not involve any feedback.

62. We receive and respond to messages from another person at the same time that she or he is receiving and responding to us is an example of the ____ model.
(A) Linear
(B) Transactional
63. The model depicting the exchange of messages between the sender and receiver where each takes turns to send or receive messages in a simultaneous process
(A) Linear Model of Communication
(B) Interactive Model of Communication
(C) Transactional Model of Communication
(D) Assertive Communication
64. Which model of communication is best suited for describing the act of text messaging?
(A) Transmission model
(B) Interaction model
(C) Transactional model
(D) Linear model
65. The ____ model gives the opportunity for a lot of noise because the communication is simultaneous.
(A) Transactional Model
(B) Interactive Model
(C) Linear Model
(D) None of the above
66. Frances asked Dr. Jones, "What is a hysterectomy?" Dr. Jones responds, "removal of the uterus." Which part of the communication model does Frances's question represent?
(A) Feedback
(B) Message
(C) Receiver
(D) Sender
67. A device that changes the encoded message into an understandable language.
(A) Decoder
(B) Transmitter
(C) Encoder
(D) Component
68. Which of the following three models of communication is appropriately used for the new media?
(A) Interactive model
(B) Linear model
(C) Transactional Model
(D) None of the above
69. Is Shanon Weaver's Model of Communication applicable to non-verbal communication?
(A) Yes
(B) No
70. The Communication Model involves
(A) Sender, Receiver, Noise
(B) Sender, Receiver, Feedback
(C) Sender, Channel, Message, Receiver
(D) Feedback, Noise, Channel
71. Which of the following models of communication can be applied to the communication process which takes place between humans and machines?
(A) Shannon-Weaver Model
(B) Aristotle Model
(C) Interactive Model
(D) Transactional Model
72. He explained that the communication process starts very slowly in a defined and small circle.
(A) Frank Dance
(B) Wilber Schramm
(C) Warren Weaver
(D) Lasswell
73. Which part of a speech act carries a directive or intended purpose for the audience, such as a command, apology, or expression of gratitude?
(A) Perlocutionary Act
(B) Speech Act
(C) Illocutionary Act
(D) Locutionary Act

74. Which model treats communication as a continuous, dynamic process?
(A) Linear Model
(B) Interactive Model
(C) Transactional Model
(D) Shannon-Weaver Model
75. Public speaking is an example of ____?
(A) Interactive Model
(B) Transactional Model
(C) Linear Model
(D) Schramm Model
76. This model presents the dynamic interaction between the sender and the receiver. It recognizes the flexibility of the roles of the sender and the receiver.
(A) Transactional Communication Model
(B) Interactive Communication Model
(C) Linear Communication Model
(D) None of the above
77. Which among the models of communication is NOT Linear Model?
(A) Aristotle's Model of Communication
(B) Shannon-Weaver's Model of Communication
(C) Dance's Helical Model of Communication
(D) Berlo's SMCR Model of Communication
78. Which model of PR is focused on one-way movement of information and often used by government and educational institutions?
(A) Press Agency Model
(B) Public Information Model
(C) Two-way Asymmetric Model
(D) Two-way Symmetric Model
79. A path linking 2 hardware or telecommunication units down which data and control signals can be transmitted is
(A) Modulation.
(B) Demodulation.
(C) Channel.
(D) Signalling.
80. In the context of healthcare communication, what does "medium" refer to?
(A) The size of the message being sent
(B) The way a message is transmitted
(C) The importance level of the information
(D) The person receiving the message
81. What major criticism is directed at the process model of communication?
(A) It is too complex and difficult to apply
(B) It ignores social and historical contexts of communication
(C) It does not include sender or receiver roles
(D) It cannot be used in business communication
82. What is missing in a linear communication model?
(A) Barrier
(B) Message
(C) Feedback
(D) Receiver
83. What is encoding?
(A) Thoughts become communication
(B) Communication becomes thoughts
(C) Thoughts become another thoughts
(D) Communication begets communication
84. This model takes into consideration feedback from the receiver.
(A) Interactive model
(B) Revise model
(C) Transactional model
(D) Linear model
85. You ask your sister to put on her mask every time she goes out and she nods in reply. Which model of communication is presented here?
(A) Interactive
(B) Conversational
(C) Linear
(D) Transactional

86. Linear model presents communication as a ____ activity.
(A) Two way
(B) One way
(C) Simultaneous
(D) None of above
87. The Interactive Model can often apply to mediated or internet-based communication
(A) True
(B) False
88. It is the user of the information generated by the source
(A) Sink
(B) Transmitter
(C) Source Encoder
(D) Data Encoder
89. Which communication model highlights the role of feedback in achieving effective communication?
(A) Linear Model
(B) Interactive Model
(C) Transactional Model
(D) Classical Model
90. The medium for translating a message into a format that can be sent by the sender and decoded by the receiver is a(n) ____
(A) Encoder
(B) Decoder
(C) Receiver
(D) Transmitter
91. Which is not the Model of Communication
(A) Laswell Model
(B) Aristotle Model
(C) Brain Model
(D) None of above
92. Which of the following are under the transactional model of communication?
(A) A two-way communication process where feedback is given after a message is sent.
(B) Barriers affect the smooth flow of communication
(C) Presiding an important meeting
(D) A one-way communication process.
(E) Shows circular process between the sender and receiver
93. A speaker presents a speech in front of a live audience. The audience nods, claps, and reacts visibly while the speaker adjusts the delivery based on the reaction.
(A) Aristotle
(B) Interactive
(C) Linear
(D) Transactional
94. This describes communication as a process in which communicators generate social realities within social, relational, and cultural contexts.
(A) Transmission model
(B) Interaction model
(C) Transaction model
(D) None of above
95. In the Transactional Model of Communication, which of the following overlaps to show how the similarities in the communicators can have an impact on the delivery of a message?
(A) Noise
(B) Experience
(C) Feedback
(D) Communicators
96. In the systems model, the communication process begins when the receiver decides on a message to send.
(A) True
(B) False
97. Which type of communication model is known as a transactional model?
(A) Linear Theories/Models
(B) Shannon-Weaver's Model
(C) Aristotle's Model
(D) Non-Linear Theories/Models

98. — transactional model is a multi-layered feedback system.
(A) Helical
(B) Barnlund's
(C) Becker's
(D) None of above
99. A signal that allows for a continuous record of some kind of action.
(A) Analog signal
(B) Digital signal
(C) Turn signal
(D) None of above
100. Who introduced the concept of communicative competence?
(A) . Skinner
(B) Noam Chomsky
(C) Lev Vygotsky
(D) Dell Hymes
101. A nurse would fall under which field in the NCE Model?
(A) Agriculture, Food & Natural Science
(B) Business, Marketing and Management
(C) Healthcare
(D) Skilled and Technical Sciences
102. What is a set of rules regulating data communication known as?
(A) Message
(B) Protocol
(C) Sender
(D) Receiver
103. What is the purpose of the Two-Way Symmetrical model in PR communication?
(A) Propaganda
(B) Scientific Persuasion
(C) Spread of Information
(D) Mutual Understanding
104. What model uses immediate and simultaneous feedback?
(A) Linear
(B) Interactive
(C) Transactional
(D) Two-way communication
105. What is the first step in the communication process according to Kinicki's model?
(A) Encoding
(B) Sender
(C) Channel
(D) Feedback
106. True or False: the linear model of communication is a one way model
(A) True
(B) False
107. This model is often called telephone model because it is based on the experience of having the message interfered by "noise" from the telephone switchboard.
(A) Aristotle's Model
(B) Shannon-Weaver's Model
(C) Harold Lasswell's Model
(D) Frank Dance's Model
108. Which component is NOT included in Roman Jakobson's Model?
(A) Code
(B) Contact
(C) Context
(D) Consider
109. What is the main purpose of models of communication as described in the text?
(A) To provide a visual representation of the various aspects of a communication encounter.
(B) To make communication more complicated.
(C) To eliminate the need for communication.
(D) To replace real-life communication experiences.

- 110.** In communication models, who are the participants?
(A) The senders and/or receivers of messages in a communication encounter.
(B) Only the person who initiates the conversation.
(C) Only the person who receives the message.
(D) The people who observe the communication.
- 111.** This model of communication states that giving and receiving messages is reciprocal.
(A) Berlo's SMCR model of communication
(B) Schramm's model of communication
(C) Shannon & Weaver's model of communication
(D) Barlund's transactional model of communication
- 112.** According to the interaction model, what is NOT a primary concern when judging the effectiveness of communication?
(A) Whether a single message was successfully transmitted and received.
(B) The process of communication itself.
(C) The presence of feedback and context.
(D) The possibility that some messages may not be received.
- 113.** Telephonic conversation and live video lectures are examples of ____ model of communication
(A) Linear
(B) Interactive
(C) Transactional
(D) None of above
- 114.** In a basic sender/receiver model, a step that where the data is received and translated by the receiver back into a form useful to the receiver is called
(A) Encode
(B) Transmit
(C) Decode
(D) Acknowledge
- 115.** In Linear Model of Communication, the sender is the only one who sends message and receiver gives feedback or response afterward.
(A) TRUE
(B) FALSE
- 116.** The part of a communications system that carries information.
(A) Signal
(B) System
(C) Destination
(D) Decoder
- 117.** Which of the following ideas is NOT a proposition of the Transactional Model of Julia Wood?
(A) Meaning is in people, not in words.
(B) Communication is complete once the message has been sent and received.
(C) Communication creates shared meaning.
(D) Communication involves both content and relationship dynamic.
- 118.** A device that converts signal into sound, pictures, or readable text for the receiver.
(A) Encoder
(B) Decoder
(C) Transmitter
(D) Source
- 119.** In the transmission model of communication, what is the main role of the receiver?
(A) To act as a target or end point for the message
(B) To continuously interact with the sender
(C) To create new messages for the sender
(D) To modify the message before sending it back
- 120.** Network models are used to:
(A) Design clothes
(B) Standardize communication
(C) Control printers only
(D) Reduce hardware

121. A student watches a recorded lecture and emails questions afterward. This best illustrates:
- (A) Linear Model
 - (B) Interactive Model
 - (C) Transactional Model
 - (D) Simultaneous Model
122. According to this model, communication has occurred when a message has been sent and received.
- (A) Transactional Model
 - (B) Transmission Model
 - (C) Constitutive Model
 - (D) Interactive Model
123. The main purpose of a network model is to:
- (A) Break communication into layers
 - (B) Store programs
 - (C) Control mobile phones
 - (D) Increase CPU speed
124. Which of the following terms best matches the following definition? Speech that emphasizes the reasoning behind a command; uses speech and language more as a way for people to differentiate the uniqueness of their own personalities and ideas and to express their own individuality, purposes, attitudes, and beliefs than as a way to reinforce collectivity or commonality of outlook.
- (A) Divergence
 - (B) Elaborated Code
 - (C) Facework
 - (D) Essential Functions of Talk
125. The flow of information during a crisis is ____
- (A) Two-way directional
 - (B) One-directional
 - (C) Unilateral
 - (D) Multi-directional
126. Which model of communication emphasizes the role of context in the communication process?
- (A) Linear Model
 - (B) Transactional Model
 - (C) Interactive Model
 - (D) Shannon-Weaver Model
127. Which model of communication portrays a multilayer of communication processes where the characters and environment change over-time?
- (A) Interactive model
 - (B) Linear model
 - (C) Transactional model
 - (D) ALL of the above
128. Which of the following is NOT true about the Linear Model?
- (A) It is sender-centered
 - (B) It assumes the message travels one way
 - (C) It relies heavily on feedback
 - (D) It works well in mass communication
129. In a Transactional Model, non-verbal cues like nodding are considered:
- (A) Noise
 - (B) Feedback
 - (C) Channel
 - (D) Context
130. The major difference between linear models of communication and the interactive and transactional models is that ____
- (A) Interactive model follows the spiral progression
 - (B) Linear model shows a one-way communication process.
 - (C) Interactive and linear models have the concept of the receiver.
 - (D) Interactive model was developed by Aristotle.
131. Identify as to which element of communication model the following statements belongs to: CHANNEL
- (A) Producer of the message
 - (B) Signals adapted for transmission
 - (C) Encoder of the message into signals
 - (D) Decoder of the message from the signal

132. The transactional model accounts for both verbal and nonverbal communication cues in the exchange of messages.
(A) True
(B) False
(B) B
(C) C
(D) D
(E) E
133. Which model of communication is unidirectional and does not require mutual understanding?
(A) Linear
(B) Interactive
(C) Transactional
(D) None of above
134. Which concept is highlighted as increasingly important due to new media and technology?
(A) Stakeholder management
(B) Corporate ethics
(C) Interactive communication model
(D) Market segmentation
135. Sue feels motivated after receiving a good feedback from Teacher Ann during their group's consultation. What communication model is true to the situation?
(A) Shannon-Weaver Model
(B) Transaction Model
(C) All the above
(D) None of the above
136. The decision to use a cleaning genie to communicate the strength and power of Mr. Clean cleaning liquid is representative of the ____ process of the communication model. A) sourcing B) encoding C) signifying D) decoding E) messaging
(A) A
137. It is a model of communication wherein there is no feedback, one-way and used for mass communication
(A) Linear Communication
(B) Transactional Communication
(C) Interactional Communication
(D) One-way
138. This model emphasizes that there is conscious interaction between a sender and a receiver.
(A) Interactional Model
(B) Transactional Model
(C) Linear Model
(D) Non-linear Model
139. In public speaking, it is the composite of you (and your knowledge and intentions), the audience (and their knowledge and expectations), and the occasion (setting, purpose, and constraints).
(A) Rhetorical Canons
(B) Rhetorical Situation
(C) Rhetorical Context
(D) Rhetorical Exigency
140. Which of the following is NOT a transactional model of communication?
(A) Barnlund's model
(B) Dunn and Goodnight's model
(C) Dr. Wood's model
(D) Shannon-Weaver's model

1.5.2 Aristotle Model

1. Which is the correct order of the elements in Aristotle's Communication Model?
(A) Receiver-Message-Listener
(B) Listener-Speaker-Message
(C) Speaker-Listener-Message
(D) Speaker-Message-Receiver
2. What is the purpose of the 'Occasion' in Aristotle's Model of Communication?
(A) To determine the medium of communi-

- cation
(B) To provide context for the speech
(C) To analyze the audience's feedback
(D) To select the appropriate technology Edit
3. This model of communication focused on the Speaker and the Message.
(A) Shannon-Weaver's Model of Communication
(B) White's Model of Communication
(C) Aristotle's Model of Communication
(D) Schramm's Model of Communication
4. What is the primary goal of teaching rhetoric?
(A) Helping students develop persuasive speaking and writing skills by understanding techniques such as ethos, pathos, and logos.
(B) Teaching students to memorize grammatical rules.
(C) Encouraging students to practice creative writing without regard to structure.
(D) Focusing solely on reading comprehension.
5. Which of the following is NOT a component of Aristotle's Model of Communication?
(A) Speaker
(B) Message
(C) Feedback
(D) Audience Edit
6. The earliest model that structures how public speaking has undergone is explained.
(A) Shannon-Weaver Model of Communication
(B) Eugene White's Stages of Communication
(C) Osgood-Schramm's Model of Communication
(D) Aristotle's Model of Communication
7. Aristotle's Model of Communication was proposed before ____ B.C.
(A) 300
(B) 100
(C) 500
(D) 700
8. In a classical argument, the Confirmatio is the
(A) Conclusion
(B) Introduction
(C) Rebuttal
(D) Support
9. TRUE or FALSE: You should build your message so that it incorporates ethos, pathos, and logos.
(A) True
(B) False
10. All of the following are a part of the 5 W's and H, except:
(A) How
(B) Will
(C) What
(D) Who
11. What type of appeal is focused on persuading audiences using feelings?
(A) Integrated
(B) Combination
(C) Rational
(D) Emotional
12. Who proposed the earliest mass communication model called 'Aristotle's Model of Communication'?
(A) Socrates
(B) Plato
(C) Aristotle
(D) Pythagoras Edit
13. Which of the following best describes the 'Effect' in Aristotle's Model?
(A) The medium used to deliver the message
(B) The emotional response of the speaker
(C) The impact of the speech on the audience
(D) The feedback from the audience Edit

14. Rhetorical techniques and ethos, pathos and logos were started by
(A) Aristotle
(B) Colin Kaepernick and Nike
(C) Cardi B and Pepsi
(D) None of above
15. In Aristotle's Model of Communication, there is a concept of feedback.
(A) True
(B) False
16. Who created classical argument?
(A) Developed by the famous Greek philosopher and rhetorician, Aristotle.
(B) Created by psychologist Carl Rogers.
(C) British philosopher Stephen Toulmin.
(D) None of above
17. In Aristotle's Model, what is the role of the audience?
(A) To actively participate in the communication
(B) To passively receive the message
(C) To provide immediate feedback
(D) To control the communication process
18. Which communication model emphasizes the role of the speaker, speech, occasion, audience, and effect?
(A) Shannon-Weaver Model
(B) Aristotle's Model
(C) Berlo's SMCR Model
(D) Schramm's Model
19. The speaker must organize the speech beforehand, according to the target audience and situation (occasion). The speech must be prepared so that the audience be persuaded or influenced from the speech.
(A) Aristotle's Model
(B) Shannon-Weaver's Model
(C) David Berlo's Model
(D) Lasswell's Model
20. It is the simplest model created before 300BC. Who made this communication model?
(A) Aristotle
(B) Socrates
(C) Plato
(D) Pythagoras
21. "Ladies and gentlemen of the jury: we have not only the fingerprints, but the lack of an alibi, a clear motive, and an also expressed desire to commit the robbery — We also have a video of the suspect breaking in. The case could not be more open and shut."
(A) Ethos
(B) Kairos
(C) Pathos
(D) Logos
22. Which of the following is a linear model of communication which can be thought of as the model used for public speaking, persuasion and propaganda?
(A) Shannon-Weaver Model
(B) Berlo's SMCR Model
(C) Interactive Model
(D) Aristotle's Model
23. Which model of communication emphasizes building speeches for different audiences at different times?
(A) Aristotle's Model
(B) Thill-Bovee's Model
(C) Shannon-Weaver's Model
(D) Murphy's Model
24. Aristotle's model was designed to examine how to become better and more persuasive communicator. He identified three elements that improve communication. Which among the three elements refer to logic?
(A) Ethos
(B) Pathos
(C) Gentleman
(D) Logos

25. The three main elements that improve Aristotle's communication are: Ethos, Pathos, and —
(A) Speech
(B) Logos
(C) Effect
(D) None of above
26. Why is Aristotle's Model also called the Linear Communication?
(A) It focuses on the sender and the message.
(B) There is feedback.
(C) There is no receiver.
(D) There is only the message.
27. Statistics, facts, and numbers are examples of:
(A) Pathos
(B) Claim
(C) Logos
(D) Ethos
28. "The data is perfectly clear: this investment has consistently turned a profit year-after-year, even in spite of market declines in other areas." This is an example of —
(A) Ethos
(B) Pathos
(C) Logos
(D) None of these.
29. Who is considered a logical starting point when tracing the development of communication scholarship?
(A) Aristotle
(B) Cicero
(C) Plato
(D) James A. Winans
30. A billboard using emotional pictures to attract attention uses:
(A) Logos
(B) Pathos
(C) Ethos
(D) Logic
31. What should one recognize in an argument to understand its widespread acceptance?
(A) Recognize mathematical formulas
(B) Recognize the author's personal stories
(C) Recognize commonplace assertions
(D) Recognize the color scheme of the presentation
32. "You know her-she's taught Sunday School at your church for years, babysat your children, and served as a playground director for many summers."
(A) Ethos
(B) Kairos
(C) Pathos
(D) Logos
33. Most persuasive messages includes
(A) Emotional Appeals
(B) Logical Appeals
(C) Both emotional and logical appeals.
(D) None
34. What model emphasizes the linear flow of communication within a particular event or occasion?
(A) Aristotle's Linear Model
(B) Berlo's SMCR Model
(C) Lasswell's Model
(D) None of above
35. The communication model is a speaker centered model as the speaker has the most important role in it and is the only one active
(A) Aristotle's Model
(B) Shannon-Weaver's Model
(C) Lasswell's Model
(D) David Barelo's Model
36. In Aristotle's Model of Communication, what is the primary role of the speaker?
(A) To listen to the audience
(B) To deliver the message effectively
(C) To provide feedback
(D) To create noise Edit

37. A communication model proposed by Aristotle before 30 BC.
(A) Aristotelian Model
(B) Aristotlelian Model
(C) Aristotle Model
(D) Aristotel Model
38. It is mainly focused on speaker and speech.
(A) Aristotle's Model
(B) Shannon-Weaver's Model
(C) Lasswell's Model
(D) David Barelo's Model
39. ____ is the earliest model of communication.
(A) Osgood-Schramm Model of Communication
(B) Shannon-Weaver's Model of Communication
(C) White's Stages of Oral Communication
(D) Aristotle's Model of Communication
40. Aristotle's Model is mainly focused on the ____ and speech.
(A) Speaker
(B) Listener
(C) Message
(D) Channel
41. Using statistics to convince audience appeals to:
(A) Logos
(B) Pathos
(C) Ethos
(D) Design
42. Aristotle said that a speaker could use ____, ____, and ____ appeals.
(A) Logical, Emotional, Ethical
(B) Emotional, Hysterical, Methodical
(C) Ethical, Legal, Mystical
(D) None of the Above
43. According to Aristotle, which element is crucial for the speaker to consider in order to persuade the audience?
(A) The speaker's credibility (Ethos)
(B) The emotional appeal (Pathos)
(C) The logical argument (Logos)
(D) All of the above Edit
44. Which of the following choice s below is an example of a LINEAR COMMUNICATION MODEL?
(A) Schramm's Model
(B) Barlund's Model
(C) Interactive Model
(D) Aristotle's Model
45. Aristotle's model of communication is classified as a/an ____
(A) Interactional model
(B) Transactional model
(C) Linear model
(D) Cyclical model
46. Which appeal are you using if you apply logic?
(A) Ethos
(B) Pathos
(C) Logos
(D) Migos

1.5.3 Lasswell Model

1. Who was Harold Dwight Lasswell?
(A) A political scientist and communication theorist
(B) A mathematician
(C) A biologist
(D) An artist
2. Laswell communication model is?
(A) Communicator-message-medium-receiver-response
(B) Communicator-message-medium-receiver-feedback
(C) Communicator-message-medium-receiver

- (D) None of above
3. The process may be analysed through the content sent, the medium used, as well as the effect on the recipient of the message.
- (A) Aristotle's Model
(B) Lasswell's Model
(C) Shannon-Weaver's Model
(D) David Barelo's Model
4. In what ways do the 5Ws and 1H contribute to the credibility of a news story?
- (A) By providing comprehensive and balanced coverage of the event or topic.
(B) By relying on anonymous sources and unverified information
(C) By omitting important facts to create a more dramatic narrative
(D) By adding sensationalized details to attract more readers
5. It is a verbal model composed only of words with no rectangles, circles, or arrows. All it says is: Who? To Whom? Says What? With What Effect? In What Channel?
- (A) Frank Dance's Model
(B) Spiral Model
(C) White's Model
(D) Harold Lasswell's Model
6. "No feedback" is one of the disadvantages of Lasswell's Communication Model.
- (A) False
(B) True
7. The whole process of communication begins with the communicator (who) sending out a message (what) using a medium (in which channel) for a receiver (to whom) experiencing an effect (with what effect) afterwards.
- (A) Aristotle's Model
(B) Lasswell's Model
(C) Shannon-Weaver's Model
(D) David Barelo's Model
8. This model of communication was popularized and primarily developed to analyze mass communication during the time when only the rich had televisions in order to show the mass media culture.
- (A) Lasswell's Communication Model
(B) The Shannon-Weaver Model
(C) Berlo's SMCR Model
(D) Aristotelian Model
(E) Schramm's Model
9. List the five key questions of Lasswell's Model.
- (A) Who? Says what? In which channel? To whom? With what effect?
(B) What? When? Where? Why? How?
(C) Who? What? When? Where? Why?
(D) Sender? Message? Medium? Receiver? Feedback?
10. What is notable in this model is the element of Effect which suggests that every communication always results to possible outcome.
- (A) The Osgood-Schramm Model of Communication
(B) Berlo's Model of Communication
(C) Shannon and Weaver Model of Communication
(D) Lasswell's Model of Communication
11. The five W's are Who, What, When, Where, and ____
- (A) Whether
(B) Which
(C) Why
(D) Whenever
12. Which of the following models of communication is described as Linear & Unidirectional process?
- (A) Aristotle's Model of Communication
(B) Lasswell's Model of Communication
(C) Schramm's Model of Communication
(D) White's Model of Communication

13. Which of the following is NOT an element or component of Lasswell's communication model?
- (A) Who?
 - (B) What?
 - (C) When?
 - (D) Whom?
 - (E) With what effect?
14. Who created the Lasswell model?
- (A) Harold Laswell
 - (B) Harold Lasswell
 - (C) Noam Lasswell
 - (D) Marshall Lasswell
15. According to Lasswell's model, what is the effect (With What Effect)?
- (A) Generate interest and excitement about the new smartphone, leading to increased sales
 - (B) Describe the features of the new smartphone in detail
 - (C) Identify the target audience for the new smartphone
 - (D) Select the appropriate media channels for advertising the smartphone
16. Lasswell's Communication Model only includes the speaker, message, and the audience.
- (A) True
 - (B) False
17. In Lasswell's Model of Communication, the "with what effect" component pertains to the —
- (A) Source of the message
 - (B) Content of the message
 - (C) Medium
 - (D) Feedback of the receiver
18. Lasswell's model of communication answers which fundamental questions?
- (A) Who? What? Channel? Whom? Effect?
 - (B) Why? How? When? Where? Who?
 - (C) Sender? Message? Feedback? Context? Channel?
 - (D) What? Why? How? When? Whom?
19. According to Lasswell's model, what is the message (Says What)?
- (A) The features and benefits of the new smartphone
 - (B) The person delivering the advertisement
 - (C) The target audience for the smartphone
 - (D) The channel used to broadcast the advertisement
20. This model was regarded as the most influential model in communication.
- (A) Aristotle's Model
 - (B) Barlund's Model
 - (C) Lasswell's Model
 - (D) Berlo's SMCR Model
21. In the Lasswell Model, which element represents the message content?
- (A) Channel
 - (B) What
 - (C) Whom
 - (D) Feedback
22. The whole process of communication begins with the communicator sending out the message using medium for a receiver experiencing an effect afterwards, and focused on the Ws.
- (A) Aristotle's Communication Model
 - (B) Laswell's Communication Model
 - (C) Shannon Weaver's Communication Model
 - (D) Berlo's Communication Model
23. Which model of communication includes the elements of Why, What, How, Who, When?
- (A) Shannon-Weaver's Model
 - (B) David K. Berlo's Model
 - (C) Harold D. Lasswell's Model
 - (D) Aristotle's Model

24. What does Lasswell's Model focus on?
- (A) It focuses on the effect of the message sent, and not on engaging the sender and receiver in a conversation.
 - (B) It focuses on the feedback loop between

- sender and receiver.
- (C) It emphasizes the importance of non-verbal communication.
- (D) It is primarily concerned with the technological medium used.

1.5.4 Shannon-Weaver Model

1. It is known as the mother of all communication models, which depicts communication as a linear or one-way process.
 - (A) Helical Model
 - (B) Shannon-Weaver Model
 - (C) Schramm's Interactive Model
 - (D) Mosaic Model
2. Who uses machine, which converts message into signals or binary data. It might also directly refer to the machine.
 - (A) Sender (Information Source)
 - (B) Encoder (Transmitter)
 - (C) Decoder (Receiver)
 - (D) Channel
 - (E) Receiver (Destination)
3. The 3 basis components of a communication system are: Transmitter, Receiver & Medium
 - (A) True
 - (B) False
4. RECOGNIZES INTERFERENCE OR NOISE IN THE TRANSMISSION OF MESSAGE.
 - (A) SHANNON WEAVER COMMUNICATION MODEL
 - (B) SCMR COMMUNICATION MODEL
 - (C) SCHRAMM COMMUNICATION MODEL
 - (D) TRANSACTIONAL COMMUNICATION MODEL
5. Who designed the Shannon-Weaver Model?
 - (A) Claude Elwood Shannon and Warren Weaver
 - (B) Claude Shannon and Michael Weaver
 - (C) Clint Shannon and Michael Weaver
 - (D) Mike Elwood Shannon and Claude Weaver
6. Which of the following best describes the primary purpose of the Shannon-Weaver Communication Model?
 - (A) To explore the psychological effects of communication on individuals
 - (B) To outline the process of transmitting information from a sender to a receiver
 - (C) To analyze the cultural differences in communication styles
 - (D) To develop strategies for improving public speaking skills
7. SHANNON WEAVER COMMUNICATION MODEL- ENCODES MESSAGE INTO SIGNALS
 - (A) INFORMATION SOURCE
 - (B) CHANNEL
 - (C) DESTINATION
 - (D) TRANSMITTER
8. Which of these events happens only occasionally as part of the linear model of mass communication?
 - (A) Mass Media Channel
 - (B) Sender
 - (C) Message
 - (D) Feedback
9. Which of the following identifies the primary function of a radio station tower in a communication system?
 - (A) Transmitter
 - (B) Encoder
 - (C) Decoder
 - (D) Receiver

10. CLAUDE SHANNON IS THE ONLY INVENTOR OF THE SHANNON WEAVER MODEL OF COMMUNICATION AND IS A ENGINEER.
- (A) TRUE
(B) FALSE
11. According to Shannon & Weaver's Model, what is the role of the 'Noise Source' in the communication process?
- (A) It transmits the message
(B) It receives the message
(C) It introduces interference or distraction
(D) It is the final destination
12. If the message is encoded properly, there will be no noise in the communication process.
- (A) True
(B) False
13. Shannon weaver model conceived the communication as
- (A) Linear act
(B) Arbitrary act
(C) Random
(D) Two-way communication
14. The Shannon-Weaver model is a communication model that consists of which main components?
- (A) Sender, Encoder, Channel, Decoder, Receiver
(B) Speaker, Listener, Feedback, Noise, Message
(C) Source, Message, Feedback, Channel, Receiver
(D) Sender, Message, Feedback, Channel, Listener
15. In the Linear Model, the receiver's role is to:
- (A) Provide feedback immediately
(B) Simply receive the message
(C) Adjust the channel used
(D) Interpret and send responses
16. B. Directions: Read each item carefully then choose the letter that corresponds to your answer. 6. Which of the following is an example of a one-way communication model?
- (A) A group of teenagers planning for a big event
(B) The committee finding ways to reach for the less fortunate in their barangay
(C) The Philippine President delivering his SONA
(D) A and B
17. The machine used to convert signals or binary data into message or the receiver who translates the message from signals.
- (A) Sender (Information Source)
(B) Encoder (Transmitter)
(C) Decoder (Receiver)
(D) Channel
(E) Receiver (Destination)
18. Encoding is a process by which receivers interpret and translate the received message into meaning information.
- (A) True
(B) False
19. What is the correct order for the linear model of mass communication?
- (A) Sender-Message-Mass Media Channel-Receiver
(B) Mass Media Channel-Message-Receiver-Sender
(C) Sender-Receiver-Message-Mass Media Channel
(D) Sender-Mass Media Channel-Receiver-Feedback
20. The Shannon-Weaver Communication Model emphasizes the importance of minimizing noise to improve communication effectiveness.
- (A) True
(B) False

21. The linear model was the first kind of model that experts have made to understand the process of communication. The following are the remarkable characteristics of the linear model, EXCEPT:
- (A) Complex
 - (B) Unidirectional
 - (C) Persuasion not mutual understanding
 - (D) Values psychological over social effects
22. The Shannon-Weaver model (1949), also known as the transmission model and the mother of all communication models is one best example of a one-way or linear process of communication consisting of five elements which have been criticized for missing one element in the communication process, what is that missing element?
- (A) Source
 - (B) Decoder
 - (C) Encoder
 - (D) Feedback
23. Linear models of communication suggest that communication takes place only in ____
- (A) One direction
 - (B) Two way
 - (C) Three way
 - (D) Four Way
24. What model of communication is often called the Telephone Model because it is based on the experience of having message interfered with by “noise” from the telephone switchboard and back in the 1940s?
- (A) Aristotle’s Model
 - (B) Schramm’s Model
 - (C) Shannon and Weaver’s Model
 - (D) White’s Model
25. Which communication model depicts this situation: A businessman sends a message via phone text to his worker about a meeting happening about their brand promotion. The worker does not receive the full message because of noise?
- (A) Schramm’s Model
 - (B) White’s Model
 - (C) Berlo’s Model
 - (D) Shannon-Weaver Model
26. They write an article in “Bell System Technical Journal” called “A Mathematical Theory of Communication”
- (A) Aristotle and St. Aquinas
 - (B) Shannon and Weaver
 - (C) Berlo and Schramm
 - (D) None of above
27. It was developed from an engineering perspective, and was primarily focused on communication technologies, in particular the transmission and reception of message.
- (A) The Osgood-Schramm Model of Communication
 - (B) Berlo’s Model of Communication
 - (C) Shannon and Weaver Model of Communication
 - (D) Lasswell’s Model of Communication
28. Which model is described as a one-way communication process?
- (A) Linear Communication Model
 - (B) Interactive Communication Model
 - (C) Transactional Communication Model
 - (D) Schramm Model of Communication
29. What is the main focus of the Shannon-Weaver Model?
- (A) Verbal communication only
 - (B) Role of emotion in communication
 - (C) Technical aspect and noise in communication
 - (D) Face-to-face interaction
30. In Shannon & Weaver’s Model, ‘ ____ ’ refers to any interference during the process, resulting in the distortion of the message or distraction of either the sender or receiver.
- (A) Noise
 - (B) Feedback
 - (C) Channel
 - (D) Context

31. When you send a text message to the friend, what happens first after you have typed your message?
- (A) The phone encodes the letters of your message using ones and zeros
 - (B) The phone sends an analog wave representing your message to another phone
 - (C) The phone produces an electromagnetic wave with constant amplitude and frequency
 - (D) The phone decodes the zeros and ones and converts them into letters
32. Also known as the speaker.
- (A) CHANNEL
 - (B) NOISE
 - (C) SOURCE
 - (D) LISTENER
33. It is the sixth element, the dysfunctional factor, included in Shannon and Weaver's Transmission Model?
- (A) Transmitter
 - (B) Noise
 - (C) Context
 - (D) Signal
34. Which of the following best describes the encoder of a common telephone communication system?
- (A) Receiving transmitted electrical signals
 - (B) Converting sound to electrical impulses
 - (C) Changing electrical impulses into sounds
 - (D) Sending electrical signals through a circuit
35. SHANNON WEAVER'S COMMUNICATION MODEL HAS 6 ELEMENTS.
- (A) TRUE
 - (B) FALSE
36. Shannon and Weaver's (1949) model of communication has the following components: —
- (A) Precontemplation, contemplation, preparation, action, maintenance
 - (B) Product, price, place, promotion
 - (C) Source, transmitter, channel, receiver, destination
 - (D) None of above
37. Function of decoder
- (A) Receiving signal
 - (B) Demodulate the received signal
 - (C) Reconstruct the original information
 - (D) None of above
38. Elwood Shannon and Walter Weaver developed a mechanical and mathematical model of communication in 1948.
- (A) True
 - (B) False
39. In Shannon & Weaver's Model, 'noise' can cause distortion of the message or distraction of either the sender or receiver.
- (A) True
 - (B) False
40. Noise
- (A) Aristotle's Model
 - (B) Shannon and Weaver's Model
 - (C) Schramm's Model
 - (D) White's Model
41. Shannon-Weaver introduced this concept which could occur anytime during communication.
- (A) Feedback
 - (B) Field of Experience
 - (C) Noise
 - (D) Signal
42. SHANNON WEAVER'S COMMUNICATION IS BASED ON BERLO'S.
- (A) TRUE
 - (B) FALSE
43. Shannon and Weaver's Model is also known as —
- (A) Noise model
 - (B) Telephone model
 - (C) Model of web
 - (D) Transmitting model

44. Which communication model represents a straightforward, one-directional flow of information from the sender to the receiver?
- (A) Interactive Model
 - (B) Linear Model
 - (C) Transactional Model
 - (D) Circular Model
45. Which of the following BEST describes the function of an encoder in a telephone communication system?
- (A) It receives transmitted electrical signals.
 - (B) It sends electrical signals through a circuit.
 - (C) It converts sound to electrical impulses.
 - (D) It changes electrical impulses into sound.
46. This model of communication asserted that the message sent by the source is not necessarily the message received by the destination, because of the noise that hampers the communication process.
- (A) Aristotle's Model
 - (B) White's Model
 - (C) Schramm's Model
 - (D) Shannon-Weaver's Model
47. The element of Noise is one of the distinct features of this model. It is the first model that explains that interruptions in every communication may occur. It is termed as Noise.
- (A) Laswell's model of Communication
 - (B) Aristotle's Model of Communication
 - (C) Shannon and Weaver's Model of Communication
 - (D) The Osgood-Schramm's Model of Communication
48. Which model shows a one-way communication where the source of information does not know whether the message is understood or not?
- (A) Interactive Model
 - (B) Linear Model
 - (C) Transactional Model
 - (D) A and B
49. SHANNON WEAVER COMMUNICATION MODEL ELEMENTS-WHERE THE MESSAGE ARRIVES
- (A) TRANSMISSION
 - (B) RECEIVER
 - (C) DESTINATION
 - (D) CHANNEL
50. Which of the following elements is missing in the transmission model?
- (A) Feedback
 - (B) Noise
 - (C) Receiver
 - (D) Sender
51. Who developed the Linear Model of Communication, often referred to as the "mother of all models"?
- (A) Aristotle
 - (B) Shannon and Weaver
 - (C) Schramm
 - (D) Berlo
52. What are the four (4) main components from Shannon-Weaver's Model of Communication?
- (A) Sender, Encoding, Decoding and Receiver.
 - (B) Encoding, Decoding, Noise and Feedback.
 - (C) Sender, Receiver, Channel and Feedback.
 - (D) Encoding, Message, Channel and Decoding.
53. Which element in the Shannon-Weaver model refers to any interference that distorts the message?
- (A) Source
 - (B) Noise
 - (C) Channel
 - (D) Feedback
54. Where is information being Encoded here?
- (A) The trumpet being recorded by the microphone
 - (B) Computer 2 sending a signal to the speaker

- (C) The speaker playing sound
 - (D) Computer 1 sending the file to computer 2
55. In a communication system, noise is usually added:
- (A) At the transmitter
 - (B) At the receiver
 - (C) In the channel
 - (D) During modulation
56. Source
- (A) Creates the message
 - (B) Analyzes the message
 - (C) Route of message
 - (D) Changes the message
57. In the Shannon-Weaver Model, which of the following is a physical interference, such as loud sounds, which could impact the reception of a message?
- (A) Channels
 - (B) Noise
 - (C) Receptors
 - (D) Feedback
58. SHANNON WEAVER COMMUNICATION MODEL-PRODUCER OF MESSAGE
- (A) INFORMATION TRANSMITTER
 - (B) INFORMATION SOURCE
 - (C) CHANNEL
 - (D) DESTINATION
59. Which of the following is NOT true of the Shannon Weaver Model of Communication?
- (A) Message does not consist of written and spoken words.
 - (B) The model does not introduce the concept of noise.
 - (C) It is a two-way process.
 - (D) All of the above
60. When does encoding take place?
- (A) When the receiver interprets the message
 - (B) When the sender translates the message into a perceivable form
 - (C) When both sender and receiver need to exchange messages
 - (D) None of above
61. Which communication model highlights feedback loops and noise in messaging?
- (A) Constitutive model.
 - (B) Transmission model.
 - (C) Advertising model.
 - (D) Linear model.
62. This model has been criticized for missing one essential element in the communication process: feedback. Without feedback, the speaker will not know whether the receiver understands the message or not.
- (A) Shannon-Weaver Model
 - (B) Transaction Model
 - (C) Schramm Model
 - (D) None of above
63. Which of the following scholars is associated with the linear model?
- (A) Osgood and Schramm
 - (B) Shannon and Weaver
 - (C) Barnlund
 - (D) None of above
64. The model has been originally intended to show how the radio and telephone technologies function.
- (A) Communication models
 - (B) Shannon and Weaver's communication model
 - (C) Weiner's interactive model of communication
 - (D) Schramm's model of communication
65. INFORMATION SOURCE, TRANSMITTER, CHANNEL, DESTINATION
- (A) SHANNON AND WEAVER COMMUNICATION MODEL
 - (B) SMCR COMMUNICATION MODEL

- (C) SCHRAMM COMMUNICATION MODEL
- (D) TRANSACTIONAL COMMUNICATION MODEL
66. Using Shannon & Weaver's model, what most likely caused the secretary to bring the wrong document after Genina called her from a noisy fashion show event?
- (A) Noise interfered with the message, causing miscommunication.
- (B) The secretary intentionally brought the wrong document.
- (C) Genina did not actually call the secretary.
- (D) The boss gave unclear instructions to Genina.
67. When was the Shannon and Weaver model published?
- (A) 1954
- (B) 2001
- (C) 1960
- (D) 1948
68. Which model represents a one-directional flow of information?
- (A) Linear
- (B) Nofeedback
- (C) Message-only
- (D) One-way process of communication
69. Which communication model is best known for explaining how messages can become distorted or misinterpreted during transmission and reception?
- (A) Berlo's SMCR Model
- (B) Transactional Model
- (C) Shannon-Weaver Model
- (D) Interactive Model
70. This model was developed because of the technological invention of telephone.
- (A) Shannon-Weaver Model of Communication
- (B) Osgood-Schramm's Model of Communication
- (C) Aristotle's Model of Communication
- (D) Eugene White's Model of Communication
71. What is the main limitation of the linear communication model?
- (A) It focuses only on feedback.
- (B) It assumes no noise in communication.
- (C) It does not account for feedback or two-way interactions.
- (D) It is too complex to apply.
72. Which pair is recognized for developing models of communication?
- (A) John Nash and Albert Einstein
- (B) Sigmund Freud and Carl Jung
- (C) Claude Shannon and Warren Weaver
- (D) Charles Darwin and Alfred Russel Wallace
73. Which of the following best describes "noise" in the context of the transmission model of communication?
- (A) Anything that interferes with a message being sent between participants
- (B) Only loud sounds that disrupt communication
- (C) The process of encoding a message
- (D) The feedback given by the receiver
74. MODEL DESIGNED MIRRORING RADIO AND TELEPHONE TECHNOLOGIES
- (A) SITUATION/ CONTEXT
- (B) SHANNON AND WEAVER COMMUNICATION MODEL
- (C) SCMR COMMUNICATION MODEL
- (D) SCHRAMM COMMUNICATION MODEL
75. What does the transmission model of communication primarily describe?
- (A) Communication as a linear, one-way process from sender to receiver

- (B) Communication as a circular, two-way process between sender and receiver
 (C) Communication as a group discussion among multiple participants
 (D) Communication as a random exchange of messages
76. SHANNON WEAVER COMMUNICATION MODEL-ADAPTS SIGNALS OR TRANSMISSION
 (A) DESTINATION
 (B) CHANNEL
 (C) TRANSMITTER
 (D) SOURCE
77. The medium provides the channel over which the message travels from source to destination.
 (A) True
 (B) False
78. SHANNON WEAVER'S MODEL OF COMMUNICATION IS CONSIDERED AS THE
 MOTHER OF ALL COMMUNICATION MODEL.
 (A) TRUE
 (B) FALSE
79. FIRST MAJOR MODEL OF COMMUNICATION
 (A) SHANNON AND WEAVER COMMUNICATION MODEL
 (B) SMCR COMMUNICATION MODEL
 (C) SCHRAMM COMMUNICATION MODEL
 (D) TRANSACTIONAL COMMUNICATION MODEL
80. This model holds that a message travels in a straight line from its source, through a channel, and to its receiver.
 (A) Linear
 (B) Transactional
 (C) Interactional
 (D) Transitional

1.5.5 Berlo's SMCR Model

- This model operates on the SMCR pattern. It can be noticed in the model that all elements contain factors that may affect communication. Those factors can be both positively or negatively affect communication.
 (A) Laswell's model of Communication
 (B) Berlo's Model of Communication
 (C) Shannon and Weaver's Model of Communication
 (D) The Osgood-Schramm's Model of Communication
- A model of communication that discuss about SMCR (Source, Message, Channel and Receiver).
 (A) White's model of communication
 (B) Schramm's model of communication
 (C) Berlo's model of communication
 (D) Shannon and Weaver's model of communication
- In Berlo's SMCR model, what does "C" stand for?
 (A) Channel
 (B) Context
 (C) Code
 (D) Communication
- In Berlo's communication process, who begins the process?
 (A) Receiver
 (B) Decoder
 (C) Sender or source of message (encoder)
 (D) Channel
- How trustworthy and credible the message deliverer is, is a
 (A) Source factor
 (B) Message/nature factor
 (C) Characteristic of the audience
 (D) None of above

6. In the SMCR model of communication, what is the process called when the sender converts ideas or information into a message for the audience?
- (A) Encoding
 - (B) Decoding
 - (C) Channeling
 - (D) Feedback
7. The receiver assigns meaning to the symbols encoded by a company in its advertisements through a process known as ____
- (A) A) dis-encoding
 - (B) B) feedback
 - (C) C) acknowledgement
 - (D) D) decoding
 - (E) E) response
8. Encoding is
- (A) A decision-making process
 - (B) Attaching meaning
 - (C) Intentional process of creating a message
 - (D) Vocal disruptions
9. Berlo's SMCR model points out the importance of the relationship between the encoder (____) and the decoder (____)
- (A) Sender, receiver
 - (B) Receiver, sender
 - (C) Message, channel
 - (D) Channel, message
10. All are factors affecting the source of the message EXCEPT ____
- (A) Communication Skills
 - (B) Culture
 - (C) Knowledge
 - (D) Treatment
11. Who developed the SMCR (Source-Message-Channel-Receiver) model of communication in 1960?
- (A) Claude Shannon
 - (B) Wilbur Schramm
 - (C) David Berlo
 - (D) Harold Lasswell
12. The acronym S-M-C-R stands for
- (A) Sender-Message-Channel-Receiver
 - (B) Sender-Message-Context-Receiver
 - (C) Sender-Mosaic-Choice-Receiver
 - (D) Sender-Message-Channel-Reviewer
13. The 'medium' in communication refers to:
- (A) The message
 - (B) The channel used to send the message
 - (C) The feedback
 - (D) The noise
14. In MICR, C stands for:
- (A) Code.
 - (B) Color.
 - (C) Computer.
 - (D) Character.
15. Direction: Identify as to which element of communication model the following statements belongs to. Options: A. Producer of the message B. Signals adapted for transmission C. Encoder of the message into signals D. Decoder of the message from the signal Which statement corresponds to the element receiver?
- (A) Producer of the message
 - (B) Signals adapted for transmission
 - (C) Encoder of the message into signals
 - (D) Decoder of the message from the signal
16. In system model of communication, the sender (A) selects a communication strategy and medium after considering both the receiver's background and their shared context.
- (A) True
 - (B) False
17. The process of converting a message into words, symbols, gestures
- (A) Encoding

- (B) Decoding
 - (C) Making feedback
 - (D) None of above
18. Who is known for the SMCR model?
- (A) Osgood
 - (B) Lasswell
 - (C) Berlo
 - (D) Shannon
19. In the classroom, the teacher sends the message either as words or images. The students are really
- (A) Agitators
 - (B) Encoders
 - (C) Decoders
 - (D) Propagators
20. In Berlo's SMCR Model, which component is responsible for encoding the message?
- (A) Source
 - (B) Message
 - (C) Channel
 - (D) Receiver
21. What are the channels of communication mentioned in Berlo's communication process?
- (A) Auditory, visual, kinesthetic
 - (B) Verbal, non-verbal, written
 - (C) Digital, analog, verbal
 - (D) Visual, auditory, written
22. Which of the following initiates the communication process according to Berlo?
- (A) Feedback
 - (B) Stimulus
 - (C) Message
 - (D) Channel
23. Identify the correct sequence of the following:
- (A) Source, Message, Channel, Receiver
 - (B) Source, Channel, Receiver, Message
 - (C) Channel, Message, Receiver, Source
 - (D) Any sequence works
24. In Berlo's model, both the source and the receiver should comprehend ____ to effectively analyze the communication process.
- (A) Human behavior
 - (B) Mathematical formulas
 - (C) Chemical reactions
 - (D) Historical dates
25. ____ refers to the form in which the message was sent (e.g., language, body movement, gestures).
- (A) Code
 - (B) Channel
 - (C) Feedback
 - (D) Context
26. In David Berlo's S-M-C-R Model of Communication, S-M-C-R stands for
- (A) Source-Message-Communication-Record
 - (B) Source-Message-Channel-Record
 - (C) Sender-Message-Channel-Receiver
 - (D) Source-Message-Channel-Receiver
27. He is pioneered this model of communication or SMCR model in 1960. He emphasized the relationships between the sender and the receiver of the message.
- (A) Aristotle
 - (B) Wilbur Schramm
 - (C) David Berlo
 - (D) Frank Dance
28. Why is encoding and decoding important?
- (A) Computer programs are the way of the future
 - (B) Everyone has their own assumptions and experiences that effect how they interpret communication
 - (C) A speaker has to anticipate exactly what people may or may not think
 - (D) Our brain programming has to be aligned.

29. What model explains the key elements that affect the message of communication?
- (A) Lasswell's Communicatoin Model
 - (B) Berlos SMCR Model
 - (C) Shannon-Weaver's Communication Model
 - (D) Media Information Model
30. In the SMCR model by David Berlo, which element is paired with Source, Message, and Channel to complete the communication process?
- (A) Receiver
 - (B) Context
 - (C) Feedback
 - (D) Noise
31. In Berlo's SMCR Model, M stands for
- (A) Model
 - (B) Message
 - (C) Merrell
 - (D) Mine
32. What communication model was released in 1960 and has 4 components?
- (A) Shannon-Weaver Model
 - (B) Berlo's SMCR Model
 - (C) Osgood-Schramm Model
 - (D) Barnlund's Transactional Model
33. What is decoding in communication?
- (A) Sending out the message
 - (B) Translating the encoded message into an understandable form
 - (C) Creating the initial idea
 - (D) None of above
34. BERLO'S MODEL OF COMMUNICATION'S EXAMPLE IS COMMUNICATION SOURCE.
- (A) TRUE
 - (B) FALSE
35. The receiver assigns meaning to the symbols encoded by a company in its advertisements through a process known as ____
- (A) Disencoding
 - (B) Feedback
 - (C) Acknowledgement
 - (D) Decoding
 - (E) Response
36. Which of the following is NOT a subcomponent of the 'Source' in Berlo's SMCR Model?
- (A) Communication Skills
 - (B) Attitudes
 - (C) Content
 - (D) Culture
37. What does SMCR stand for in Berlo's model of communication?
- (A) Source-Message-Channel-Receiver
 - (B) Sender-Message-Communication-Receiver
 - (C) Source-Model-Channel-Response
 - (D) Sender-Model-Channel-Receiver
38. In Berlo's SMCR Model, the 'Channel' includes seeing, touching, and tasting as sub-components.
- (A) True
 - (B) False
39. Knowing the audience so the educator can choose the best tool suited to the need of the learners.
- (A) Characteristics of the learner
 - (B) Characteristics of the medium
 - (C) Characteristics of the task
 - (D) None of above
40. Treatment can be found under the Channel of SMCR Model of communication.
- (A) True
 - (B) False
41. What is "encode"?
- (A) How message is interpreted
 - (B) How a message is put together
 - (C) How message is send
 - (D) How message is interrupted

42. This model is an expansion of Shannon Weaver's model where each of the elements of communication contains several factors affecting the flow of communication.
- (A) Lasswell's Communication Model
 - (B) The Shannon-Weaver Model
 - (C) Berlo's SMCR Model
 - (D) Aristotelian Model
 - (E) Schramm's Model
43. Imagine Elijah and Zoe are on a treasure hunt in the vast library of knowledge. What would a "Source" represent in their adventure?
- (A) The clues that help prove your hypothesis
 - (B) Where they find their information, like ancient books or hidden websites
 - (C) The final answer after gathering all the clues
 - (D) The most important message in a mysterious text
44. In the SMCR model, C stands for what?
- (A) Communication
 - (B) Channel
 - (C) Clarity
 - (D) Criticism
45. According to Berlo's SMCR Model, what are the four main components of the communication process?
- (A) Source, Message, Channel, Receiver
 - (B) Sender, Medium, Feedback, Listener
 - (C) Speaker, Content, Method, Audience
 - (D) Origin, Information, Pathway, Destination

1.5.6 Osgood-Schramm Model

1. Which among the models of communication is an Interactive Model?
 - (A) Aristotle's Model of Communication
 - (B) Osgood's-Schramm's Model of Communication
 - (C) Eugene White's Model of Communication
 - (D) Berlo's SMCR Model of Communication
2. What does the interaction model of communication emphasize that the transmission model does not?
 - (A) Feedback and two-way interaction
 - (B) One-way message delivery
 - (C) Use of technology
 - (D) Written communication only
3. In the interaction model, communication is a one-way process.
 - (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
4. Which model shows feedback as a key feature and emphasizes circular communication?
 - (A) Berlo's Model
 - (B) Osgood-Schramm Model
 - (C) Lasswell Model
 - (D) Westley and MacLean Model
5. The following are the main elements of Wilbur Schramm's simplified communication model (1954), EXCEPT;
 - (A) Barrier
 - (B) Speaker / source
 - (C) Channel
 - (D) Receiver
6. Which model of communication includes the roles of encoder, decoder, and interpreter?
 - (A) Thill-Bovee's Model
 - (B) Schramm's Interactive Model
 - (C) Aristotle's Model
 - (D) Murphy's Model
7. In Schramm's 1970 model, which elements are affected by noise and interference?
 - (A) Only the source
 - (B) Only the destination
 - (C) The entire communication process
 - (D) Only the encoder and decoder

8. Transactional Communication Model: Communicator A-encode with language, to message in medium, to receive and interpret to communicator B, and then returns to Communicator A. In this model Communicator A is the ____
- (A) Sender
 - (B) Receiver
 - (C) Medium
 - (D) Mode
9. What element was introduced in Schramm's interactive model, which set it apart from the linear models?
- (A) Channel
 - (B) Signal
 - (C) Field of experience
 - (D) Feedback
10. He proposed the model of communication that asserts that communication can only happen if there is a common experience (signal) between the sender and the receiver.
- (A) Eugene White
 - (B) David Berlo
 - (C) Frank Dance
 - (D) Wilbur Schramm
11. Who introduced the Interactive Model in 1954?
- (A) Dean Burland
 - (B) Aristotle
 - (C) Claude Shannon
 - (D) Wilbur Schramm
12. Schramm's Model emphasizes the importance of shared experiences between the sender and receiver for successful communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
13. The interactive model views communication as a process in which the speaker and listener take turns speaking, listening and giving feedback to each other.
- (A) TRUE
 - (B) FALSE
14. This model proposes that interpersonal communication occurs by the exchange of purposeful messages in a reciprocal, circular fashion.
- (A) The Osgood-Schramm Model of Communication
 - (B) Berlo's Model of Communication
 - (C) Shannon and Weaver Model of Communication
 - (D) Lasswell's Model of Communication
15. In Schramm's 1970 model, what is the term used to describe the shared experiences between communicators?
- (A) Field of Experience
 - (B) Feedback Loop
 - (C) Message Channel
 - (D) Noise Barrier
16. According to Schramm's Model, communication is a ____ process where the receiver becomes the sender-encoder, and the sender becomes receiver-decoder.
- (A) Continuous
 - (B) Linear
 - (C) Static
 - (D) One-way
17. Osgood-Schramm's model of communication is classified as a/an ____
- (A) Interactional model
 - (B) Transactional model
 - (C) Linear model
 - (D) Cyclical model
18. Wilbur Schramm lived from 1907 to ____?
- (A) 1987
 - (B) 1975
 - (C) 1992
 - (D) 1969

19. What does Wilbur Schramm's first model suggest about the communicators' field of experience?
- (A) The communicators' fields of experience should not meet.
 - (B) The communicators' field of experience should meet from both end points
 - (C) The communicators' fields of experience should overlap.
 - (D) The communicators' field of experience should always be parallel to one another. Edit
20. What communication model was published in 1954 and uses a venn diagram?
- (A) Shannon-Weaver Model
 - (B) Schramm's Model
 - (C) Berlo's SMCR Model
 - (D) Venn Communication Model
21. The model uses feedback from others
- (A) True
 - (B) False
22. The interaction model of communication portrays communication as a dynamic process.
- (A) True
 - (B) False
23. Which model of communication uses Field of Experience?
- (A) Berlo
 - (B) Schramm
 - (C) Aristotle
 - (D) Shannon
24. In circular communication, the encoder becomes the decoder when there is
- (A) Noise
 - (B) Feedback
 - (C) Audience
 - (D) Crticality
25. Schramm's 1954 model is sometimes called the Osgood-Schramm model.
- (A) True
 - (B) False
26. Who introduced the concept of "field of experience" in communication?
- (A) Shannon and Weaver
 - (B) Schramm
 - (C) Berlo
 - (D) Lasswell
27. He showed communication as a dynamic or two-way process in which there is interactive relationship between the source and the receiver of the message.
- (A) Osgood
 - (B) Shannon
 - (C) Schramm
 - (D) Weaver
28. What is the main feature of Schramm's 1954 model of communication?
- (A) It is a linear process
 - (B) It is a circular, interactive process
 - (C) Only one participant acts as sender
 - (D) It is a written process
29. Schramm's 1970 model explicitly includes barriers like noise and interference in the communication process.
- (A) True
 - (B) False
30. A model of communication that focuses on the field of experience of both sender and receiver of the message.
- (A) Aristotle's Model of Communication
 - (B) Shannon and Weaver
 - (C) Schramm's Model of Communication
 - (D) White's Schramm's Model of Communication
31. According to Schramm's 1970 model, what are the main components involved in the communication process?
- (A) Source, Encoder, Signal, Message, Decoder, Destination
 - (B) Sender, Receiver, Channel, Feedback
 - (C) Speaker, Listener, Noise, Feedback
 - (D) Encoder, Decoder, Feedback, Channel

32. Schramm Model is the most complicated example of human communication process.
(A) TRUE
(B) FALSE
(C) All the above
(D) None of the above
33. The Interactive Model highlights the importance of:
(A) Encoding only
(B) Feedback and shared understanding
(C) One-way message delivery
(D) Non-verbal channels only
34. This model breaks away from the traditional sender-receiver structure and presents communication more realistically, where encoding, interpretation, and decoding happen simultaneously.
(A) Osgood-Schramm Model
(B) Linear Model
(C) Shannon-Weaver Model
(D) Transactional Model
35. In Schramm's 1954 model, both participants act as ___ and receiver.
(A) Sender
(B) Listener
(C) Observer
(D) Moderator
36. According to Schramm's 1954 model, what roles do the participants take on during communication?
(A) Both participants act as sender and receiver, and each functions as encoder, interpreter, and decoder.
(B) One participant is always the sender, and the other is always the receiver.
(C) Participants only act as decoders in the communication process.
(D) Only one participant encodes, while the other only decodes.
37. This model accounts for how people interpret the message.
(A) Schramm's model of communication
(B) Shannon's communication model
(C) Weiner's communication model
(D) Weaver's communication model
38. According to the interaction model of communication, what do participants do?
(A) Alternate positions as sender and receiver and generate meaning by sending messages and receiving feedback.
(B) Only send messages without receiving any.
(C) Communicate only in written form.
(D) Ignore physical and psychological contexts.
39. The Transactional Model views communication as:
(A) A one-way process
(B) A step-by-step sequence
(C) A simultaneous exchange of messages
(D) A delayed response process
40. He emphasized in 1954 that both the sender and the receiver take turns in playing the role of the encoder and the decoder when it comes to communication.
(A) Aristotle
(B) Wilbur Schram
(C) David Berlo
(D) Frank Dance
41. According to Schramm's Communication Model, the means of communication of a person becomes wider and broader as he/she grows and matures.
(A) True
(B) False
(C) All the above
(D) None of the above
42. In this model of communication, the great similarity of the recipients' field of experience is the greater effective communication is expected.
(A) Shannon-Weaver Model of Communication

- (B) Eugene White's Stages of Communication
- (C) Osgood-Schramm's Model of Communication

cation

- (D) Aristotle's Model of Communication

1.6 Mass Communication and Media

1.6.1 Mass Communication

1. Movies shown at a movie theater that no one goes to is a form of:
 - (A) Mass Communication
 - (B) Interpersonal Communication
 - (C) Both interpersonal and mass communication
 - (D) Neither of these
2. A podcast you have to download to your phone is a form of:
 - (A) Mass Communication
 - (B) Interpersonal Communication
 - (C) Both interpersonal and mass communication
 - (D) Neither of these
3. What makes mass communication different from other forms of communication?
 - (A) Communication with television.
 - (B) Communication between 2 people.
 - (C) Communication is communication within ourselves.
 - (D) The medium has to have the ability to reach a large audience.
4. Advertisement on the notice board for International Conference on Effective Communication
 - (A) Mass
 - (B) Public
 - (C) Interpersonal
 - (D) Organizational
5. Which communication service includes radio and television?
 - (A) Personal communication
 - (B) Mass communication
 - (C) Satellite communication
 - (D) Internet communication
6. When talking about Mass Communication, who has access to the information being shared?
 - (A) Everyone
 - (B) No one
 - (C) Select people
 - (D) Celebrities
7. A paid non-personal message communicated to a select audience through a mass medium is refers to?
 - (A) Advertising
 - (B) Personal selling
 - (C) Sales promotion
 - (D) Public relations
8. Companies are doing less ____ and more ____ as a result of an explosion of more focused media that better match today's targeting strategies. A) marketing; media B) media; sales C) narrowcasting; broadcasting D) broadcasting; narrowcasting E) advertising; word-of-mouth
 - (A) A
 - (B) B
 - (C) C
 - (D) D
 - (E) E
9. It is the transmission of message to a large audience via a channel of broad diffusion.
 - (A) Public communication
 - (B) Online or machine-assisted communication
 - (C) Mass communication
 - (D) Small group communication

10. If a news anchor delivers information to millions of viewers, what type of communication is this?
- (A) Mass Communication
 - (B) Public Communication
 - (C) Non-Verbal Communication
 - (D) Feedback
11. Communication using outlets such as the news, broadcast media, and billboards is considered ____
- (A) Interpersonal Communication
 - (B) Intrapersonal Communication
 - (C) Mass Communication
 - (D) Metacommunication
12. Which communication channel is mentioned in the episode as crucial for reaching a wide audience and promoting toys?
- (A) Smoke signals
 - (B) Telegraph
 - (C) Radio
 - (D) Morse code
13. Mass communication is-
- (A) Connecting with 2 people
 - (B) Connecting with large number of people.
14. An official statement issued by a company for public dissemination is known as a
- (A) Announcement
 - (B) Proclamation
 - (C) Press release
 - (D) Testimonial
15. Which category best describes radio and television?
- (A) Personal communication
 - (B) Digital communication
 - (C) Mass communication
 - (D) Intrapersonal communication
16. When a politician addresses the nation on television, the communication context is:
- (A) Mass communication
 - (B) Interpersonal communication
 - (C) Public communication
 - (D) Group communication
17. ____ is communicating a message to a large number of people at the same time.
- (A) Mass communication
 - (B) Personal Communication
18. The process of imparting and exchanging information through mass media to large population segments. Aims to inform, entertain, or persuade the public.
- (A) Intrapersonal Communication
 - (B) Broadcasting
 - (C) Mass Communication
 - (D) Public Speaking
19. UAE decided to introduce VAT and it was declared across the country that VAT will be applicable on purchase. This was an example of
- (A) Group Communication
 - (B) Informal Communication
 - (C) Inter-Personal Communication
 - (D) Mass Communication
20. A public youtube video is a form of:
- (A) Mass Communication
 - (B) Interpersonal Communication
 - (C) Both interpersonal and mass communication
 - (D) Neither of these
21. Mass communication includes all of the following EXCEPT
- (A) Commercials
 - (B) Newspapers
 - (C) Radio
 - (D) Individual text
22. Which of the following situations is considered mass communication?
- (A) Talking to your seatmate about the lesson
 - (B) Presenting a report in class
 - (C) Broadcasting a live concert on television
 - (D) None of above

23. The exchange of information to a large number of people at the same time is called ____ communication.
- (A) Mass
 - (B) Means
 - (C) Postal
 - (D) Verbal
24. Which is an example of mass communication?
- (A) Telephone
 - (B) Radio
 - (C) Fax
 - (D) Telegraph
25. Which of the following is true about mediated interpersonal communication and mass communication? I. Mass communication reach huge audiences at the same time. II. Mediated interpersonal communication appears like messages created by individual or perhaps teams. III. Mass communication is created by huge, mostly powerful and extensive organizations.
- (A) I
 - (B) II
 - (C) II & III
 - (D) I, II, & III
26. Which communication type suits emergency alerts sent to many users at once?
- (A) One-to-many broadcasting
 - (B) One-to-one private messaging
 - (C) Peer-to-peer tunneling
 - (D) Mesh-linked routing
27. What is mass communication?
- (A) Transmission of messages from a sender to a large amount of people.
 - (B) 3 or more people in a group having a conversation.
 - (C) Communication between 2 people
 - (D) Communication over the radio
28. A television is a means of ____
- (A) Class communication
 - (B) Mass communication
 - (C) Oldest communication
 - (D) None of these
29. External Business Communication includes the field of ____
- (A) Advertising
 - (B) Inventory management
 - (C) Internal memos
 - (D) Payroll processing
30. Which means of communication is best for spreading news to a large number of people at the same time?
- (A) Letter writing
 - (B) Television
 - (C) Talking on the phone
 - (D) Sending a text
31. TRUTH or LIE: Mass Communication gets you to appear on the Big Screen.
- (A) Truth
 - (B) Lie
32. Which of the following is a form of communication that involves large audiences?
- (A) Interpersonal communication
 - (B) Mass communication
 - (C) Small-group communication
 - (D) Intrapersonal communication
33. Journalism is a form of communication
- (A) True
 - (B) False
34. One of the cons of traditional media is that:
- (A) It allows for instant feedback
 - (B) It is a one-way communication process
 - (C) It is inexpensive
 - (D) It has a small reach

35. When communication takes place through television, radio and newspapers, the speech context where the people are in is called ____
- (A) Interpersonal communication
 - (B) Public communication
 - (C) Intrapersonal communication
 - (D) Mass communication
36. Which best describes the characteristics of mass communication?
- (A) One way
 - (B) Anonymous
 - (C) Communication from one (or a few) too many
 - (D) Communication to an audience that is largely a passive recipient of messages with little or no opportunity for immediate feedback.
37. What is required to send mass communication messages?
- (A) Technology and intentionality
 - (B) Only verbal skills
 - (C) No planning or technology
 - (D) Face-to-face interaction only
38. Magazines are a form of:
- (A) Mass Communication
 - (B) Interpersonal Communication
 - (C) Both interpersonal and mass communication
 - (D) Neither of these
39. The 'Swachh Bharat Abhiyan' campaign was successful primarily due to:
- (A) Formal communication methods
 - (B) Lateral communication strategies
 - (C) Extensive mass communication
 - (D) Interpersonal communication channels
40. What does SMTP protocol do in email communication?
- (A) Retrieve messages
 - (B) Send messages
 - (C) Encrypt messages
 - (D) Format messages
41. A false message goes viral in student WhatsApp groups: "School is closing early." Teachers are unaware, students are leaving the campus, and the phones won't stop ringing. You need to send out a clear, verified message ____ FAST. Which communication tool should be used first?
- (A) Email
 - (B) WhatsApp Group Message
 - (C) School PA System
 - (D) Social Media Post
42. Sound Cloud is an example of Mass Communication because everyone has access to it.
- (A) True
 - (B) False
43. It refers to transmitting or receiving live video and audio coverage of an event over the internet. Services like YouTube and Facebook Live offer this, storing broadcasts for on-demand viewing.
- (A) Online Broadcasting
 - (B) Live-Streaming
 - (C) Open Broadcasting Software
 - (D) Vlogging
44. Which of the following is an example of a broadcast communication?
- (A) A type of communication where data is transferred from one point to another, typically between two devices.
 - (B) A type of communication where the data is sent from one point to multiple points simultaneously.
 - (C) A type of communication where data is sent from multiple points to one point.
 - (D) None of above
45. Mass communication means communicating with the masses or a ____ number of people throughout the world.
- (A) Less
 - (B) Large
 - (C) Few
 - (D) None of above

46. Mass Communication is sharing information with small groups of people
(A) False
(B) True
47. A newspaper that no one buys is a form of:
(A) Mass Communication
(B) Interpersonal Communication
(C) Both interpersonal and mass communication
(D) Neither of these
48. Being informed through the television or newspaper is an example of what type of communication?
(A) Online or machine-assisted communication
(B) Mass communication
(C) Public communication
(D) Small group communication
49. Example of satellite communication
(A) FM radio
(B) AM radio
(C) GPS
(D) All the above
50. Which type of communication occurs in media platforms that reach multicultural audiences?
(A) Interpersonal
(B) Group
(C) Mass
(D) Organizational
51. Broadcasting means:
(A) One-to-one
(B) One-to-many
(C) Many-to-one
(D) Many-to-many
52. A live telecast of a public address by the President of the Philippines.
(A) TRUE
(B) FALSE
- (C) All the above
(D) None of the above
53. Television shows on Netflix are a form of
(A) Mass Communication
(B) Interpersonal Communication
(C) Both interpersonal and mass communication
(D) Neither of these
54. What is the primary function of the Internet?
(A) To store data
(B) To allow communication and information sharing
(C) To create web pages
(D) To provide security
55. What is the primary focus of advertising?
(A) Building long-term relationships
(B) Mass communication to influence opinion or behavior
(C) One on one customer interaction
(D) Offering short-term incentives
56. Chinese Cultural Revolution leader Mao Zedong used a type of communication to talk to the masses is known as
(A) Group communication
(B) Mass line communication
(C) Dialogue communication
(D) Participatory communication
57. What kind of communication uses air waves to communicate?
(A) Interpersonal
(B) Intrapersonal
(C) Public
(D) Mass
58. The daily newspaper reported that the football game Friday night was the team's best game in history. The newspaper is an example of which communication domain?
(A) Public
(B) Mass

- (C) Group
(D) Interpersonal
(E) Intrapersonal
59. Which means of communication includes radio and television?
(A) Personal communication
(B) Mass communication
(C) Satellite communication
(D) Digital communication
60. What is the process of delivering information, ideas and attitudes to a sizeable and diversified audience is called
(A) Non-verbal communication
(B) Mass communication
(C) Memo
(D) Email
61. What type of communication is taking place when the President addresses the nation, or when an emergency message is sent to a number of states?
(A) Mass
(B) Public
(C) Small group
(D) Dyad
62. A public social media account is a form of:
(A) Mass Communication
(B) Interpersonal Communication
(C) Both interpersonal and mass communication
(D) Neither of these
63. ____ is a transmission by one powerful transmitter and numerous receivers.
(A) Broadcast Communication
(B) Video Conferencing
(C) Digital Signal
(D) Transmission Medium
64. Which of the following best represents an example of mass communication?
(A) A letter to a friend
(B) A conversation between two colleagues
(C) A television broadcast
(D) A meeting among small business owners
65. TRUTH or LIE: Mass Communication = Journalism
(A) Truth
(B) Lie
66. Mass communication
(A) The name given to the process followed by all different media from television to newspapers to the internet
(B) Social networks
(C) Blog post
(D) None of above
67. The mode of communication that involves a single source transmitting information to a large number of receivers simultaneously, is called
(A) Group Communication
(B) Mass Communication
(C) Intrapersonal Communication
(D) Interpersonal Communication
68. Television, Internet and Radio are examples of ____
(A) Interpersonal Communication
(B) Group Communication
(C) Mass Communication
(D) Intrapersonal Communication
69. It refers to communication systems used to create, produce, and disseminate media texts to mass audiences.
(A) Organizational Communication
(B) Mass Communication
(C) Personal Communication
(D) Transaction Communication
70. The process of creating shared meaning between the mass media and their audiences is
(A) Mass communication
(B) Feedback
(C) Interpersonal communication
(D) Encoding

71. This is a type of communication which involves the media such as newspaper, television, and radio.
- (A) Group communication
 - (B) Organizational communication
 - (C) Mass communication
 - (D) Public communication
72. Newspaper is an example of personal means of communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
73. Mass communication can be differentiated from communication in the following ways: 1) it is a complex process 2) it is always made possible with the aid of one or more machines 3) messages are private 4) it is directed at a large, homogenous audience. Which of the statements are true?
- (A) 2 only
 - (B) 1 & 2
 - (C) 1, 2, 4
 - (D) All statements are true
74. If a person is watching the news on TV, what type of communication are they experiencing?
- (A) Mass Communication
 - (B) Public Communication
 - (C) Non-Verbal Communication
 - (D) Feedback
75. Which type of communication is used when social media platforms disseminate information to a wide audience?
- (A) Interpersonal
 - (B) Intrapersonal
 - (C) Mass communication
 - (D) Public communication
76. The art, and all of the related processes of, reporting on news events
- (A) Journalism
 - (B) Editor
 - (C) Journalist
 - (D) Mass communication
77. Which term refers to communication that reaches a large audience through media channels?
- (A) Mass Communication
 - (B) Verbal Communication
 - (C) Non-Verbal Communication
 - (D) Feedback
78. Email campaigns in hospitality are used to:
- (A) Send bills only
 - (B) Communicate offers and loyalty programs
 - (C) Hire employees
 - (D) Conduct interviews
79. A student posts a blog online about climate change. What type of communication is this?
- (A) Public communication
 - (B) Group communication
 - (C) Mass communication
 - (D) Interpersonal communication
80. Mass Communication is communicating to:
- (A) A group of people
 - (B) An individual
81. It is a means of conveying a message to a large number at the same time. What is it?
- (A) All the above
 - (B) Mass communication
 - (C) Communication
 - (D) TV
 - (E) None of these
82. Which of the following is an example of mass media extension?
- (A) Discussion meeting
 - (B) Personal conversation
 - (C) Radio broadcast
 - (D) Group visit

83. Telecommunications can occur between an ___ number of people in an unlimited number of locations.
- (A) Unlimited
 - (B) Limited
 - (C) Fixed
 - (D) Countable
84. A type of speech context carried out with the aid of mass media technology.
- (A) Dyadic Communication
 - (B) Small Group Communication
 - (C) Mass Communication
 - (D) Intercultural Communication
85. Which type of communication occurs through various media platforms such as TV, radio, newspapers, magazines, books, billboards, and the internet?
- (A) Dyad
 - (B) Small Group
 - (C) Public
 - (D) Mass
86. What is global communication?
- (A) Sending messages to the moon
 - (B) Exchange of information and ideas on a worldwide scale
 - (C) Talking to animals
 - (D) Communicating with people in the same room
87. "Any mechanical device that multiplies messages and takes it to a large number of people simultaneously". The above statement is BEST referring to the following:
- (A) Public Speaking
 - (B) Interpersonal Communication
 - (C) Information Technology
 - (D) Mass Communication
88. Businesses use blogs to keep customers and employees informed and to interact with them. What is the biggest advantage of business blogs?
- (A) They can be downloaded to a computer, a smartphone, or a mobile device to be enjoyed on the go without subsequent Web access.
 - (B) They do not require strategic writing.
 - (C) They potentially reach a far-flung, vast audience.
 - (D) They can be produced with inexpensive recording, editing, and publishing software.
89. Mel Tiangco warned the people in 24 Oras news about the incoming super typhoon so that the people can prepare their emergency kits and those who are staying in flood-prone areas can evacuate immediately. What form of communication is evident in the situation?
- (A) Interpersonal Communication
 - (B) Public Communication
 - (C) Group Communication
 - (D) Mass Communication
90. Spotify is a form of:
- (A) Mass Communication
 - (B) Interpersonal Communication
 - (C) Both interpersonal and mass communication
 - (D) Neither of these
91. Which category does radio broadcasting fall under?
- (A) Data transmission
 - (B) Audio-Video streaming
 - (C) Voice communication
 - (D) Text messaging
92. What kind of communication is unique in the fact that feedback is NOT possible?
- (A) Small communication
 - (B) Mass communication
 - (C) Personal communication
 - (D) Personal conversation

1.6.2 Mass Media

1. Media are primarily used for
 - (A) Language development
 - (B) Content creation
 - (C) Communication
 - (D) Audience engagement
2. What revolutionized communication in the 1830s?
 - (A) Telegraph
 - (B) Telephone
 - (C) Internet
 - (D) None of above
3. In which decade did television become popular and nearly every family in the USA had one?
 - (A) 1920s
 - (B) 1930s
 - (C) 1950s
 - (D) 1940s
4. Stories such as crime, or election results are termed
 - (A) Hard news
 - (B) Soft news
 - (C) Opinions
 - (D) Editorial
5. Selecting the Right Tool for Broadcasting
Question: Mr. Lopez wants to record a science experiment so that students in different locations can watch it later. Which tool would be the best choice for this task?
 - (A) A virtual meeting room where all students join at the same time
 - (B) A live instant messaging app
 - (C) A video conferencing app with screen-sharing
 - (D) A broadcasting tool where the recording can be shared later
6. An ad broadcast on TV or radio
 - (A) Broadcast
 - (B) Edition
 - (C) Channel
 - (D) Commercial
7. Instant messaging through email has replaced ____ services.
 - (A) Free social
 - (B) International
 - (C) Postal
 - (D) None of above
8. What is this mass media that people use to sell products?
 - (A) Advertisements
 - (B) E-mails
 - (C) Letters
 - (D) Photographs Edit
9. If you wanted to tell people in your neighborhood about your school's fair, which mediums would be best (most cost effective and local)?
 - (A) National Television Commercial
 - (B) Billboard
 - (C) Newspaper and Radio
 - (D) National Magazine
10. Artificial Satellites are used in modern methods of communication.
 - (A) True
 - (B) False
11. Which of the following is not a means of mass communication?
 - (A) Television
 - (B) Magazine
 - (C) Greeting card
 - (D) Newspaper
12. True or False: A journalist may edit out filler words like "um."
 - (A) True
 - (B) False
13. What are the subtopics under mass communication and media?
 - (A) Some subtopics under mass communication and media include journalism, public relations, advertising, broadcasting, and digital media.

- (B) Botany
(C) Cooking recipes
(D) Astronomy
14. A movie studio will use two methods of communication, television and the internet, to advertise a new movie. Which of the following must both methods of communication use in order to show the advertisements to viewers around the world?
(A) Systems to locate viewers
(B) Networks to transmit signals
(C) Printing to create the images
(D) Software to search for images
15. What are the Internet, newspapers, radio, television, etc. collectively called?
(A) Digital Gods
(B) Mass media
(C) Software
(D) None of the above
16. With multimedia, we can have ____ to the latest news in the world.
(A) Access
(B) Message
(C) Language
(D) Landline
17. A paid communication which attempts to influence opinion
(A) Advertising
(B) Public Relations
(C) Marketing
(D) Professional
18. When a reporter uses information in a story that is provided by a source to be used with full attribution, this is
(A) Always done whenever you interview a source.
(B) Not necessary.
(C) Typical.
(D) On the record.
19. Or more commonly just telegraph, superseded optical semaphore telegraph systems, thus becoming the first form of electrical Telecommunications.
(A) Electrical Telegraph
(B) Newspapers
(C) Magazines
(D) Books
(E) Banners
20. It is NOT example of video conference.
(A) Youtube
(B) Big Blue button
(C) Skype
(D) None of above
21. Transmit (a programme or some information) by radio or television
(A) Broadcast
(B) Newsworthy
(C) Gather
(D) Consider
22. Technology has no role in modern communication.
(A) True
(B) False
23. Which channel is most typical for reaching large, diverse audiences in public communication?
(A) Mass media platforms
(B) Handwritten notes to friends
(C) Private phone calls
(D) In-office memos
24. What communication channel is used to build awareness and remind customers?
(A) Operations management
(B) Advertising
(C) Training
(D) Accounting

25. In the 19th century, how did the industrial revolutions impact the press?
(A) Louis XVI dies.
(B) The censors are abolished.
(C) We can publish whatever we want.
(D) We can finally produce in large quantities.
26. Telegraph, telephone, magazine, newspaper, motion picture, and radio were invented in the era of ____
(A) Oral culture
(B) New media
(C) Industrial age and Electronic Era
(D) Literacy era
27. Fill in the missing spot in the sentence by choosing the correct word: "The company shares information through Billboards, News, Social Media, Radio, TV, Print Media. These are all examples of Mass Communication ____"
(A) Formats
(B) Channels
(C) Connections
(D) Ideas
28. What is traditional media?
(A) Digital channels used for advertising in the last decade
(B) Advertising channels that have been used for decades
(C) Social media platforms
(D) All of the above
29. What is the term for a personal or organizational inclination or prejudice that can influence how news is reported?
(A) Relevant
(B) Extraneous
(C) Ethics
(D) Bias
30. This person is in charge of reading articles, making edits, and assigning stories.
(A) Journalist
(B) Editor
(C) Publisher
(D) Fact-checker
31. The reporters, editors, photographers, producers and camera crews who sift through the many happenings of a day to tell you what's important or interesting are called ____
(A) Journalists
(B) Staffers
(C) Sources
(D) Gaffers
32. What is a television advertisement commonly referred to as?
(A) A program
(B) A feature
(C) A commercial
(D) A trailer
33. This person gathers news and then writes or films a story.
(A) Photographer
(B) Chief editor
(C) Reporter
(D) None of above
34. A complete story including natural sound, sound bites and the reporter's narration
(A) Blogging
(B) News Package
(C) Reporter
(D) Interview
35. What is an electronic communications network for the interconnection of computers to access different websites?
(A) Wi-Fi
(B) Bluetooth
(C) Internet
(D) Broadband
36. Choose the correct answer ____: It refers to all of those means of communication people use to transmit information

- (A) Television
(B) Computer
(C) Mass media
(D) None of above
37. The ways through which people receive information such as newspapers, television, etc.
(A) The media
(B) Broadcast
(C) Channel
(D) Commercial
38. News is not an example of mass media.
(A) True
(B) False
39. What are the challenges faced in using mass media for communication?
(A) Limited reach, lack of personalization, difficulty in measuring effectiveness, potential for misinformation, high costs
(B) Lack of interactivity
(C) Inability to target specific demographics
(D) Limited audience engagement
40. The development of the electrical telegraph gave rise to
(A) The era of telecommunication
(B) The printing press
(C) Satellite communication
(D) Developments in transport
41. What describes a reporter injecting his or her opinion into an article?
(A) Attribute
(B) Parenthetical citation
(C) Feature
(D) Editorialize
42. Which of the following is not a means of mass communication?
(A) Newspaper
(B) Mobile
(C) Television
(D) Radio
43. Which tool targets a mass (large) audience and is not personalized?
(A) Personal selling
(B) Direct marketing
(C) Advertising Edit
(D) None of above
44. It refers to the groups that communicate information and news to people.
(A) The newspaper of record
(B) Media
(C) Talk radio
(D) Television news
45. Raj is a talented carpenter. How can showing his work on YouTube help Raj?
(A) It allows people to see his carpentry skills and appreciate his expertise
(B) It helps Raj to engage with people interested in his work
(C) It may help Raj get more customers
(D) All of these
46. — refers to the reporting of news events by members of the public using the Internet to spread the information.
(A) Citizen journalism
(B) Little magazine movement
(C) Internet journalism
(D) Online journalism
47. What is media?
(A) Anything which conveys a message electronically
(B) Antivirus programs
(C) Person
(D) Anything which conveys a message
48. Which of the following is NOT a source of Information?
(A) Encyclopedia
(B) Facebook
(C) Websites
(D) Mobile Legends

49. Information similar to news that produced by a non-journalist known as, except
(A) Citizen journalism
(B) Journalism
(C) User-generated content
(D) Participatory journalism
50. Radio-Based Instruction (RBI) is an alternative delivery mode using radiobroadcast to deliver the ALS programs, as a form of distance learning. Listeners are able to acquire equivalency in basic education through the broadcast of lesson.
(A) TRUE
(B) FALSE
51. Which of the following displays information in multimedia form?
(A) File transfer protocol
(B) The World Wide Web
(C) USENET
(D) Archie
52. Occurs when members of the public become active participants in the collection, reportage, analysis, and dissemination of news and information to other citizens.
(A) Free Press
(B) Adversarial Press
(C) Yellow Journalism
(D) Citizen Journalism
53. ____ is not a means of mass communication.
(A) Newspaper
(B) Magazine
(C) Radio
(D) Inland letter
54. Channels of communication that reach a large audience
(A) Source
(B) Objective
(C) First Amendment
(D) Mass media
55. The biggest advantage of business blogs is that
(A) They have the potential to reach a vast, far-flung audience.
(B) They have become the primary method of business communication internally.
(C) They provide anytime access to digital audio and video files containing corporate training, marketing, and informational messages.
(D) They provide digital security against hackers and rival companies.
56. Which of the following are means of mass media?
(A) Radio
(B) Newspaper
(C) Magazine
(D) All of these
57. In a news agency, how can news be disseminated and received?
(A) Only through newspapers
(B) Only via face-to-face conversations with reporters
(C) Through newspapers and television broadcasts
(D) Solely by writing letters to the readers
58. Which of the following is not an effective medium to communicate with customers?
(A) Face to Face
(B) Instagram
(C) Starting a fire
(D) WhatsApp
59. Which of these types of advertising is NOT mass media?
(A) Television
(B) Word of mouth
(C) Internet
(D) Radio
60. Journalism
(A) The activity or profession of writing for newspapers, magazines or news websites or preparing news to be broadcast

- (B) Person who writes for newspapers, magazines or news websites or prepares news to be broadcast.
- (C) The profession or practice of reporting about, photographing or editing news stories.
- (D) The process of story telling using photography as your main story telling device.
61. When you see ads for products or services on Instagram or Facebook, this is an example of which of the following:
- (A) Professionalism
- (B) Active Listening
- (C) Advertising
- (D) False Listening
62. Reporters are those journalists who write reports of events for a newspaper, periodical or television programme.
- (A) True
- (B) False
63. Podcasts are an example of what type of media
- (A) Text
- (B) Audio/Sound
- (C) Photograph or Graphics
- (D) Video
- (E) Animation
64. What is the primary reason for the evolution of media?
- (A) Radio and television have never been significant in media history.
- (B) Print media has always been the most dominant form of communication.
- (C) Technological revolution changed how people consume information.
- (D) Digital media was created to replace all traditional media formats.
65. Cross-media ownership refers to:
- (A) Owning media and a school
- (B) Owning multiple outlets in one format
- (C) Owning different types of media
- (D) A governmentowned press
66. How has the rise of podcasting impacted journalism?
- (A) Made radio broadcasting obsolete
- (B) Reduced the need for interviews
- (C) Expanded opportunities for in-depth audio narratives
- (D) Limited the scope of journalistic coverage
67. Media that exist in an interconnected series of communication-points are referred to as
- (A) Multimedia
- (B) Nodal media
- (C) Networked media
- (D) Connective media
68. Who was sent to Germany to report the ongoing events and news in 1937?
- (A) Edward R. Murrow
- (B) Reginald Fessenden
- (C) Nikola Tesla
- (D) None of the above
69. The other name of Press Release is ____
- (A) Controversy Letter
- (B) Letter of Acceptance
- (C) News Release
- (D) Product Release
70. Name given to the sensational writing style and headlines used by journalists.
- (A) Isolationism
- (B) Imperialism
- (C) Expansionism
- (D) Yellow Journalism
71. Which news value refers to the physical or emotional closeness of a news story to a media outlet's audience?
- (A) Timeliness
- (B) Proximity
- (C) Impact
- (D) Neighboring

72. American businessman, newspaper publisher, and politician known for developing the nation's largest newspaper chain and media company
(A) Joseph Pulitzer
(B) George Herriman
(C) Tyler Perry
(D) William Hearst
73. What is the criterion in journalistic ethics for the media to avoid making false assertions that may affect personal honor?
(A) Avoid defamation
(B) Fairness
(C) Autonomy
(D) Genuineness
74. Which of the following is NOT a common field or specialization related to mass communication?
(A) Journalism
(B) Public Relations
(C) Astrophysics
(D) Advertising
75. Which is NOT mass media?
(A) A billboard at the airport
(B) FM radio
(C) A letter to the school
(D) Facebook
76. The Internet can be used for:
(A) Communication
(B) Checking e-mail
(C) File transfer
(D) All of the above
77. Which type of ownership includes both TV stations and film studios under one company?
(A) Chain ownership
(B) Cross-media ownership
(C) Conglomerate ownership
(D) Public ownership
78. Which of the following is a characteristic of communication through mass media?
(A) Audience can be broad or targeted
(B) Audience is 100's or 1000's of miles away
(C) Feedback is instant
(D) Requires a laptop, tablet, or mobile device
79. Newspapers and Magazines are known as
(A) Mass Media
(B) Speed Post
(C) Twitter
(D) Facebook
80. The reporter who reports live from the scene is called
(A) Copywriter
(B) Anchor
(C) Field reporter
(D) Editor
81. The communication channel a company uses to move its advertising messages from sender to receiver is called the ____
A) message B) media C) encoder D) communicator E) feedback loop
(A) A
(B) B
(C) C
(D) D
(E) E
82. This poster produces advertisements for commercial products or services.
(A) Affirmation poster
(B) Subject poster
(C) Advertising poster
(D) Informative poster
83. Which news value includes how many & how seriously, but can also be measured by depth of pain, shock or how "out of character" or "unexpected" something might be?
(A) Weight
(B) Prominence
(C) Novelty
(D) Usefulness

84. Receiving a broadcast at the time of happening
(A) To introduce
(B) Live
(C) To interview
(D) To cover
85. The biggest mass media, which contains millions of links with information and sites.
(A) Newspapers
(B) Radio
(C) Television
(D) Internet Edit
86. The communication channel a company uses to move its advertising messages from sender to receiver is called the ____
(A) Message
(B) Media
(C) Encoder
(D) Communicator
(E) Feedback loop
87. A piece of news published by a newspaper or broadcast by a television or radio station in advance of its competitors is called:
(A) A piece of information
(B) A ladle
(C) A piece of gossip
(D) A scoop
88. Which term best describes the means of communication, such as radio, television, newspapers, magazines, and the Internet, that reach a wide audience?
(A) Instagram
(B) Social Media
(C) Media
(D) News
89. What can podcasts be about?
(A) Conspiracy theories
(B) Social issues
(C) TV shows
(D) Anything! (i.e. all of the above)
90. It refers to the type of communication that uses technology to simultaneously reach a wide audience.
(A) Mass media
(B) Media
(C) Transmedia
(D) Social media
91. What term describes the ability to critically analyze messages that inform, entertain, and persuade us daily?
(A) Information literacy
(B) Economic literacy
(C) Media literacy
(D) Scientific literacy
92. What are the characteristics of broadcast media?
(A) The characteristics of broadcast media include wide audience reach, one-way communication, and use of audio and visual elements.
(B) Narrow audience reach, one-way communication, and use of only audio elements
(C) Wide audience reach, two-way communication, and use of only written elements
(D) Limited audience reach, two-way communication, and use of only visual elements
93. The right to circulate facts and opinions in print without getting into any trouble (especially from the government)
(A) Op-ed
(B) Feature article
(C) Scoop
(D) Freedom of the press
94. A Youtube video or Facebook post/page that gets a lot of views in a short amount of time.
(A) Visitor
(B) Influencer
(C) Viral
(D) Subscribe Edit

95. What is a synonym for Mass Communications?
(A) Communication
(B) Media
(C) Morse Code
(D) None of above
96. "Media" is the plural form of the word "medium," and it means:
(A) The way that you type a message
(B) The form you use to deliver a message
(C) An important message that is delivered to a small audience
(D) An unimportant message delivered to a large audience
97. More companies are adopting the concept of ____, which carefully integrates and coordinates the company's many communication channels to deliver a clear, consistent, and compelling message about the organization and its brands. A) integrated marketing communications B) integrated personal selling C) integrated competitive methods D) nonpersonal communication channels E) buzz marketing
(A) A
(B) B
(C) C
(D) D
(E) E
98. The central point of a news story is
(A) A justification for running the story on the front page or the beginning of a news broadcast.
(B) The identity of the most important figure of the story.
(C) To get readers to read the rest of the newspaper or viewers to watch the rest of the news broadcast.
(D) A one-or two-sentence summary of what the story is about and why it is newsworthy.
99. What is a common challenge for strategic communicators in the media sector?
(A) Managing media fragmentation.
(B) Developing internal organizational policies.
(C) Reducing social media influence.
(D) Eliminating traditional media channels.
100. A magazine article from Time with expert interviews
(A) Source
(B) Sauce
(C) Not sure
(D) Depends on context
101. A word that basically means 'format' in the news world.
(A) Editor
(B) Sender
(C) Shelf life
(D) Medium
102. A fax machine also called ____
(A) Computer
(B) Www
(C) Facsimile
(D) Mobile machine
103. The means of communication that can reach large audiences
(A) Attribution
(B) Raw Footage
(C) Mass Media
(D) News Package
104. Media only refers to traditional platforms like radio and TV.
(A) True
(B) False
105. News-writing and news coverage began to change in 1861, when reporters at Civil War battle sites made use of the (invented 18 years before)
(A) Penny Press
(B) Telegraph
(C) Telephone
(D) Radio

- 106.** Communications supporting or advancing a particular idea
(A) Regime
(B) Totalitarian
(C) Dynasty
(D) Propaganda
- 107.** The term “TRP” is associated with TV shows stands for
(A) Total Rating Points
(B) Time Rating Points
(C) Thematic Rating Points
(D) Television Rating Points
- 108.** Which of the following activities is NOT a common use of the Internet?
(A) Online shopping
(B) Social networking
(C) Space exploration
(D) Information searching
- 109.** Newspaper is an example of
(A) Mass media
(B) Earlier means of communication
(C) Means of transportation
(D) Social Media
- 110.** Select the news determinant that exemplifies this headline, “U.S.-China leaders face off in trade dispute”
(A) Timeliness
(B) Conflict
(C) Human Interest
(D) Impact
- 111.** The introduction of a story or package usually read by the anchor
(A) Reader
(B) Lead-in
(C) SOT sound on tape
(D) Tease
- 112.** Which term encompasses all forms of communication including television, radio, newspapers, magazines, movies, and records?
(A) Social Media
(B) Telecommunication
(C) Mass Media
(D) Printed Media
- 113.** What best defines Mass Media?
(A) A method for personal communication
(B) A form of governmental structure
(C) A means of public communication reaching a large audience
(D) A type of private journal
- 114.** One word that is often used to collectively refer to the radio, TV, newspapers, Internet and several other forms of communication. This word is
(A) COMMUNICATION
(B) MEDIA
(C) TELECOMMUNICATION
(D) PRESS CONFERENCE
- 115.** The ___ replaced the radio as the leading tool for mass communication.
(A) Telephone
(B) Television
(C) Computer
(D) Internet
- 116.** The style of writing used to report news stories in newspapers, television broadcasts, on radio and on the Internet.
(A) Literary Journalism
(B) Journalistic Writing
- 117.** These people are responsible for presenting stories on-camera, usually from a studio location.
(A) Hard News
(B) Beat Reporter
(C) Backgrounder
(D) Anchor
- 118.** The communication based on purchased time or space is called:
(A) Propaganda

- (B) Publicity
 - (C) Advertising
 - (D) PR
- 119.** This news organization was founded in 1846 and serves thousands of local, regional and state newspapers. Four billion people see their news articles every day.
- (A) The Associated Press (AP)
 - (B) CNN
 - (C) New York Times
 - (D) Tampa Bay Times
- 120.** A news conference that involves a prominent individual interviewed by a group of reporters is also called a
- (A) Panel survey.
 - (B) Press conference.
 - (C) News survey.
 - (D) None of these
- 121.** William Randolph Hearst's legacy as a yellow, or tabloid, journalist is most relatable to modern examples like the ____
- (A) Economist magazine
 - (B) The New York Times
 - (C) The National Enquirer
 - (D) The Washington Post
- 122.** The 1930s was known as this.
- (A) The silver screen era
 - (B) The golden age of radio
 - (C) The silent film cinema period
 - (D) The age of misinformation
- 123.** A news story usually written from a public address
- (A) Speech report
 - (B) Quote story
 - (C) Interview story
 - (D) Action story
- 124.** What is radio?
- (A) A medium through which we can browse web pages.
 - (B) A medium through which we can watch programs.
 - (C) A mass communication medium that we can listen to.
 - (D) A medium for sending text messages.
- 125.** Someone who reads the news on the air
- (A) Newscaster
 - (B) Meteorology
 - (C) Journalist
 - (D) Author/Artist
- 126.** DocStock, a company that manufactures stethoscopes, has placed an ad in DocsMag, a magazine targeted at doctors. This is an example of:
- (A) Business-to-business advertising.
 - (B) Trade advertising.
 - (C) Professional advertising.
 - (D) Primary-demand advertising.
 - (E) Direct action advertising.
- 127.** Which one is not the element of mass communication?
- (A) Anonymous
 - (B) Massive
 - (C) Individual production
 - (D) Heterogenous
- 128.** Examples of mass media-
- (A) Letter and cellular phones
 - (B) Newspaper and radio
 - (C) All the above
 - (D) None of the above
- 129.** The abbreviation of CGM is known as
- (A) Control-general medium
 - (B) Consumer-generated media
 - (C) Communication-generated medium
 - (D) None of above
- 130.** Newspaper, radio and television are called means of mass communication.
- (A) True
 - (B) False

131. How do we organize ideas in a standard news article?
- (A) From LEAST important to MOST important
 - (B) From MOST important to LEAST important
 - (C) It depends on the article
 - (D) There is no single way to organize the ideas
132. News supplying agency
- (A) Interview
 - (B) Quotation
 - (C) Opinion
 - (D) Wire service
133. The combination of computing, telecommunications and media in a digital atmosphere is referred to as
- (A) Online communication.
 - (B) Integrated media.
 - (C) Convergence.
 - (D) Digital combine.
134. The ____ is an example of mass media
- (A) Telephone
 - (B) Mobile phone
 - (C) Radio
 - (D) E-mail
135. Which term describes media designed for consumption by large audiences through technological means?
- (A) Media
 - (B) Indigenous Knowledge
 - (C) Mass Media
 - (D) Library
136. Which term describes the widespread transmission of a TV or radio program?
- (A) PRINT
 - (B) PUBLISH
 - (C) BROADCAST
 - (D) REPORT
137. Lining up stories within a newscast based on their importance and relationship to one another
- (A) Script
 - (B) Trucking
 - (C) Stacking
 - (D) Reader
138. Newspapers put stories on front page that they want you to read
- (A) Bias through Placement
 - (B) Bias by Headline
 - (C) Bias through Names and Titles
 - (D) Bias by statistics
139. Broadcast Journalism
- (A) The field of news and journals which are broadcast by electronic methods such as radio, television and the internet
 - (B) A form of journalism in which reporters investigate a single topic of interest, such as serious crime.
 - (C) A form of journalistic writing that reports on matters pertaining to sports and competitions.
 - (D) Any form of journalism that focuses on pop culture.
140. What was the primary role of newsreels in the first half of the 20th century?
- (A) Distributing short documentary films in cinemas.
 - (B) Broadcasting live news events through television.
 - (C) Publishing breaking news online.
 - (D) Broadcasting radio commentary on current events.
141. Turner almost wished that he hadn't listened to the radio. He went to the closet and grabbed his umbrella. He would feel silly carrying it to the bus stop on such a sunny morning. Which probably happened?
- (A) Turner realized that he had an unnatural fear of falling radio parts.
 - (B) Turner had promised himself to do something silly that morning.

- (C) Turner had heard a weather forecast that predicted rain.
(D) Turner planned to trade his umbrella for a bus ride.
- 142.** An article in which the newspaper expresses its viewpoint on a topic.
(A) Debate
(B) Editorial
(C) Claim
(D) Feature
- 143.** The adaptation of language to different genres in TV programs and movies means:
(A) Using the same language style across all genres
(B) Adapting language to suit the specific genre's tone and themes
(C) Eliminating humor
(D) Ignoring cultural references
- 144.** The Right of All Americans to Publish Facts & Opinions.
(A) Miranda Rights
(B) Freedom of Assembly
(C) Freedom of the Press
(D) Freedom of Petition
- 145.** Which of the following is not a form of Mass Media?
(A) Television
(B) Billboards
(C) Social media
(D) Text messages
- 146.** Websites, magazines, news, games, TV shows, and advertisements are all examples of
(A) Social Networks
(B) Technology
(C) Media
(D) Illustrations
- 147.** The following are things that are in the "outline" of the TV news script, except?
(A) PGK
(B) Sides
(C) SOT
(D) Picture
- 148.** What innovation could best enhance local disaster communication in rural barangays?
(A) Real-time SMS alert systems linked to PAGASA
(B) Reliance on printed bulletins only
(C) Removing radio communication networks
(D) Posting warnings after the event
- 149.** Which was invented LAST?
(A) Telegraph
(B) Radio
(C) Personal computer
(D) Record player
- 150.** Which Stand Up is correct in Journalism below?
(A) Activities carried out by field news producers
(B) Activities carried out by News Presenters in the studio
(C) The method used by cameramen and reporters at news sources
(D) Stand Up is a reporter's report delivered live via camera from the scene in the field
- 151.** Which is a key challenge for corporate communication in the Web 2.0 media landscape?
(A) Reaching traditional media audiences
(B) Reducing advertising costs
(C) Creating print media content
(D) Managing fragmented and interactive audiences
- 152.** A ____ is a system or substance that can mediate the propagation of signals for the purposes of telecommunication.
(A) Medium
(B) Seer
(C) Interface
(D) IVP

153. Here are radio people, except?
(A) Budgeting
(B) Marketing
(C) Technician
(D) Production
154. What is the group of people who read, watch, or listen to something?
(A) Audience
(B) Minutes
(C) Style
(D) Purpose
155. Advertising done by manufacturers of well-known brands on a nationwide basis or in most regions of the country is known as — advertising.
(A) Primary demand
(B) Trade
(C) Consumer
(D) National
(E) Retail
156. Satellites help in sending and receiving — and television signals.
(A) Radio
(B) Fax
157. Which term describes all forms of communication that can reach a large audience?
(A) Newspapers
(B) News Channels
(C) Mass Media
(D) The Internet
158. What is the official style that newspapers and other media outlets follow?
(A) MLA
(B) WHAT
(C) Chicago
(D) AP
159. Main news presenter
(A) Director
(B) Producer
(C) Reporter
(D) Anchor
160. Any means of communication intended to reach a general, public audience is known as
(A) Print media
(B) Social media
(C) Mass media
(D) Broadcast media
161. News that deals with serious topics or events
(A) Headline
(B) Quote
(C) News story
(D) Hard news
162. How has the digital age impacted newsroom organizational structures?
(A) Increased centralization and hierarchy in newsrooms
(B) Decreased collaboration and cross-disciplinary teams
(C) Shift towards decentralized and flexible structures
(D) Limited use of data-driven decision making
163. Area of expertise that a reporter focuses on daily
(A) Bias
(B) Beat
(C) Backup
(D) Balance
164. Television became popular in the
(A) 1950's
(B) 1920s
(C) 1940s
(D) 1960s
165. Which of the following is an example of disseminating information?
(A) Email newsletter
(B) Eye contact
(C) Handshake
(D) Turn-taking

- 166.** What are some tools that can be used by individuals to gather needed information?
- (A) Radio, television, and the world Wide Web
 - (B) Satellites, telepathy, and the world Wide Web
 - (C) Radio, telepathy, and the world Wide Web
 - (D) Television, satellites, and telepathy
- 167.** News bulletin
- (A) A short radio or television broadcast of news reports.
 - (B) Equipment for making records
 - (C) Forms of ceremony and etiquette observed by officials
 - (D) Material in an online publication which resembles the publication's editorial content but is paid for by an advertiser and intended to promote the advertiser's product.
- 168.** Which innovation made it possible for artists to share music instantly with a global audience?
- (A) Vinyl records
 - (B) CDs
 - (C) Streaming platforms
 - (D) Radio
- 169.** The word media means:
- (A) The way information is shared
 - (B) A large group of people
 - (C) A small group of people
 - (D) The information we share
 - (E) All of these mean media
- 170.** Television has the ability to reach ____ with its strong influential messages.
- (A) Lesser audience
 - (B) Only few people
 - (C) Limited coverage
 - (D) Wider audience
- 171.** What is the definition for media?
- (A) The newspaper and books.
 - (B) Facebook, twitter, instagram.
 - (C) Means of communication or ways that people communicate.
 - (D) Something that is in the middle.
- 172.** What is the primary method of communicating information about candidates
- (A) Media
 - (B) Political ads
 - (C) Interviews
 - (D) Meetings
- 173.** Who are the mass communicators?
- (A) Advertising marketers
 - (B) Teachers
 - (C) Doctors
 - (D) Engineers
- 174.** Radio stations, police radios, and amateur radios don't interfere because they have different
- (A) Volumes
 - (B) Music options
 - (C) Frequencies
 - (D) Amplitudes
- 175.** Mass Media
- (A) Newspapers, radio stations, worldwide web are referred to as a group
 - (B) Information about reactions to a product, a person's performance of a task etc
 - (C) A very common type of communication
 - (D) None of above
- 176.** Which of these could be an audience for corporate communications?
- (A) Media and General Public
 - (B) Employees
 - (C) Key Management Stakeholders
 - (D) All of these options could be an audience for corporate communications
- 177.** News about a crime that just happened would be considered ____
- (A) Soft news

- (B) Hard news
(C) General news
(D) None of above
- 178.** Which of these is a form of mass media
(A) Print Media
(B) Telecommunications
(C) All of the above
(D) None of the above
- 179.** What orbits Earth and relays radio, television, and telephone signals globally?
(A) GPS
(B) Transmitter
(C) Communication Satellite
(D) Cell Phone Tower
- 180.** What term describes the channels used for disseminating news, music, movies, education, promotional messages, and other data, including physical and online newspapers, magazines, television, radio, internet, and billboards?
(A) Educational Technology
(B) Technology Tools
(C) Media
(D) Information Systems
- 181.** Communicating to large numbers of people through radio, television, print is called:
(A) Great Media
(B) Mass Media
(C) Media
(D) Social Media
- 182.** Which is NOT an example of mass communication?
(A) Print Media
(B) Digital Media
(C) Broadcast media
(D) Journaling
- 183.** Which of the following is referred to as vehicles or various ways of information and communication?
(A) News print
(B) Cable television
(C) Mass media
(D) Advertising
- 184.** Which of the following is NOT the main source of mass communication?
(A) Internet
(B) Television
(C) Newspaper
(D) Group emails
- 185.** What is the occupation responsible for gathering news and presenting it to the public through a media outlet?
(A) Photographer
(B) Journalist
(C) Actor
(D) Politician
- 186.** What are some ways to receive news?
(A) CNN
(B) Instagram
(C) Youtube
(D) All of the above
- 187.** Where a story appears in the newspaper or during the news segment is
(A) Bias through use of names/titles
(B) Bias through word choice and tone
(C) Bias through placement
(D) Bias through crowd counts
- 188.** The specific means of delivering a piece of media content is referred to as a
(A) Method
(B) Subtechnology.
(C) Platform.
(D) Message carrier.
- 189.** Various methods of communication such as radio, television, and newspapers can best be described as
(A) Entertainment
(B) Ministry

- (C) Debate
(D) Media
- 190.** Categories of expression within the different media—for example, the evening news, documentaries, sitcoms—are media
(A) Conventions.
(B) Production values.
(C) Genres.
(D) Formats.
- 191.** Which pairing correctly matches role with example given?
(A) Sender-vehicle carrying message
(B) Receiver-maker of the brand
(C) Media-channel like print or TV
(D) Decoding-crafting the headline
- 192.** Reporters can use the information in a story, but not the source's name
(A) Unnamed source
(B) Primary source
(C) Secondary source
(D) Confidential source
- 193.** Name this machine.
(A) Telephone
(B) Printing press
(C) Telegraph
(D) Telegram
- 194.** Short comment suitable for broadcast
(A) Blurb
(B) Newsflash
(C) Sound bite
(D) Clip
- 195.** Why are press releases considered a traditional tool in media relations?
(A) They are used for confidential information sharing
(B) They are only sent to internal stakeholders
(C) They provide a standardized format for conveying organizational messages
(D) They limit media engagement
- 196.** The term ____ refers to methods of communicating with large numbers of people.
(A) Bias
(B) Non bias
(C) Sign language
(D) Mass media
- 197.** What distinguishes traditional media channels such as television and print?
(A) They enable detailed audience targeting.
(B) They allow for immediate audience interaction.
(C) They reach a broad, general audience.
(D) They focus on niche market segments.
- 198.** True or False: The term convergence refers to merging the media, such as print, broadcast and Internet, with the platform, such as newspaper's website and a podcast.
(A) True
(B) False
- 199.** Which of these is used for both entertainment and communication?
(A) Television
(B) Bicycle
(C) Chalkboard
(D) Hammer
- 200.** Which of the following is an ICT platform but has limitations compared to its counterparts that are known to help reach a wide range of audience?
(A) Facebook Page
(B) Twitter
(C) YouTube
(D) Email
- 201.** These are tools to communicate with, or mass communication platforms through physical objects such as radio, television, computers, film, etc.
(A) Technology
(B) Broadcast
(C) Media
(D) Press

202. Article written by a company for use in newspaper, on radio, website or TV news.
- (A) Sales promotion
 - (B) Press release
 - (C) Product
 - (D) Marketing research Edit
 - (A) Text
 - (B) Audio/Sound
 - (C) Photograph or Graphics
 - (D) Video
 - (E) Animation
203. Reaching a particular Target Audience is NOT easier in
- (A) Traditional Communications
 - (B) Digital Communications
204. A term that collectively refers to radio, television, newspapers, the internet, and other forms of communication is
- (A) COMMUNICATION
 - (B) TELECOMMUNICATION
 - (C) MEDIA
 - (D) PRESS CONFERENCE
205. Television is a great medium of ____
- (A) Entertainment
 - (B) E-mail
 - (C) All the above
 - (D) None of the above
206. Choose the correct information.
- (A) Television viewership to get news has increased more than getting it on the internet.
 - (B) More people use the newspaper to get news.
 - (C) Television viewership to get news has decreased over the years.
 - (D) People nowadays get their news from the internet as much as from the television.
207. A news article must be ____ It focuses on the issue at hand.
- (A) Subjective
 - (B) Opinionated
 - (C) Objective
 - (D) Controversial
208. Documentary Films are an example of what type of media
209. Factors affecting communication media includes all of the following except:
- (A) Speed
 - (B) Level of confidentiality
 - (C) Target audience
 - (D) Automation
210. Refers to various means of communication
- (A) Media
 - (B) Influence
 - (C) Monitor
 - (D) Petitioning the government
211. Television, Radio, Internet, newspaper and books are called:
- (A) Sources
 - (B) Mass Media
 - (C) People reaches
 - (D) Information booth
212. The press, radio, television, and social networks are the main examples of mass media today.
- (A) True
 - (B) False
213. Media is a collection of communication mediums such as radio, television, newspaper, and the Internet
- (A) True
 - (B) False
214. Which news determinant covers events that have recently occurred?
- (A) Timeliness
 - (B) Proximity
 - (C) Conflict
 - (D) Consequences and Impact

- 215.** How do I watch a video?
- (A) Google Docs
 - (B) YouTube
 - (C) Google Slides
 - (D) Google Images
- 216.** All channels of communication, including everything from printed paper to digital data.
- (A) Information
 - (B) Media
 - (C) Communication
 - (D) Literacy
- 217.** Events and announcements that involve high-profile figures are more likely to generate media coverage.
- (A) Prominence
 - (B) Proximity
- 218.** Which term describes the various methods and channels used for disseminating information and communication?
- (A) Newsprint
 - (B) Cable television
 - (C) Mass media
 - (D) Advertising
- 219.** Which satellite was primarily used for broadcasting television networks across the country?
- (A) Aryabhata
 - (B) Apple
 - (C) INSAT-1B
 - (D) Rohini
- 220.** What are considered the weapons of mass communication?
- (A) Social media, Yahoo, Google
 - (B) Bing, Newspapers, Television
 - (C) Internet, Instagram, Snapchat
 - (D) Newspapers, Television, Radio, Internet
- 221.** Which information format is this: Regularly updated website or web page, typically one run by an individual or small group, that is written in an informal or conversational style
- (A) Podcasts
 - (B) Blogs
 - (C) Webpages
 - (D) RSS Feeds
- 222.** This is mostly used in audio/video broadcasts because it is a short clip from a longer piece of dialogue that is meant to capture the wholeness of a message.
- (A) Tape recording.
 - (B) Video recording.
 - (C) Sound bite.
 - (D) Zip sound.
- 223.** Mass Communication Theories: A. Cultivation Theory examines how media shape perceptions of reality. B. Uses and Gratifications Approach sees the audience as passive recipients. C. Agenda Setting Theory explores how media influence public priorities. D. Semiotics studies the use of signs and symbols in communication. Which statement/s is true?
- (A) A&C&D
 - (B) A&B
 - (C) All statements are true
 - (D) All statements are false
- 224.** Various means of communication, such as television, radio, newspapers and Internet
- (A) Watchdog
 - (B) Lobbying
 - (C) Electioneering
 - (D) Media
- 225.** Which of the following is a long-distance communication device?
- (A) Table
 - (B) Wardrobe
 - (C) Radio
 - (D) Book
- 226.** In writing a news story, what is an angle?
- (A) The way the camera is framed on the reporter.

- (B) The specific point of view or perspective from which the writer tells the story.
(C) How a reporter can see themselves in the monitor.
(D) The viewpoint that your editor has.
- 227.** A news story that can wait for publication and is usually about a trend, an on-going event or about an interesting person.
(A) Feature
(B) Soft News
- 228.** It highlights little or no legitimate well-researched news and instead uses eye-catching headlines to sell more newspapers
(A) Yellow Journalism
(B) Advocacy Journalism
(C) Investigative Journalism
(D) Tabloid Journalism
- 229.** According to the article, which one happened first?
(A) People got news through television.
(B) People got news through the radio.
(C) People got news through the internet.
(D) None of the above.
- 230.** A person who presents a news bulletin from a television studio, usually on a regular basis.
(A) Reporter
(B) Anchor
(C) Director
(D) Journalist
- 231.** Who is credited with the invention of printing with movable type?
(A) Johannes Gutenberg
(B) Blaise Pascal
(C) John Napier
(D) William Burroughs
- 232.** Journalists who are placed in other countries or in other cities (regions), outside the area where the mass media is based, are called ____
(A) Correspondent
(B) Kontributor
(C) Reporter
(D) Coverage Coordinator
- 233.** Mass communication is sometimes referred to a general communication. Mass communication involves the process of information sharing using various intermediary media directed towards a large audience such as ____
(A) Print Media-Books, Magazines and Newspapers
(B) Broadcasting Media-Radio and Television
(C) Digital Media-Computers, The internet, Digital Audio visuals, DVD video, game and Websites.
(D) All of the above.
- 234.** What term refers to the means of communication that reach large audiences, such as television, radio, and newspapers?
(A) Popularity
(B) Punishment
(C) Mass media
(D) Documentary
- 235.** A ____ is a group of stations that broadcast the same programs at the same time.
(A) Monopoly
(B) Convergence
(C) Radio
(D) Network
- 236.** Which of the following is NOT considered a mass communication channel?
(A) A private diary
(B) Television
(C) Websites
(D) Podcasts
- 237.** Refers to the process of selecting the most effective method or tool to convey a message to your target audience.
(A) Choosing Communication Media
(B) Convergence of Communication media
(C) Social Media
(D) Instant and Text Messaging

- 238.** What's Mass Media?
(A) Instruments of communication that reach large audiences with no personal contact between senders and receivers.
(B) Idea that mass media is merging and are no longer separate entities.
(C) Community in which exchange of information is the main social economic activity.
(D) It can be used to shop, source of information, entertainment and source of news
- 239.** Traditionally, mass communication used to be defined as ____
(A) Number of audiences
(B) Number of medias
(C) Number of messages
(D) Number of news
- 240.** Audiences for specific media content becoming smaller and more defined is known as
(A) Concentration of media ownership.
(B) Globalization of media.
(C) Audience fragmentation.
(D) Erosion of distinctions among media.
- 241.** Which of the following is considered a medium of communication?
(A) Email
(B) Language
(C) Message
(D) Receiver
- 242.** Communication Systems we used today are which of the following:
(A) Television
(B) Internet
(C) Radio
(D) All of the above
- 243.** The specific location where a reporter is delivering a story. Usually announced in the sign-out or sign-off.
(A) A-Roll
(B) Dateline
(C) Crawl
(D) Kicker
- 244.** Editorials, columns, op-eds, and letters to the editor are all types of:
(A) Hard News
(B) Opinion
(C) Features
(D) Blogs
- 245.** What term describes the practice of using sensational and exaggerated news headlines to attract readers?
(A) Jingoism
(B) Yellow Journalism
(C) Investigative Journalism
(D) Editorial Journalism
- 246.** There are no standards to communication through electronic devices and by using social media.
(A) True
(B) False
- 247.** The Associated Press and Rueters are examples of what types of news sources
(A) Tipsters
(B) Newspapers
(C) Public relations
(D) Wire services
- 248.** Mobile phones are the least used device for media access in the Philippines.
(A) True
(B) False
- 249.** Which of the following is an example of a communication channel?
(A) Radio
(B) Emotion
(C) Prejudice
(D) None of above
- 250.** Information presented intentionally to influence a mass audience to support or oppose something.
(A) Propaganda
(B) Advocacy Journalism
(C) Objective Journalism
(D) The Jerry Springer show

251. How is a news story organized?
- (A) In the order the events happened
 - (B) In the opposite order that they happened
 - (C) In order from least important to most important information
 - (D) In order from most important to least important information
252. Political communication about political actors and their activities can be contained in the form mentioned below, except for ____
- (A) News reports
 - (B) Editorials
 - (C) Talk shows
 - (D) Reader's letters
253. The ability for journalists to receive, produce and share information without facing physical or moral threats
- (A) Burning a Source
 - (B) Deception
 - (C) Personal Responsibility
 - (D) Safety of Reporter
254. Mass media means the information reaches to only few people
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
255. One promotional advertising message broadcast on tv or radio
- (A) Communication
 - (B) Competitor
 - (C) Public relations
 - (D) Commercial Edit
256. News that is happening now and that journalists must cover live and on deadline
- (A) Breaking news
 - (B) Hard news
 - (C) Soft news
 - (D) Enterprise news
257. A news story written like a short story with a beginning, middle and end
- (A) Primary source
 - (B) Off-the-record
 - (C) Feature
 - (D) Anecdote
258. Time at which a newspaper must be ready to be printed
- (A) Morgue
 - (B) Release
 - (C) Filler
 - (D) Deadline

1.6.3 Types of Mass Media

1. The different types of media include newspapers, books and magazines; recorded music; movies; radio; television; and the internet.
 - (A) True
 - (B) False
2. The four types of Mass Communications are ____
 - (A) Print, Broadcast, Outdoor/Transit, & Digital
 - (B) Print, Movies, Television, & Cell Phones
 - (C) Print, Posters, Newspapers, & Comics
 - (D) Print, Movies, Outside, & TV
3. Which of the following is true about traditional media?
 - (A) It is the newest form of media
 - (B) It relies heavily on the internet
 - (C) It includes methods like radio, TV, and print
 - (D) It is always interactive
4. Sites that allow users to post their own news items or links to other news sources.
 - (A) Social Networks
 - (B) Blogs and Forums
 - (C) Media Sharing

- (D) Social News
5. We can watch the news on a ____
- (A) Radio
 - (B) TV
 - (C) Boat
 - (D) Paper
6. Which of the following is a mass media vehicle?
- (A) Newspapers
 - (B) Supermarkets
 - (C) Hospitals
 - (D) Restaurants
7. A poster that contains information about an event such as a fun run, exercise session, social service activity, and others is called a ____
- (A) Commercial poster
 - (B) Health poster
 - (C) Event poster
 - (D) Educational poster
8. Which mode of communication you will use to spread the warning among people?
- (A) Whatsapp
 - (B) Newspaper
 - (C) Television
 - (D) Both b and c
9. A form of journalism that involves reporting news stories through audio and visual means, typically through television or radio. It is one of the primary methods of delivering news to a wide audience in real-time. These journalists work for TV and radio stations and are responsible for gathering, producing, and presenting news content to viewers and listeners.
- (A) News Journalism
 - (B) Investigative Journalism
 - (C) Broadcast Journalism
 - (D) Travel Journalism
10. The cheapest method of mass communication
- (A) TV
 - (B) Fax
 - (C) Cinema
 - (D) Radio
11. In mass communication, what types of channels are used to share information with large groups of people?
- (A) Telephone calls
 - (B) Smoke signals
 - (C) Print, television, digital, or broadcast media
 - (D) Carrier pigeons
12. What is a story or report that provides information to the public?
- (A) Sports Article
 - (B) Feature Article
 - (C) News Report
 - (D) None of above
13. A newspaper about half the size of an ordinary newspaper, usually with many pictures and often featuring sensational stories.
- (A) Broadsheet
 - (B) Tabloid
 - (C) Review
 - (D) Obituary
14. Identify the type of media that includes documentaries and feature films.
- (A) Print media
 - (B) Digital media
 - (C) Audiovisual media
 - (D) Social media
15. What media began in the 1950s?
- (A) Newspapers
 - (B) Film
 - (C) Radio
 - (D) Television
16. Newspapers with both Internet and print publications have?
- (A) The editors opinions
 - (B) Multiple platforms

- (C) Mass media
(D) Penny Press
17. Which of these are means of mass communication?
(A) Telephone
(B) Letter
(C) Fax
(D) Magazine
18. What promotes fast-paced consumption habits?
(A) Magazines
(B) Books
(C) New media
(D) Posters
19. Which type of program typically provides information about current events and world happenings?
(A) Comedy
(B) Drama
(C) News
(D) Sports
20. True or False: Broadcast Journalism is different from Print Journalism because it is with internet and social media.
(A) True
(B) False
21. A timely news story of a serious nature that serves to deliver facts in an unbiased and balanced way.
(A) Caption
(B) Editorial
(C) Hard News
(D) Lead
22. Major media include the following:
(A) Print, sound, and motion
(B) Print, motion, transportation
(C) Print, sound, automation Edit
(D) None of above
23. Choose the correct answer containing Types of Mass Media only:
(A) Idea formation, Internet, Radio, Social Media, Newspapers
(B) Magazines, Social Media, Smartphones, Internet
(C) Radio, Television, Newspapers, Internet, Filmmaking, Social Media
(D) Television, Filmmaking, Information, Selection, Social Media
24. One of the oldest mass means of communication but still often used, for example, when people travel in their cars to and from work.
(A) Television
(B) Radio
(C) Newspapers
(D) Magazines
25. Identify the type of media that primarily uses sound and visuals to convey information.
(A) Print media
(B) Text media
(C) Audiovisual media
(D) Digital media
26. Radios, televisions, cell phones, and wireless computer networks are examples of technologies that benefit humans. How are they beneficial?
(A) They transmit and receive signals with zero percentage loss.
(B) They use signals that do not require mediums to travel.
(C) They relay information without direct human interaction
(D) They use low-energy radio signals.
27. What was the only place to get the latest news at the start of the 20th century?
(A) Internet
(B) Newspaper
(C) Radio
(D) Television

28. Which of these types of journalistic writing is based on personality of the writer and usually is published once a week?
- (A) News
 - (B) Investigative
 - (C) Reviews
 - (D) Column
29. Choose the correct answer which contains Types of Mass Communication:
- (A) New Media, Print Media, Transit Media, Outdoor Media, Old Media
 - (B) Transparent Media, Digital Media, New Media, Print Media
 - (C) Digital Media, Old Media, Social Media, Transit Media
 - (D) Digital Media, Print Media, Broadcast Media, Transit Media
30. What is the main difference between traditional media and digital media?
- (A) The main difference is the medium of delivery.
 - (B) The main difference is the content.
 - (C) The main difference is the audience.
 - (D) The main difference is the cost.
31. Media is categorized into print media and electronic media.
- (A) False
 - (B) Only print media exists
 - (C) True
 - (D) Only electronic media exists
32. Vast numbers of consumers are aware of your product. It is now your goal to enhance preference for your product. You plan to use non-personal communications through print media and display media. This will include all of the following EXCEPT ____
- (A) Newspapers
 - (B) Magazines
 - (C) Internet "chats"
 - (D) Direct mail
 - (E) Billboards
33. What is the most popular mass media in the USA? Clue, It is in almost every home today.
- (A) Newspaper
 - (B) Radio
 - (C) Television
 - (D) Magazine
34. News that's important, that readers need to know; urgent, timely stories about events or conflicts; answers the question what happened is defined as
- (A) Hard news
 - (B) Feature
 - (C) Opinion
 - (D) Fake News
35. Music streaming is also referred to as:
- (A) Media sampling.
 - (B) Audio streaming.
 - (C) Sound streaming.
 - (D) Audio and sound service.
36. A written, recorded or sometimes live article or interview that gives the public information about what's going on at that time
- (A) Lead
 - (B) News story
 - (C) Masthead
 - (D) Quotation
37. Community Radio is a type of radio service that caters to the interest of:
- (A) News
 - (B) Education
 - (C) Entertainment
 - (D) Local audience
38. What was used sensationalism as a way to increase readership and resulted in loud headlines on questionable behavior?
- (A) Red Journalism
 - (B) Broadcast Journalism
 - (C) Yellow Journalism
 - (D) All the above

39. Newspapers, from the mid-19th century, that were filled with news and read by a mass audience, included advertising, and sold for a penny
- (A) Poor man's papers
 - (B) The Chicago Defender
 - (C) Penny press
 - (D) Welfare news
40. Which medium replaced radio as the most popular of the mass media in the 1950's?
- (A) Newspaper
 - (B) Internet
 - (C) Radio
 - (D) Television
41. News programming presented on a religious-oriented cable station that examines the news from a religious perspective is an example of?
- (A) Tabloid Media
 - (B) Non-Mainstream Media
 - (C) Mixed Media
 - (D) Mainstream Media
42. Which term encompasses newspapers, television, and the internet?
- (A) Communication
 - (B) Technology
 - (C) Media
 - (D) Entertainment
43. True or False: Is radio considered broadcast journalism
- (A) True
 - (B) False
44. Media publics do NOT include:
- (A) Radio and Television
 - (B) Newspapers and Magazines
 - (C) Social media
 - (D) Government
45. A SYSTEM OF PROVIDING TELEVISION TO CONSUMERS VIA RADIO FREQUENCY SIGNALS TRANSMITTED TO TELEVISIONS THROUGH FIXED OPTICAL FIBERS OR COAXIAL CABLES AS OPPOSED TO THE OVER-THE-AIR METHOD USED IN TRADITION TV BROADCASTING WHICH A TV ANTENNA IS REQUIRED
- (A) CATV
 - (B) PABX
 - (C) EPABX
 - (D) PA
46. Mass communication includes newspapers, radio and ____
- (A) Television
 - (B) Letter
 - (C) Postcard
 - (D) None of above
47. If the CNN website runs a story about the winner of the US president election, this type of story is called a:
- (A) Soft news
 - (B) Hard news
 - (C) Featured story
 - (D) Editorial article
48. It puts more stress on crime stories, astrology, gossip columns about the personal lives of celebrities and sports stars and junk food news.
- (A) Yellow Journalism
 - (B) Advocacy Journalism
 - (C) Investigative Journalism
 - (D) Tabloid Journalism
49. Which of the following is NOT an example of synchronous media?
- (A) Conference call
 - (B) Telephone
 - (C) Instant messaging
 - (D) Email
50. Traditional radio and television have evolved into:
- (A) Podcasts only

- (B) Streaming services
 - (C) Newspapers
 - (D) DVDs
51. News from the provinces in our country can be read here.
- (A) World news
 - (B) School news
 - (C) Heavy news
 - (D) Provincial news
52. What refers to sensational stories and over-the-top headlines?
- (A) Slander
 - (B) Yellow journalism
 - (C) Editorializing
 - (D) Defamation
53. News shown before feature films in the early-to mid-1900s
- (A) Documentaries
 - (B) Newsreels
 - (C) Yellow journalism
 - (D) Editorials
54. Form of mass communication
- (A) Work
 - (B) Print, digital media, the Internet, social media, radio, and television
 - (C) Books, games, films
 - (D) Shops, mall
55. What medium would be best for a presidential campaign advertisement/message (mass exposure)?
- (A) Neighborhood newspaper
 - (B) National Television
 - (C) Local radio spot
 - (D) Billboard
56. Traditional media is mostly electronic in nature
- (A) Yes
 - (B) No
 - (C) May be
 - (D) None of above
57. Which medium was an important means of reaching the public during WWII?
- (A) Newspaper
 - (B) Internet
 - (C) Radio
 - (D) Television
58. Which of the following DOES NOT uphold a Mass Communication?
- (A) Radio
 - (B) Letters
 - (C) Television
 - (D) Social Media
59. What is not a mass media?
- (A) Radio
 - (B) Newspaper
 - (C) Internet
 - (D) Telephone
60. Digital Ads, Billboards, Newspapers and Magazines are ____
- (A) DISPLAY ADS
 - (B) PODCASTS
 - (C) SOCIAL MEDIA ADS
 - (D) None of above
61. Which of the following represents forms of media?
- (A) Television only
 - (B) Radio only
 - (C) Newspaper only
 - (D) All of the above
62. A movie provides ____ because user only sits back and watches the presentation.
- (A) Hypermedia
 - (B) Interactive multimedia
 - (C) Linear multimedia
 - (D) None of above
63. News on politics, war etc are ____ news.
- (A) Soft
 - (B) Hard

64. Which of these are means of mass communication?
- (A) Telephone
 - (B) Letter
 - (C) Fax
 - (D) Magazine
65. A reporter who sends news from outside the newspaper office
- (A) Correspondent
 - (B) Editor
 - (C) Exclusive
 - (D) Feature
66. Radio waves carry information from a broadcasting station to your radio or television.
- (A) True
 - (B) False
67. Types of news
- (A) Recent and past news
 - (B) Viral and common news
 - (C) Creative and hard news
 - (D) Soft and hard news

1.6.4 Print Media

1. In a newspaper article, what are quotes?
- (A) Punctuation marks
 - (B) Comments that people/ witnesses have said
 - (C) Photos
 - (D) The words under a photo
2. Where can you typically read news?
- (A) In a board game
 - (B) In a novel
 - (C) In a newspaper
 - (D) In a cookbook
3. Newspaper Headline #1: "Israel upset; The Jordan River is Contaminated" Newspaper Headline #2: "Iraq Suffering from Dirty Water Upstream" What is the cause of the problems in both newspapers?
- (A) Pollution
 - (B) Desalination
 - (C) Unequal Distribution
 - (D) Decreased Population
4. In a newspaper, important stories should be placed where?
- (A) On the inside
 - (B) On the bottom
 - (C) In column 3
 - (D) Above the fold
5. A line at the head of a dispatch or special article in a newspaper showing the date and place of writing.
- (A) Headline
 - (B) Dateline
 - (C) Byline
 - (D) Fechaline
6. Background color or effects applied on a document is not visible in
- (A) Web layout view.
 - (B) Print Layout view.
 - (C) Reading View.
 - (D) Print.
7. The invention of the printing press happened in ____
- (A) 1450
 - (B) 3000 BCE
 - (C) 5000 BCE
 - (D) 1800s-1900s
8. Which of the following is example of print media
- (A) RADIO
 - (B) NEWSPAPER
 - (C) TELEVISION
 - (D) TELEPHONE
9. What is a vernacular news paper

- (A) Regional news paper
 - (B) National newspaper
 - (C) Local news paper
 - (D) Town newspaper
10. ____ is responsible for gathering and publishing news in the form of newspapers or magazines.
- (A) Print Media
 - (B) Website
 - (C) Game
 - (D) Simulation
11. "The first mission of a newspaper is to tell the truth as nearly as the truth may be ascertained." This is an example of part of a mission statement from ____
- (A) Gettysburg's Maroon & White
 - (B) NPR-National Public Radio
 - (C) The Washington Post
 - (D) The New York Times
12. Tabloids and broadsheets are types of what?
- (A) Newspapers
 - (B) Tablets
 - (C) E-magazines
 - (D) Medicine
13. The section of the newspaper opposite the editorial section, short for "opposite the editorial page"
- (A) Feature article
 - (B) Op-ed
 - (C) Scoop
 - (D) Freedom of the press
14. What is a newspaper?
- (A) Type of print media that has remained alive and part of our culture
 - (B) A book that contains a variety of entertainment
 - (C) A broadcast media that uses radio
 - (D) None of above
15. Earlier ____ were the only means of mass communication.
- (A) Newspapers
 - (B) Telephone
 - (C) Post office
 - (D) None of above
16. A mechanical device that evenly prints ink on paper
- (A) Printing press
 - (B) Printer
 - (C) Photocopier
 - (D) Pen and paper
17. The signature of a reporter preceding a news feature
- (A) Fold
 - (B) Byline
 - (C) Kicker
 - (D) Credit line
 - (E) Outline
18. Hard copy is a term used to describe ____
- (A) Printed output.
 - (B) Storing information on the hard disk.
 - (C) All of the above.
 - (D) None of these.
19. Journalists are those people who write for newspapers or periodicals.
- (A) True
 - (B) False
20. Newspapers carry information about events taking place:
- (A) In our country
 - (B) Around the world
 - (C) Both
 - (D) None of above
21. The newspapers played an important role in India's struggle for freedom
- (A) True
 - (B) False

22. Which among the following cannot be used by people who cannot read and write?
- (A) Newspaper
 - (B) Tv
 - (C) Radio
 - (D) Mobile phone
23. Magazines started in which century?
- (A) 20th
 - (B) 19th
 - (C) 18th
 - (D) 17th
24. Which of the following is NOT true about print media?
- (A) It's made up of books, newspapers, newsletters and magazines.
 - (B) It includes online newspapers, social media, and other electronic journalism
 - (C) It's less accessible than social media, which is the dominant form of communication today.
 - (D) It was the dominant form of communication, through town hall debates, in the 19th and 20th century.
25. Magazine ads and a catalogs would be included in which type of advertising media?
- (A) Print
 - (B) Broadcast
 - (C) Internet
 - (D) None of above
26. This abbreviation refers to the opinions and editorial pages of the newspaper.
- (A) Soft News
 - (B) Op/ed
 - (C) Jumpline
 - (D) Front Page
27. An article in a newspaper or other periodical presenting the opinion of the publisher, editor, or editors. Does not receive a byline because it represents the opinion of the newspaper.
- (A) News story
 - (B) Feature story
 - (C) Editorial
 - (D) Review
28. An article in a newspaper, magazine, etc., that presents the opinion of the publishers or editors.
- (A) Editorial column
 - (B) Sports news
 - (C) Crosswords
 - (D) Obituary section
29. What was the name of the machine invented by Johannes Gutenberg?
- (A) Printing Press
 - (B) Typewriter
 - (C) Telegraph
 - (D) Photocopier
30. In which of the following media are there no printed advertisements?
- (A) Magazine
 - (B) Book
 - (C) Television
 - (D) Newspaper
31. Magazines, journals, newsletters and newspapers are all examples of which type of source?
- (A) Articles
 - (B) Information
 - (C) Resources
 - (D) Periodicals
32. The first page of the newspaper. This page contains the most timely, relevant, and newsworthy stories.
- (A) Front Page
 - (B) Caption
 - (C) Layout
 - (D) Local Section
33. Bulletin Boards are commonly called as ____
- (A) Notice boards
 - (B) Magnetic boards
 - (C) Flannel boards
 - (D) None of above

34. Penny presses were popular because of
(A) They were printed in color
(B) They reported the editors opinions
(C) Prices and easy access
(D) Of the use of graphics
35. The masthead is a description that states the title, ownership, management information of the newspaper
(A) True
(B) False
36. Less serious than other newspaper
(A) Broadsheets
(B) Newsletter
(C) Tabloids
(D) Magazines
37. What is the primary role of the editorial section in a newspaper?
(A) To report breaking news
(B) To provide a platform for reader feedback
(C) To express the newspaper's opinions on current issues
(D) None of above
38. Media products ____ are media products that are perfect in content and form of public transmission to the public on different printing materials, the most popular being on paper
(A) Printing
(B) Listen and see
(C) Number
(D) None of above
39. Which medium suffers from short shelf life?
(A) Newspapers
(B) Radio
(C) Internet
(D) Television
40. The mass communication medium which contains the written information is ____.
(A) Radio
(B) Newspaper
(C) Television
(D) Letters
41. A column:
(A) A newspaper (often pejorative)
(B) The theme of a report
(C) Vertical section of a newspaper
(D) Article written for a newspaper
42. Printed IEC materials are effective because they can:
(A) Attract attention and provide basic information
(B) Support interpersonal health education sessions
(C) Serve as a motivator and a reminder for action
(D) All of the above
43. Paragraphs in a news report are generally ____
(A) Short, factual and easy to read.
(B) Long, descriptive and full of detail.
(C) Not used.
(D) Should have subheadings
44. Newspapers, journalists, and magazines as a whole
(A) Reader
(B) Press
(C) Show
(D) Studio
45. Format for a newspaper article
(A) Convergence
(B) Multiple Media
(C) Yellow Journalism
(D) Inverted Pyramid
46. A description of the football team's victory appeared below the team picture in the school newspaper. This is an example of a/an:
(A) End sign.
(B) Caption.
(C) Deck.
(D) Kicker.

47. Magazines, both print and online, are still used today
(A) True
(B) False
48. Early newspapers that sold for 1 cent
(A) Golden Age of Radio
(B) Penny Press
(C) Web logs or blogs
(D) Network
49. One story inside a newspaper is called a ____
(A) News
(B) Article
(C) Passage
(D) None of above
50. A HEADLINE is ____
(A) Line or block of text that explains a photo
(B) The name of a newspaper as it is displayed on the front page
(C) Large type running above or along the side of a story to summarize the content
(D) Line of text under a headline that tells who wrote the story
51. Contains news or notes about events happening in society.
(A) Guidance
(B) Newspaper
(C) Journalism
(D) News
52. More common in print than in broadcast journalism, this is one in which the interviewee is intentionally left unaccredited (also known as a non-attributable.)
(A) Blind interview
(B) Blind date
(C) 3 Blind Mice
(D) Anonymous Interview
53. Taylor wrote an article for the school newspaper that was more than one page in length. She placed "continued on p.2" at the end of the article on page one. This is an example of a:
(A) Dropped cap
(B) Jumpline
(C) Pull-quote
(D) Sidebar
54. It is the section of the newspaper where the opinion of the writers are placed.
(A) Editorial board
(B) News features
(C) Editorial
(D) Features
55. It is responsible for more reporting than other news sources. Many news reports on television, for example, are merely follow-up stories about news that first appeared in newspapers.
(A) Broadcast media
(B) Radio news
(C) The television
(D) Print media
56. Who invented the movable metal type printing process in 1450?
(A) John Napier
(B) Johann Gutenberg
(C) Wilhelm Schikard
(D) Blaise Pascal
57. Why do Broadsheet newspapers use more complex language?
(A) Readers can form their own opinions
(B) Readers have higher levels of education and can understand this
(C) To exaggerate stories that they write about
(D) To make their newspaper sound more intelligent
58. Audiences of broadsheet newspapers are:
(A) Generally more educated with higher levels of intelligence
(B) Generally less educated with lower levels of intelligence
(C) All attended Universities
(D) All belong to the upper class

59. An article in a newspaper or other periodical that presents the opinions of the newspaper, publisher, editor, or editors.
(A) Sports Section
(B) Editorial
(C) Print News
(D) Entertainment Section
60. The title of a newspaper is referred to as:
(A) The header
(B) The flag
(C) The title
(D) The key stone
61. Generally considered to be more serious than other newspapers
(A) Newsletter
(B) Broadsheets
(C) Tabloids
(D) Magazine
62. Who invented the printing press?
(A) Alexander Graham Bell
(B) Johann Gutenberg
(C) Thomas Edison
(D) Guglielmo Marconi
63. Newspapers, magazines, documents are ____
(A) Pictures media
(B) Print media
(C) Technology media
(D) Graphic media
64. Print media has completely vanished in the Philippines.
(A) True
(B) False
65. Examples of Print Communication are
(A) E-mail and Newspapers
(B) Newspapers and Magazines
(C) SMS and WhatsApp messages
(D) None of the above
66. What is not included in print-journalism?
(A) Koran
(B) Magazine
(C) Television
(D) Tabloid
67. Printed books, newspapers, and magazines are examples of what type of media?
(A) Digital Media
(B) Spam Media
(C) Social media
(D) Traditional Media
68. The oldest type of the mass media outlet (technology) listed below is ____
(A) Fax
(B) Newspaper
(C) Smart phone
(D) Post card
69. In India ____ are printed daily to provide news in different languages.
(A) Magazines
(B) Newspapers
(C) Stamps
(D) Books
70. Which of the following is an example of print media used in mass communication?
(A) Newspapers and magazines
(B) Podcasts
(C) Television shows
(D) Websites
71. Letter written to the newspaper to comment on a published story or state an opinion on any subject. Signed by the author, and placed on the Op-Ed page.
(A) Letter to the editor
(B) Sports story
(C) Column
(D) Press release

72. A publication containing information on current events, features and advertisements, and usually published on large sheets of folded paper?
- (A) Newspaper
 - (B) Internet
 - (C) Television
 - (D) Radio
73. These are more popularly printed, but many have become digital, and they contain reports on national events, international events, finance, social, and much more.
- (A) Newspapers
 - (B) Advertisements
 - (C) E-mails
 - (D) Letters
74. Attractive and well written ____ and pamphlets with photographs of products will help reach a wider audience
- (A) House journal
 - (B) Brochure
 - (C) Newsletter
 - (D) Press handout
75. The label on a newspaper photo is called a ____
- (A) Caption
 - (B) Photo credit
 - (C) Story
 - (D) Headline
76. How did the Katipuneros communicate their message to the public?
- (A) Through secret oral messages
 - (B) Using coded letters in Spanish
 - (C) Via a printed Tagalog publication
 - (D) By public speeches in Tagalog
77. Example: A published newspaper article about the growing popularity of caffeinated energy drinks.
- (A) Primary
 - (B) Secondary
78. What innovation significantly revolutionized the production of newspapers?
- (A) The invention of television
 - (B) The creation of the printing press
 - (C) The introduction of online journalism
 - (D) The development of radio broadcasting
79. A company in the 1920s wanted to advertise new products widely. Which medium was most effective at that time?
- (A) Social media
 - (B) Print media
 - (C) Color TV
 - (D) Hashtags
80. Print media primarily utilize which type of channel?
- (A) Auditory
 - (B) Tactile
 - (C) Visual
 - (D) Olfactory
81. Magazines, direct mail, and newspapers are examples of which type of media?
- (A) Online media
 - (B) Broadcast media
 - (C) Print media
 - (D) Display media
82. Where does most of the money for printing newspapers come from, which dates back to the start of wide newspaper distribution?
- (A) Advertisements
 - (B) Political donations
 - (C) Government grants
 - (D) None of above
83. What does a newspaper report do?
- (A) Tells story in a logical sequence for readers to easily understand.
 - (B) Gives only statistics.
 - (C) Is only headlines.
 - (D) Give a fictional account.

84. Which technology is responsible for the mass production of the written word?
- (A) Printing press
 - (B) Photography
 - (C) Sound recording
 - (D) Digital technology
85. What is the term for journalism and associated newspapers that present little or no legitimate well-researched news while instead using eye-catching headlines for increased sales.
- (A) Libel
 - (B) Muckraking
 - (C) Yellow Journalism
 - (D) Sedition
86. Any information spread through printed materials like newspapers, magazines, journals and the like is conveyed in ____?
- (A) Print
 - (B) Radio
 - (C) TV Broadcasting
 - (D) Radio Broadcasting
87. DEFINITION: A printed report containing news (information) of the activities of a business (legal name; subscription business model) or an organization (institutions, societies, associations) that is sent by mail regularly to all its members, customers, employees or people, who are interested in.
- (A) Newsletter
 - (B) Microblogs
 - (C) Blogs
 - (D) Journalss
88. Printed copy is otherwise called
- (A) Hot copy
 - (B) Hard copy
 - (C) Soft copy
 - (D) None
89. Which type of news do you expect to find most prominently displayed on the front page of a newspaper?
- (A) Hard News
 - (B) Soft News
 - (C) Both
 - (D) Neither
90. These are a printed mass media, full of colour and based on a specific topic: sports, cooking, entertainment, fashion, etc.
- (A) Magazines
 - (B) Radio
 - (C) Letters
 - (D) E-mails
91. The metric for measuring reach in print media is the ____ or number of readers.
- (A) Circulation
 - (B) Impression
 - (C) Frequency
 - (D) Rating
92. What is published here is news about popular issues, easy-to-read articles and lots of pictures.
- (A) Newspaper column
 - (B) Popular newspaper
 - (C) Small newspaper
 - (D) Newspaper editorial
93. A supervisor of a company was asked to notify his subordinates about the new policy regarding the wearing of uniform. He then asked his secretary to prepare a memo about this and send a carbon copy to different offices. What mode of communication did he utilize?
- (A) Print
 - (B) Media
 - (C) Face-to-face
 - (D) Teleconferencing
94. It is a newspaper of small format giving the news in condensed form, usually with illustrated often sensational material. It puts more stress on crime stories, astrology, gossip columns about the personal lives of celebrities and sports stars and junk food news.
- (A) Advocacy Journalism
 - (B) Tabloid Journalism

- (C) Broadcast Journalism
 - (D) Investigative Journalism
95. A statement printed in large letters at the beginning of a newspaper article, summarizing the subject of the article.
- (A) Headline
 - (B) Tabloid
 - (C) Graphic
 - (D) Advert
96. What type of newspaper covers celebrity news and rumors?
- (A) Magazines
 - (B) Dailies
 - (C) Tabloids
 - (D) Bulletins
97. If someone wanted to find out more information about local news, which resource would be the best?
- (A) New York Times or Washington Post
 - (B) Town newspapers
 - (C) Google search
 - (D) 24 Hour News
98. This is a source that contains written information about current events.
- (A) Esquire Magazine
 - (B) Philippine Daily Inquirer
 - (C) Philippine Science Journal
 - (D) Readers' Digest

1.6.5 Electronic Media

1. Radio was invented in 1895 by Guglielmo Marconi
- (A) True
 - (B) False
 - (C) Email
 - (D) None of these
2. Which of the statements is NOT true?
- (A) You can think of visual media as any formats in which one or more visual elements play a central role in conveying the message content
 - (B) You use electronic media to deliver messages quickly
 - (C) You don't use electronic media to reach widely dispersed audiences.
 - (D) You use electronic media to take advantage of rich multimedia formats
3. Emails in Gmail is only limited to text-based messages.
- (A) True
 - (B) False
4. We can see and hear what is happening around the world by watching the ___ on television.
- (A) Movie
 - (B) News
 - (C) Email
 - (D) None of these
5. Electronic mail; messages, including memos or letters, sent electronically between networked computers that may be across the office or around the world.
- (A) Email.
 - (B) Emoticon.
 - (C) Pull-down menu.
 - (D) None of the above.
6. Which of the following is an example of audio-visual platform?
- (A) Radio
 - (B) Television
 - (C) Newspaper
 - (D) None of above
7. Radio waves are used in communications
- (A) True
 - (B) False
8. Broadcast media initially used ___ to reach their audiences
- (A) Airwaves

- (B) Channels
(C) Radiowaves
(D) Electricity
9. E-mail is short for ____
(A) Everyday mail
(B) Exciting mail
(C) Electronic mail
(D) Electric mail
10. Which of the following is an example of media?
(A) A personal diary
(B) A private conversation
(C) A radio broadcast
(D) A secret code
11. A means of communication where we watch, hear and read about every day events.
(A) Radio
(B) Television
(C) Newspapers
(D) Magazines
12. Unlike text messaging, e-mail can be used to send letters or ____ messages.
(A) Shorter
(B) Longer
13. Give an example of electronic communication:
(A) Business chat, project management software, Facebook chat
(B) Channels, symbols, message
(C) Person meeting
(D) Contracts
14. Visual background material added over a reporter's head
(A) B Roll
(B) Forecast
(C) Angle
(D) Tease
15. E-mail is an "electronic post office"
(A) True
(B) False
16. An example of a text type on radio is:
(A) Sitcom
(B) Jingle
(C) Soap opera
(D) Dance with the Stars
17. What do we use in viewing cartoons
(A) Radio
(B) Cupboard
(C) School
(D) Television
18. Which of the following is the fastest means of sending message to your friend living in America?
(A) Postcard
(B) E-mail
(C) Telegraph
(D) Radio
19. E-mail can be sent through a:
(A) Letter
(B) Computer
(C) SMS
(D) Telephone
20. Which of the following is a type of broadcasting media?
(A) Facebook
(B) Television
(C) The Times
(D) Newsweek
21. Why is electronic communication considered important in modern society?
(A) It allows information to be transmitted quickly and efficiently using computers.
(B) It requires physical delivery of messages.
(C) It is only used for entertainment purposes.
(D) It is slower than traditional mail.

22. E-mail is sending and receiving messages electronically
(A) True
(B) False
23. Television shows can be seen from around the world using
(A) Records
(B) Satellites
(C) Newspapers
(D) Sounds
24. Are radio waves used by several current communication devices?
(A) Yes
(B) No
25. Satellite communications
(A) Pictures or symbols used as language, for example, in ancient Egypt
(B) A method of communication using equipment that moves around the Earth to receive and send television, radio and telephone signals
26. Electronic communication is the transmission of information using advanced techniques such as computer moderns, facsimile machines, voice mail, electronic mail, teleconferencing, video cassettes, and private television networks.
(A) True
(B) False
(C) All the above
(D) None of the above
27. It is a radio format in which the hosts mix interviews with political commentary.
(A) Talk radio
(B) Broadcast media
(C) Television news
(D) The Internet
28. Room-based video conferencing is used mostly by ____
(A) Businesses
(B) Education
29. How do businesses send documents most often?
(A) Post
(B) Fax
(C) Email
(D) Courier
30. Which facility is used to send and receive messages over the internet?
(A) B-mail
(B) C-mail
(C) D-mail
(D) E-mail
31. Which of this is an electronic means of transmitting information?
(A) Magazines
(B) Newspaper
(C) Journals
(D) Television
32. Which media are mentioned in the text as ways to transmit information?
(A) Telephone, television, and radio
(B) Books, newspapers, and magazines
(C) Social media platforms only
(D) Internet and satellite communication
33. The broadcast networks ABC, CBS, NBC, CNN, MSNBC, FOX ____ belong to
(A) Radio news
(B) Television news
(C) Print media
(D) The Internet
34. What is the definition of electronic communication?
(A) A method of communication using handwritten letters
(B) A method of communication using only telephones
(C) A method of communication using electronic media
(D) A method of communication using smoke signals

35. What does FAX stand for in electronic communication?
- (A) Facsimile
 - (B) Fiber-optic Audio Xylophone
 - (C) Facial Access X-ray
 - (D) Fast Automated Xylophone
36. What does the "E" stand for in E-mail
- (A) Energetic
 - (B) Electrical
 - (C) Enormous
 - (D) Electronic
37. Facebook, twitter, Microsoft teams are the examples of Electronic Communication.
- (A) True
 - (B) False
 - (C) All the above
 - (D) None of the above
38. The current generation heavily relies on ____ for communication, entertainment, and accessing information.
- (A) Electronic devices
 - (B) Music tastes
 - (C) Screen time
 - (D) Competitions
39. Which of the following is a type of communication technology?
- (A) Electronic communication
 - (B) Social media
 - (C) E-mail and text messages
 - (D) All of the above
40. What is one of the main features of rapid communication in ICT?
- (A) Limited access to information
 - (B) Instant communication through emails and video calls
 - (C) Delayed responses
 - (D) Increased paperwork
41. If we're going to write a lengthy and complex message, electronic correspondence is not the best platform for that.
- (A) TRUE
 - (B) FALSE
 - (C) All the above
 - (D) None of the above
42. What's App messages are considered to be electronic and written communication
- (A) True
 - (B) False
43. Which of the following best defines electronic communication?
- (A) A method of communication using electronic media to transmit information or messages using computers.
 - (B) A method of communication using only handwritten letters.
 - (C) A method of communication that requires face-to-face interaction.
 - (D) A method of communication that uses only printed newspapers. Edit
44. What is the primary impact of electronic communication on people from different cultures?
- (A) It has isolated people from each other
 - (B) It has brought people closer together
 - (C) It has created barriers between cultures
 - (D) It has had no significant impact on cultural relationsTagsMultiplechoice
45. Short form of electronic mail
- (A) G-mail
 - (B) K-mail
 - (C) H-mail
 - (D) E-mail
46. An unsolicited e-mail message sent to many recipient at once is a
- (A) Virus.
 - (B) Worm.
 - (C) Spam.
 - (D) Threat.

47. Electronic mail; a way to send a message from a computer to a computer
(A) Hyperlink
(B) Email
(C) Search engine
(D) None of above
48. Which of the following is an example of asynchronous media?
(A) Conference call
(B) Telephone
(C) Instant messaging
(D) Email
49. A newsletter published in electronic form:
(A) Newsletter
(B) E news flyer
(C) E newsletter
(D) Template Edit
50. Sending an image of a document digitally from computer device to another using the internet and www
(A) Web-conferencing
(B) Audio-conferencing
(C) Video-conferencing
(D) Physical faxing
(E) Electronic faxing
51. Which of these would be an example of broadcast media?
(A) A newspaper that is distributed across several states
(B) A radio show
(C) A blog
(D) A poster plastered all over a city
52. They are news reports broadcast via radio and television.
(A) Print media
(B) The Internet
(C) Talk radio
(D) Broadcast media
53. What is the main function of electronic mail (Surel)?
(A) To send physical letters
(B) To exchange messages electronically
(C) To make phone calls
(D) To browse the internet
54. A — is sometimes called a wireless.
(A) Typewriter
(B) Radio
(C) Computer
(D) None of above
55. Which one refers to a way of sending and receiving mails between two or more people through the global computer network?
(A) Internet.
(B) Facsimile.
(C) Express mail.
(D) Electronic mail.
56. The mail sent through the internet is called?
(A) I-mail
(B) C-mail
(C) E-mail
(D) D-mail
57. A fax machine is a system by which written messages are passed via
(A) Telephone line
(B) Post service
58. Which one of the following is an educational FM radio network?
(A) Gyan Darshan
(B) Gyan Vani
(C) Gyan Dhara
(D) GIAN
59. It consists of electromagnetic devices and systems for communicating over long distances.
(A) Communication Technology
(B) Electronic Information
(C) Modem
(D) Software

60. This word is used to refer to a TV or radio programme that is widely transmitted.
- (A) Print
 - (B) (ii) Broadcast
 - (C) (iii) Publish
 - (D) (iv) Report
61. The transmission of news on television or radio
- (A) Broadcast Journalism
 - (B) Reader
 - (C) Script
 - (D) Tease
62. What enables us to electronically exchange messages with other users?
- (A) Spam
 - (B) Smiley
 - (C) E-mail
 - (D) Compose
63. An anchorman is someone who ____
- (A) Presents news reports on television
 - (B) Reports news in general
 - (C) Reports news on the radio
 - (D) None of above
64. Email (n & v)
- (A) The system for using computers to send messages over the internet
- (B) A person licensed to practice medicine
- (C) A covering for the head
- (D) A type of table that you can work at, often one with drawers
65. Which invention allowed for the quick exchange of written messages over long distances?
- (A) Television
 - (B) Telegraph
 - (C) Radio
 - (D) Telephone
66. Today, almost every home in the United States has at least one ____
- (A) Patent
 - (B) Telegraph machine
 - (C) Television
 - (D) Horse
67. What are radio waves and satellite waves used for?
- (A) Communication
 - (B) Transportation
 - (C) Cooking
 - (D) Weather forecasting

1.6.6 Digital Media

1. Which type of digital communication is best suited for facilitating teamwork and project management?
- (A) Audio
 - (B) Collaboration Tools
 - (C) Leaflets
 - (D) Infographics
2. A public place where you can access the Internet
- (A) WIFI HOTSPOTS
 - (B) DIGITAL EDITING
 - (C) TIME-CONSUMING/ TIME-WASTING AND INEFFICIENT
 - (D) SURF THE NET
3. Blog stands for
- (A) Big Log
 - (B) Web Log
 - (C) We Blog
 - (D) None of these
4. ____ are online journals on which people or groups can post thoughts, musings, or articles.
- (A) Project Management Tools
 - (B) Global Reach and Accessibility
 - (C) Blogs

- (D) Wikis
5. On which application of Internet, we can watch search and watch any videos or cartoons?
- (A) Flipkart
(B) Amazon
(C) Google Meet
(D) Youtube
6. Communication with the internet
- (A) Commute
(B) Connect
(C) Combine
(D) Correct
7. It is the most popular wiki, a free, open content online encyclopedia where registered users can publish an article and anybody can edit it.
- (A) Webster
(B) Wikipedia
(C) Meta-Wiki
(D) Wiki voyage
8. Entries that bloggers write for their audience to read are called what?
- (A) Articles
(B) Stories
(C) Tweets
(D) Posts
9. Which of the following is NOT a digital communication tool?
- (A) Trello
(B) Notice boards
(C) Google Workspace
(D) Microsoft Teams
10. A newspaper article on the digital divide is most likely about:
- (A) The disparity between those who have the opportunity and skills to enable them to benefit from digital resources and those who do not.
(B) The increase in print newspaper subscriptions.
(C) The popularity of online gaming.
(D) The history of the internet.
11. A user receives breaking news alerts on their smartphone even before television broadcasts it. This change is best explained by:
- (A) Cultural resistance
(B) Digital dependency
(C) Push notification culture
(D) Traditional media dominance
12. Scarlett is writing a report on the benefits of digital communication. Which of the following should she include in her report?
- (A) Slower transmission, harder storage, limited reach
(B) Faster transmission, easier storage, wider reach
(C) No advantages, same as traditional communication
(D) More expensive, less secure, less reliable
13. If ___ becomes popular in the future, it will save communicators a lot of travelling time and money.
- (A) . holography
(B) Private messaging
(C) Language barrier
(D) . translation
14. TRUE OR FALSE It helps people to connect via internet using video and audio conferences with regards to their business.
- (A) TRUE
(B) FALSE
15. What technology caused a shift in how people get their news in the 1990s?
- (A) Television
(B) Internet
(C) Smartphones
(D) Radio

16. All web pages and documents on the World Wide Web have a specific address, which is used to access them online. This address is known as the
- (A) IP
 - (B) ISP
 - (C) HTML
 - (D) URL
17. What is this means of communication that allows anyone to record themselves about a specific topic and upload it to the internet?
- (A) Radio
 - (B) Television
 - (C) Podcasts
 - (D) Magazines Edit
18. Digital Communication Technology allows for instant messaging between businesses and its clients.
- (A) True
 - (B) False
19. It is an interconnected system of public web-pages accessible through the Internet.
- (A) ICT
 - (B) World Wide Web
 - (C) Social Media
 - (D) Web 3.0
20. Jacob, Arjun, and Thomas are discussing about different ways they can communicate digitally. Can you identify the types of digital communication they might be referring to?
- (A) Email, instant messaging, social media, video conferencing, online forums
 - (B) Telepathy, telekinesis, mind reading
 - (C) Smoke signals, Morse code, semaphore
 - (D) Text messaging, handwritten letters, carrier pigeon
21. "___ is an online publication that allows you to post articles on specific topics and others can leave comments."
- (A) Forums
 - (B) Wiki
 - (C) Blogs
 - (D) Social media networks
22. The internet ships binary information that is made of ____
- (A) Internet
 - (B) Radio
 - (C) ISP
 - (D) Bits
23. Which of the following is a term used for the permanent record of activities performed on the Internet?
- (A) Trending topics
 - (B) Privacy settings
 - (C) Digital footprint
 - (D) Online identity
24. Digital literature that uses links and includes parts that move or mutate.
- (A) Blog
 - (B) Flash Fiction
 - (C) Hyper Poetry
 - (D) Digi-Fiction
25. What is one characteristic of online journalism?
- (A) Limited focus on interactive content
 - (B) Slower news updates compared to traditional outlets
 - (C) Exclusively available through print publications
 - (D) Real-time reporting and instantaneous news update
26. Dillon knows that the audience following his news articles about Taylor Swift's national tour is mostly teenagers. Because of this, which news source is Dillon MOST LIKELY to use to publish his articles?
- (A) Newspaper
 - (B) Internet
 - (C) Local news station
 - (D) World news station

27. Computer ____ has also improved communication.
(A) Invention
(B) Cameras
(C) Technology
(D) Signals
28. You can use the internet to ____
(A) Find out information
(B) Shopping online
(C) Booking online
(D) Chat with friends and family
(E) All answers are right.
29. Whatsapp is used to message? True or False
(A) True
(B) False
30. Which is a digital communication device used in online meetings?
(A) Google Meet
(B) Netflix
(C) Instagram
(D) HBO
31. Choose the correct option to complete the sentence: 'Digital communication has made it easier to ____'
(A) Travel long distances
(B) Connect with people worldwide
(C) Cook meals
(D) Build houses
32. The invention of the internet and digital photography helped to advance the careers of photojournalists
(A) True
(B) False
33. Define the term 'digital'.
(A) Digital uses continuous data. For example, a clock hand shows the time, with a smoothly moving seconds hand.
(B) Digital uses discrete data, which has two states, either on or off. This is represented by a 1 or a 0.
(C) Either (A) or (B).
(D) Neither (A) nor (B).
34. Which tool helps us send messages online?
(A) Email
(B) Scissors
(C) Book
(D) Eraser
35. Who pioneered Web 1.0?
(A) Mark Zuckerberg
(B) Bill Gates
(C) Tim Berners-Lee
(D) Larry Page
36. What is the purpose of Mobile Media?
(A) To provide internet connectivity
(B) To store physical books
(C) To enhance gaming experience
(D) To enable handheld devices for information sharing
37. Which digital communication channel is commonly used for sending short, real-time messages?
(A) Emails
(B) Social media
(C) Websites
(D) Instant messaging
Explanation: Instant messaging is commonly used for sending short, real-time messages.
38. Vincent's webpage includes images, cool music, videos and documents. What is the name of the content displayed throughout Vincent's webpage?
(A) Assets
(B) Browser
(C) Javascript
(D) Parse
39. A digital multimedia file available on the Internet to be downloaded is termed as ____
(A) Blogs.
(B) Buffer.

- (C) Podcasts.
(D) None of these.
40. Choose the word that best completes the sentence: 'The rise of social media platforms is a significant aspect of ____ communication.'
(A) Analog
(B) Digital
(C) Verbal
(D) Non-verbal
41. What is the purpose of digital communications?
(A) To sell products
(B) To connect people
(C) To gather information
(D) To entertain people
Explanation: The purpose of digital communications is to connect people.
42. Each website on the Internet can be accessed by entering a unique address. This address is referred to as?
(A) HTTP.
(B) HTML.
(C) FTP.
(D) URL.
43. What is a potential benefit of using digital communication?
(A) It is always expensive.
(B) It can enhance collaboration and connectivity.
(C) It is only available during business hours.
(D) It requires no training.
44. It is a personal online journal that contains short entries written and updated by an individual called a blogger.
(A) Blog
(B) Tweets
(C) Stories
(D) Articles
45. We can use blogs to convey messages about ____
(A) Events
(B) News
(C) Reviews
(D) All of these
46. This type of website contains writers who tell about their personal experiences, their thoughts, and observations about certain places, events, things or issues they have been involved in.
(A) Wiki
(B) Blog
(C) Library
(D) Youtube
47. New technology has changed the way people communicate with others
(A) True
(B) False
48. What interaction happens at the mobile TV phone?
(A) The digital information is decoded and changed into TV pictures and sound.
(B) The code is received by the network and sent to the receiver.
(C) The digital code is received by satellite and transmitted to a network.
(D) Pictures and sound are changed into a digital code. Edit
49. What does digital media allow users to do?
(A) To find, analyze, use, and communicate information
(B) Create new forms of interaction, expression, communication, and entertainment in a digital form.
(C) Use the computer, mobile devices, digital media, and other technologies
(D) Apply teaching principles, knowledge, and ideas to authentic and practical classroom lessons

50. YouTube
- (A) Social Media
 - (B) Bookmarking Site
 - (C) Social News
 - (D) Media Sharing
 - (E) Microblogging
51. The primary global communication medium facilitating commerce, education, entertainment, and more:
- (A) Technology
 - (B) Security
 - (C) Internet
 - (D) Websites
52. Complete the phrase: ____ the internet
- (A) Listen to
 - (B) Surf
 - (C) Chat
 - (D) None of above
53. The vast network of computers that connects millions of people all over the world is called.
- (A) LAN.
 - (B) Web.
 - (C) Hypertext.
 - (D) Internet.
54. Which communication service allows instant global interaction?
- (A) Postal services
 - (B) Fax
 - (C) Internet
 - (D) Radio
55. ____ is digital communication via screens, such as when someone says, 'Fast on-screen communication is the best way for me.'
- (A) On-screen communication
 - (B) Face-to-face communication
 - (C) Written letters
 - (D) Telephonic conversation
56. It is a great source of communication, information and entertainment.
- (A) Internet
 - (B) Satellite
 - (C) Telephone
 - (D) None of above
57. In the context of digital use, a user can be:
- (A) Mainly a consumer of information
 - (B) Mainly a creator of digital content
 - (C) Either a creator, a consumer, or both
 - (D) Neither a creator nor a consumer
58. The address of a web page or website
- (A) Icon address.
 - (B) Search Engine.
 - (C) URL.
 - (D) GUI address.
59. Which one of the following names/examples does not directly refer to digital communication?
- (A) CoolTalk
 - (B) ECG (electrocardiogram)
 - (C) LinkedIn
 - (D) Twitter
60. Which digital communication channel is commonly used for real-time customer support?
- (A) Emails
 - (B) Social media
 - (C) Websites
 - (D) Instant messaging
- Explanation:** Instant messaging is commonly used for real-time customer support because it allows for quick and direct communication between customers and support agents.
61. The Internet is a system of ____
- (A) Software bundles.
 - (B) Web page.
 - (C) Web site.
 - (D) Interconnected Networks.

62. A chat application that allows two or more people to communicate over the Internet via real-time keyed-in messages.
(A) Instant messaging (IM).
(B) Interface.
(C) Microprocessor.
(D) None of the above.
63. Mobile phones will allow us to message through
(A) Fax
(B) Telegram
(C) SMS
(D) Telephone Exchange
64. Which of the following explains the modern methods of communication.
(A) Email, instant messaging, video conferencing, social media, and mobile apps.
(B) Fax machines, smoke signals, carrier pigeons
(C) Non of the above
(D) All of the above
65. The following are examples of video conferencing application, EXCEPT.
(A) Skype
(B) E-mail
(C) Face Time
(D) Hangouts
66. What technology allows you to communicate with family, friends, and relatives, regardless of their distance?
(A) Intranet
(B) Network
(C) Internet
(D) Modem
67. How has digital communication affected personal relationships?
(A) It has reduced social isolation and increased in-person communication.
(B) It has increased social isolation and reduced in-person communication.
68. Chat
(A) To take part in a discussion that involves sending messages over the internet
(B) The whole physical structure that forms a person or animal
(C) A length of connected rings worn as jewelry
(D) A container for waste
69. Which type of digital communication is commonly used for real-time collaboration and communication among team members?
(A) Audio
(B) Collaboration Tools
(C) Leaflets
(D) Infographics
70. It is a video blog where each entry is posted as a video instead of the text.
(A) Vlog
(B) Podcast
(C) Facebook
(D) Flipped classroom
71. How do mobile devices facilitate communication?
(A) By limiting communication options
(B) By providing various communication tools
(C) By reducing communication speed
(D) By increasing communication costs
72. Aside from news article websites, journalists post their news items on platforms like Reddit.
(A) Assistive Media
(B) Social Networks
(C) Social News
(D) Bookmarking sites
(E) Technological Convergence
73. One of the oldest and most universal ways to communicate and share information on the Internet and billions of people use it.
(A) Email

- (B) Text
(C) Chat
(D) Letter
74. A global network connecting millions of computers, making it possible to exchange information.
(A) World Wide Web
(B) Internet
75. Businesses use digital communication to inform or persuade us to buy their new products.
(A) True
(B) False
76. How can digital communication be done?
(A) Only through writing.
(B) Only through pictures.
(C) Through writing, sound, images, and others.
(D) Only through exchanging files.
77. — is the process that allows video to be viewed straight away on a website, without having to wait for the full video to download. This technology is very important to platforms such as Netflix and YouTube.
(A) Buffering
(B) Virtual Download
(C) Streaming
(D) Upload
78. Which of the following is a method of instant communication enabled by ICT?
(A) Printed newspapers
(B) Email
(C) Television broadcasting
(D) Radio
79. If Amazon has Alexa, Microsoft has Cortana, what is it for Apple devices?
(A) Sarah
(B) Siri
(C) Sesa
(D) Mary
80. The rise of OTT content is part of the future of media.
(A) True
(B) False
81. During the pandemic period(Covid), what is the best thing for communication, online classes, paying bills etc.
(A) Games
(B) Movies
(C) Music
(D) Internet
82. Poppy wants to send a message to Amelia and Alexander using a form of digital communication. She decides to use email. Can you explain why email would be a suitable method for this?
(A) Email is a method of exchanging physical letters through the postal service.
(B) Email is a method of exchanging digital messages over the internet.
(C) Email is a method of exchanging messages through telepathy.
(D) Email is a method of exchanging messages through smoke signals.
83. Digital communication (such as e-mail or social media) has much opportunity for distraction and breakdown.
(A) True
(B) False
84. How does digital communication play a role in professional interactions?
(A) It's primarily for sharing personal opinions and unrelated content.
(B) It allows for efficient information exchange and collaboration.
(C) It should be used exclusively for formal written reports.
(D) Digital communication is irrelevant in professional settings.

85. A program either audio or music that is made available in digital format for automatic download over the internet is called a ____
(A) Broadcast.
(B) Vodcast.
(C) Podcast.
(D) None of these.
86. A location connected to the Internet that maintains one or more pages on the World Wide Web
(A) Website
(B) Webpage
87. The World Wide Web is accessed through a ____
(A) Web browser
(B) Cloud
(C) Intranet
(D) Internet
88. Newsletters can be sent via email
(A) True
(B) False
89. Which of the following is a form of digital communication?
(A) Sending a letter via postal service
(B) Talking face-to-face
(C) Sending an email
(D) Reading a printed newspaper
90. What caused a shift in how people get their news in the 1990s?
(A) Newspaper circulation
(B) Invention of radio
(C) Invention of television
(D) Internet boom
91. Mobile phones are a means of communication in Kenya
(A) True
(B) False
(C) I don't know the answer
(D) None of the above
92. It is a website that is collaborative in nature. It provides information about any type of subject.
(A) Blog
(B) Google
(C) Website
(D) Wiki
93. A major corporation has just decided to close all of its offices tomorrow due to impending contract negotiations. They need to let their millions of customers know about this sudden change in company operations. What is the MOST efficient communication channel to use to inform the customers?
(A) A post on the company website
(B) A letter sent to customer's homes
(C) A conference call for customers
(D) A customer online video conference
94. Which of the following is NOT an example of digital media?
(A) Paper sketches
(B) Websites
(C) Video games
(D) Podcasts
95. The development and subsequent popularity of the World Wide Web had what effect on communication studies?
(A) It made traditional forms of communication obsolete.
(B) It revolutionized the way information is shared and accessed, influencing research on knowledge dissemination.
(C) It diminished the importance of mass media studies.
(D) It centralized control over media content creation.
96. Which digital communication channel is commonly used for publishing and accessing information on the internet?
(A) Emails
(B) Social media
(C) Websites

(D) Instant messaging

Explanation: Websites are commonly used for publishing and accessing information on the internet.

97. What is a blog?

(A) A platform for sharing short videos and images.

(B) A simple way to place content online and communicate with others in an often informal, diary-style text.

(C) A professional website for businesses to showcase their services.

(D) A social media site for connecting with friends and family.

98. Which of the following is used to write web pages?

(A) URL

(B) FTP

(C) HTML

(D) HTTP

99. News professionals, educators, and corporate trainers create digital audio or video files; and receivers can download the files to a computer or a smartphone to view or hear the file contents. What are these digital audio or video files called?

(A) Blogs

(B) Podcasts

(C) Wikis

(D) Web forums

100. What is the purpose of "Editing" in digital communications?

(A) To direct, guide or move a viewer's eye in a particular direction

(B) To prepare language, images, sound or video for production or presentation by correcting, revising or deleting

(C) The transfer of text, sounds, images, videos, etc. via electronic device

(D) The transmission of messages over communication networks

101. A kind of e-mail where both people are online at the same time

(A) Instant messages

(B) Chat rooms

(C) Newsgroups

(D) None

102. Which of the following is an era of mass communication?

(A) Narrative

(B) Industrial

(C) Digital

(D) Media

103. Information superhighway

(A) Internet

(B) Radio

(C) Cinema

(D) None of above

104. A ____ is an online journal that is used to post information, opinions and thoughts about various topics and allow others to comment on those posts

(A) Mail

(B) Cloud

(C) Blog

(D) Skype

105. 'Blog' is a shortened form of the words ____

(A) Web + Site

(B) Web + Log

(C) Internet + Log

(D) Blog + Spot

106. Journalism articles disseminated using the internet is conveyed in ____

(A) Print

(B) Online

(C) Broadcast

(D) None of above

107. Movie in a CD is a type of ____ video

(A) Analog

(B) Digital

108. It is a simple way to place content online and communicate with other people in often informal diary-style of text.
(A) BLOG
(B) VLOG
(C) YOUTUBER
(D) INFLUENCER
109. A popular platform used by corporations and schools in holding a meeting. It is called —
(A) Facebook
(B) Viber
(C) Google Meet
(D) None of above
110. Breaking news alerts are commonly delivered through:
(A) Newspapers
(B) Push notifications
(C) Letters
(D) Phone calls
111. Which of the following technology makes communication easy?
(A) Cinema
(B) Internet
(C) News Channel
(D) None of above
112. Which term describes digital communication via screens, such as when someone says, 'Fast on-screen communication is the best way for me.'
(A) Face-to-face communication
(B) Written letters
(C) On-screen communication
(D) Telephonic conversation
113. Which technology has made frequent travel for conferences less necessary?
(A) E-mail
(B) Fax
(C) Video Conferencing
(D) Telephone
114. Which term describes an audio program that can be downloaded from the internet?
(A) Spyware
(B) Streaming service
(C) The cloud
(D) Podcast
115. Which type of digital communication is best suited for delivering a persuasive message or promoting a product or service?
(A) Audio
(B) Collaboration Tools
(C) Newsletters
(D) Presentations
116. This term refers to communication over the internet by sending & receiving real time text messages.
(A) Online Chatting
(B) E-Mail
117. A blog is a form of digital communication?
(A) True
(B) False
118. Which digital communication channel is commonly used for sending formal business correspondence?
(A) Emails
(B) Social media
(C) Websites
(D) Instant messaging
Explanation: Emails are commonly used for sending formal business correspondence.
119. Examples of video production software include all, EXCEPT
(A) Adobe Premier
(B) Adobe Acrobat Reader
(C) Adobe AfterEffects
(D) Final Cut Pro
120. Podcasters prefer their content to be on
(A) A single platform
(B) Multiple platforms

121. Digital media includes online news sites and social media platforms.
(A) True
(B) False
122. Digital communication is important for:
(A) Forming good relationships.
(B) Forming bad relationships.
123. Digital India is a campaign launched by the Government of India to ensure
(A) Online infrastructure
(B) Increasing internet connectivity
(C) Making country digitally empowered in the field of technology
(D) All of Above
124. Which digital communication channel is commonly used for sending personal messages and conversations?
(A) Emails
(B) Social media
(C) Websites
(D) Instant messaging
Explanation: Instant messaging is commonly used for sending personal messages and conversations.
125. Video conference can be done through —
(A) Face to face
(B) Secret meeting
(C) Playing
(D) Internet
126. Using a system of receiving and sending information as a series of the numbers one and zero, showing that an electronic signal is there or is not there.
(A) Analog
(B) Digital
(C) Traditional
(D) Communicative
127. Which of the following is not a communication tool in cyberspace?
(A) Social media
(B) Video conferencing
(C) Paper mail
(D) Online forums
128. What is a way to send and receive digital messages over the internet?
(A) Username
(B) Email
(C) Email providers
(D) Domains
129. New media is:
(A) Newspapers
(B) TV
(C) Handbills
(D) Augmented Reality
130. It is the age when the internet paved the way for faster communication and the creation of the social network.
(A) Pre-Industrial Age
(B) Industrial Age
(C) Electronic Age
(D) Information Age
131. A Podcast is an example of*
(A) An online diary
(B) A place online where you can post and read messages with people of similar interests
(C) An audio broadcast on the Internet
(D) A text-based 'chatting' system
132. Which platform is known for blogging?
(A) YouTube
(B) WordPress
(C) Google Drive
(D) Dropbox
133. How has digital technology contributed to the globalization of business?
(A) By reducing the speed of information transfer
(B) By limiting communication to local markets

- (C) By enabling real-time communication and collaboration across different countries
(D) By increasing the reliance on physical documentation
- 134.** Which is an example of an emerging communication technology that allows for quick, brief business updates?
(A) Telegraph
(B) Standard memo
(C) Business messaging applications (e.g., Slack, Teams).
(D) Landline telephone
- 135.** A website has a unique address called
(A) URL
(B) IP
(C) ISP
(D) None of above
- 136.** What is new media?
(A) Print media
(B) Broadcast television
(C) Digital channels popular in the last decade
(D) Billboards
- 137.** ___ is an exciting and dynamic medium by which you can publish your ideas, opinions and stories online.
(A) Internet radio
(B) Streaming media
(C) Blogging
(D) Digital Music File
- 138.** Networking with others is an advantage of digital communication devices.
(A) True
(B) False
- 139.** What is one societal impact of ICT?
(A) Decreased job opportunities
(B) Enhanced digital communication
(C) Increased face-to-face interactions
(D) Reduced educational resources
- 140.** Documents converted to ___ can be published to the Web.
(A) Doc file.
(B) Http.
(C) Machine language.
(D) HTML.
- 141.** True or false: Developments in digital technology has made effective communication more expensive
(A) True
(B) False
- 142.** Microsoft Outlook is an example of which method of digital communication?
(A) E-Mail
(B) Social media
(C) Instant messaging
(D) Video conferencing
- 143.** This is a digital connection for transferring uncompressed high definition picture and sound. It is found on home electronics such as televisions and game consoles.
(A) HD-SDI
(B) Component
(C) USB
(D) HDMI
- 144.** Multiliteracies recognise the importance of:
(A) Print texts only
(B) Digital and multimodal communication
(C) Grammar drills
(D) Translation
- 145.** News websites deliver customized 'feeds' of content to their readers via RSS, which stands for:
(A) Really Simple Syndication.
(B) Real Social Syndication.
(C) Registered Subscriber Syndication.
(D) Really Simple Synchronization.

146. A streaming or downloadable audio file, often in .mp3 format
- (A) Broadcast
 - (B) Podcast
 - (C) Navigation
 - (D) Domain
147. This form of communication is a digital audio file available for download on the internet, usually made available in installments as a series.
- (A) Podcast
 - (B) Video Conference
 - (C) Live Stream
 - (D) Webcast
148. What is content which can be created, viewed, distributed, modified and stored within electronic devices
- (A) Operating Systems
 - (B) Digital Media
 - (C) Software
 - (D) Hardware
149. James receives an email. He sends this on to his friend. This is known as:
- (A) Copying
 - (B) Forwarding
 - (C) Attaching
 - (D) Formatting
150. Which digital communication channel is commonly used for real-time communication with a large audience?
- (A) Emails
 - (B) Social media
 - (C) Websites
 - (D) Instant messaging
- Explanation:** Social media is commonly used for real-time communication with a large audience.
151. What is communication through cyberspace?
- (A) Communication without the need for language
 - (B) Communication between humans and computers
 - (C) Communication through digital technical means
 - (D) Direct communication between individuals
152. These are examples of digital multimodal text, except:
- (A) Slide presentation
 - (B) Animation
 - (C) Video games
 - (D) Event
153. They can provide text, audio, and video information, all of the ways traditional media are transmitted.
- (A) Broadcast media
 - (B) Print media
 - (C) The Internet-websites
 - (D) Talk radio
154. A webcam is a type of digital video camera used for capturing live video.
- (A) TRUE
 - (B) FALSE
155. Which system enables users to select video and audio content when they want it?
- (A) Online courseware and tutorials
 - (B) Online participation
 - (C) Video on demand
 - (D) Video on environment
156. Which of the following groups is most likely to experience the digital divide?
- (A) People living in well-connected urban areas
 - (B) Rural communities with limited broadband access
 - (C) Individuals with multiple Internet-connected devices
 - (D) Technology companies in major cities

157. Any form of communication that uses electronic devices
(A) Print Media
(B) Digital Media
(C) Desktop Publishing
(D) Design Elements
158. Which type of digital communication is best suited for delivering a message with emotional impact or storytelling?
(A) Audio
(B) Collaboration Tools
(C) Leaflets
(D) Video
159. A gigantic computer network that connects computers across the world is the
(A) World Wide Web
(B) Websites
(C) Internet
(D) URL
160. An electronic bill board that has a short text or graphical advertising message is referred to as
(A) Bulletin.
(B) Strap.
(C) Bridge line.
(D) Banner.
161. A strength of podcasting is:
(A) Shortwave signal
(B) Audio storytelling
(C) Print backup
(D) Poster visuals
162. Which one is the latest and effective means of modern communication?
(A) Fax
(B) Postal mail
(C) Electronic mail
(D) Message through TV
163. E-mail stands for ____.
(A) Electric mail
(B) Exciting mail
(C) Electronic mail
(D) None of above
164. What is a key advantage of digital communication?
(A) It is always secure.
(B) It allows for instant global reach.
(C) It requires no technology.
(D) It is always face-to-face. Edit
165. Used for displaying information in a form of slideshow.
(A) Spreadsheet
(B) Word Processor
(C) Presentation
(D) Computer Software
166. In what way does digital communication impact organisational effectiveness?
(A) It increases accessibility, speed, and collaboration across teams.
(B) It replaces the need for face-to-face interactions completely.
(C) It creates barriers to effective teamwork and engagement.
(D) It makes communication within the organisation unnecessary.
167. Worldwide collection of networks which allow people to communicate and share information quickly and easily
(A) Internet
(B) Network
(C) World Wide Web (WWW)
(D) Website
168. A ____ is a collection of information posted on the web.
(A) Book
(B) Television
(C) Sandwich
(D) Website

169. Which statement best summarizes the information presented in the graph?
- (A) Far more people around the world own computers and cell phones today than in 2005.
 - (B) The number of people sharing digital information has more than tripled since 2005.
 - (C) The volume of digital information created and shared has increased tremendously in recent years.
 - (D) The amount of digital information created and shared is likely to be almost 8 zettabytes in 2015.
170. Which channel is MOST frequently used for positive and neutral messages today?
- (A) Handwritten letters
 - (B) Notice boards
 - (C) Fax machines
 - (D) Email and messaging apps
171. When an online order is received an automatic confirmation message is sent to the customer. Name the method of communication used to send the confirmation.
- (A) Letter
 - (B) Article
 - (C) Email
 - (D) Gmail
172. Downloadable recordings that can be used for in-class listening practice or self-study are known as
- (A) Podcasts
 - (B) Recasts
 - (C) Outcasts
 - (D) None of above
173. "A collection of moving images and/or graphics that usually includes audio" describes which type of digital communication
- (A) Audio
 - (B) Infographics
 - (C) Video
 - (D) Presentations
174. This refers to the sending and receiving of messages through a computer network, often immediate and sometimes free, allowing for real-time communication.
- (A) Wiki
 - (B) Blog
 - (C) Email
 - (D) Instant Messaging
175. Which of the following is an example of digital communication?
- (A) Letter
 - (B) Email
 - (C) Face-to-face conversation
 - (D) Newspaper
176. Examples for blog EXCEPT ____
- (A) WordPress
 - (B) Google Meet
 - (C) Blogger
 - (D) Tumblr
177. The Internet is a worldwide network of computers connected together to share information.
- (A) True
 - (B) False
178. SMS is short for:
- (A) Someone Must Serve
 - (B) Someone Must Send
 - (C) Short and Meaningful Messages
 - (D) Short Message Service
179. Which of the following is an example of a digital communication tool?
- (A) Television
 - (B) Video conferencing
 - (C) Newspaper
 - (D) Radio
- Explanation:** Video conferencing is an example of a digital communication tool. It allows people to communicate and collaborate remotely using audio and video technology.

- 180.** A part of the internet made of documents linked to one another.
(A) Internet.
(B) Web.
(C) Data.
(D) Technology.
- 181.** Effective communication in virtual organizations typically involves:
(A) Relying solely on email
(B) Using a variety of digital communication tools
(C) Avoiding remote meetings
(D) Restricting technology use
- 182.** Which of the following products is a digital mass media product?
(A) Printed books and newspapers
(B) Music MV on the internet
- 183.** Which of the following statements about communication in today's business organizations is the most accurate?
(A) Memos and letters remain the primary forms of workplace communication.
(B) Written messages are considered unprofessional and rarely used.
(C) Web chat is becoming a preferred communication channel for online customer service.
(D) Anyone with Internet access can access a company's intranet.
- 184.** These are sites that allow you to upload and share media content like images, music and video.
(A) Social networks
(B) Bookmarking sites
(C) Social news
(D) Media sharing
- 185.** It is an example of video conference
(A) Tiktok
(B) Zoom
(C) Instagram
(D) None of above
- 186.** Which of these is an example of transmitting information with digital code?
(A) Sending a text on a cell phone
(B) Using Morse Code
(C) Sending a letter through the mail
(D) Talking to someone in the same room
- 187.** How has the internet changed communication?
(A) The internet has limited communication to local areas only.
(B) The internet has slowed down communication and made it less reliable.
(C) The internet has made communication more formal and restricted.
(D) The internet has made communication faster, more accessible, and global.
- 188.** Can a blog be used to share news?
(A) N, blogs are only for pictures
(B) Yes, a blog can be used to share news and opinions
(C) No, only websites can share news
(D) Yes, but only if it's a personal blog
- 189.** A blog that mainly publishes video clips
(A) Clip
(B) Real Time
(C) Netflix
(D) Vlog
- 190.** Digital culture describes how technology shapes:
(A) Government law
(B) Human interaction and communication
(C) Climate change
(D) Urban planning
- 191.** What are the modern means of communication and their relevance in our lives?
(A) Morse code and teleprinter
(B) Telegraph and smoke signals
(C) Carrier pigeons and semaphore flags
(D) Satellite communication and internet

- 192.** Digital citizen
- (A) A member of the global community connected by the internet
 - (B) A person who uses digital devices carefully and responsibly
 - (C) A person who is good with math
 - (D) A member of an online community who makes rules that others have to follow.
- 193.** What is the Internet described as in the video?
- (A) A single massive router
 - (B) A network of directly connected individual networks
 - (C) A massive network of interconnected routers
 - (D) A global software platform
- 194.** AI is being used in Digital Communications
- (A) True
 - (B) False
- 195.** Publish content about ICT Project for Social Change
- (A) Websites
 - (B) Audio
 - (C) Video
 - (D) Games
- 196.** What is the benefit of digital written communication?
- (A) Can be sent to one or two people simultaneously
 - (B) Can be written, edited, and transmitted quickly
 - (C) Increases downward communication
 - (D) All of the above
- 197.** Online communication spreads messages quickly.
- (A) True
 - (B) False
- 198.** It is possible for an entire country to be disconnected from the Internet, either accidentally or on purpose.
- (A) True
 - (B) False
- 199.** Information about a particular person that exist on the internet as a result of their online activities is called ____
- (A) Real footprint
 - (B) Fake footprint
 - (C) Digital wellbeing
 - (D) Digital footprint
- 200.** It refers to any computer-based presentation or application software that uses multimedia elements.
- (A) Digital Media Hardware
 - (B) Digital Media Software
 - (C) Digital Media Application
 - (D) Digital Media Presentation
- 201.** What is the primary advantage of digital communication over traditional communication?
- (A) It is slower and less efficient.
 - (B) It allows for instant and global connectivity.
 - (C) It requires physical presence.
 - (D) It is more expensive.
- 202.** Online newspaper can be found in the following platforms except?
- (A) News Apps
 - (B) News Website
 - (C) Social Media
 - (D) Radio
- 203.** To look through websites, searching for something you need, or simply for entertainment.
- (A) Surfing the internet
 - (B) Social media
 - (C) Social networking sites
 - (D) Video conferencing

204. Businesses have embraced podcasting for sending audio and video messages that ____
- (A) Require a live presence to respond to questions
 - (B) Are short clips of less than five minutes and can be easily downloaded
 - (C) Provide feedback and allow visitors to leave comments
 - (D) Do not require a live presence yet provide a friendly human face
205. What role does YouTube play in the Philippine media space?
- (A) Static news source
 - (B) Shortwave broadcast
 - (C) Long-form content hub
 - (D) Sole government channel
206. A Web ____ is a series of Web pages on a specific topic.
- (A) Group
 - (B) Home
 - (C) Site
 - (D) URL
 - (E) None of these

1.6.7 Functions of Mass Media

1. ____ helps us watch news and shows.
 - (A) Radio
 - (B) Television
 - (C) Newspaper
 - (D) Internet
2. TRUTH or LIE: To be successful in the mass communication field, it's all about insider connections, connections, connections.
 - (A) Truth
 - (B) Lie
3. What is the role of a radio in communication?
 - (A) To send letters
 - (B) To broadcast news and entertainment
 - (C) To make video calls
 - (D) To deliver packages
4. One of the most important functions of the campus press is to educate not only the student but also the citizens in the community.
 - (A) Documentary role
 - (B) Laboratory duties
 - (C) Educational role
 - (D) Guard nba duty
5. Suggesting or proposing a news story or idea
 - (A) Lead-in
 - (B) Pitch
 - (C) Reader
 - (D) Blooper
6. Serious or important topic and has a sense of immediacy
 - (A) Breaking news
 - (B) Enterprise news
 - (C) Hard news
 - (D) Soft news
7. A journalist who gathers information-including researching and interviewing people-and writes news stories.
 - (A) Anchor
 - (B) Editor
 - (C) Producer
 - (D) Reporter
8. Media refers to
 - (A) Information
 - (B) Data and instructions
 - (C) Way through which information can be shared
 - (D) Way through which data and instructions can be shared
9. Ma'am Florence B. Pawig, the School Head, gathered all the students who chew "moma" and asked them to clean the "moma" stains around the campus. Furthermore, she also asked them to stop chewing "moma" for their

- own benefit. What function of communication did Ma'am Florence use?
- (A) Regulation
 - (B) Motivation
 - (C) Social Interaction
 - (D) Information
10. Media content today is mostly influenced by:
- (A) Government
 - (B) Owner's interests only
 - (C) Consumer demand
 - (D) Print journalists
11. It is acceptable for the Journalist to express their opinion when writing an Editorial article.
- (A) True
 - (B) False
12. Identify which function of communication can be applied in this situation: The janitor tells the students to move away from the area of the corridor he is cleaning.
- (A) Regulation/Control
 - (B) Social Interaction
 - (C) Emotional Expression
 - (D) Information dissemination
 - (E) Motivation
13. How does a socially and culturally literate person handle information and media?
- (A) Shows critical discernment towards information and the media
 - (B) Accepts all information without question
 - (C) Avoids engaging with media
 - (D) Spreads misinformation
14. When we talk about the fact that communication helps us to develop relationships with others, we are referring to the
- (A) Social function of communication.
 - (B) Importance of feedback.
 - (C) Influential function of communication.
 - (D) Most important ingredient of small-group processes.
15. The first paragraph of the news story. It's the do-or-die paragraph, the most important in any story. It's the place where you win or lose the reader, so it has to have an impact.
- (A) Introductory Paragraph
 - (B) Attribution
 - (C) Headline
 - (D) Lead
16. Journalists interpret the meaning of news and give opinion on important matters or significant events of the day.
- (A) Opinion Function
 - (B) Developmental Function
 - (C) Education Function
 - (D) Watchdog Function
17. Which theory supports the use of media for national development by the government?
- (A) Free Press Theory
 - (B) Development Communication Theory
 - (C) Pluralist Theory
 - (D) Chain Ownership Theory
18. When a crisis occurred, which media channels should be choose to approach target audiences?
- (A) Popular media such as newspaper, Facebook
 - (B) Different media channels for different audiences
 - (C) Any media that is easy and quick to use
 - (D) None of above
19. The information function of mass communication is described as
- (A) Publicity
 - (B) Diffusion
 - (C) Diversion
 - (D) Surveillance

20. Advertising has some shortcomings. What is NOT one of them? A) It is impersonal. B) It can be very costly. C) It slowly reaches many people. D) It carries on one-way communication with the audience. E) It does not make audience members feel the need to respond.
(A) A
(B) B
(C) C
(D) D
(E) E
21. The watchdog role of media helps:
(A) Silence the press
(B) Ensure transparency
(C) Promote ads
(D) None
22. People used to get information from their neighbors, but now the media is a substitute for these relationships.
(A) Economic Function
(B) Social Function
(C) Documentation Function
(D) Information Function
23. Below are the functions of communication, EXCEPT ____
(A) Control
(B) Blackmail
(C) Motivation
(D) Information
24. The president delivers his last State of the Nation address. What function of communication is used in the situation?
(A) Control
(B) Motivation
(C) Emotional expression
(D) Information dissemination
25. Editorials are meant to influence public opinion, promote critical thinking, and sometimes cause people to take action on an issue.
(A) TRUE
(B) FALSE
26. News is a record of the most interesting, important and accurate information obtained about the things man thinks, says and describes, plans and does.
(A) TRUE
(B) FALSE
27. During the Revolutionary War (late 1700s) newspapers were used to ____
(A) Make money on advertisements
(B) Disapprove of the revolution
(C) Create new jobs
(D) Gain new supporters for the revolution.
28. People have ____ access to the news and coverage of the events happening in remote places
(A) Limited
(B) Round-the-clock
(C) Less
(D) Unlimited
29. People should get their news from ____
(A) Just one source every day
(B) A variety of sources to get different points of view
(C) Just the social media posts from the Democratic Political party
(D) None of above
30. Both journalism and copywriting involve:
(A) Persuasion
(B) Objectivity
(C) Subjectivity
(D) Storytelling
31. One way in which the news acts as a “watch-dog” is
(A) Promoting a reader culture; that is to promote diversity and fully represent the student body.
(B) That the press holds the government accountable. It makes visible to the people what the government is doing so people can judge the actions.
(C) Include one side of a story, so readers can make informed decisions.

- (D) Write content that is easy to read, at about a ninth grade level.
32. Which of these is not a function of corporate communications?
- (A) Internal Communication
 - (B) Brand Management
 - (C) Crisis Communication
 - (D) Delivering Performance Reviews
33. Many journalists see their work as giving a ____ to the voiceless, particularly through opinion writing, which often advocates for change.
- (A) Hope
 - (B) Help
 - (C) Voice
 - (D) Ideas
34. What are the benefits of recognizing reliable news organizations?
- (A) To support biased reporting
 - (B) To spread misinformation
 - (C) To ensure accurate and unbiased information
 - (D) To promote fake news
35. As more and more people started reading the news, these came into play so people could make more money off the papers.
- (A) Advertisements
 - (B) Letters to the Editor
 - (C) Obituaries
 - (D) Advice columns
36. What is not a purpose of media?
- (A) Educate
 - (B) Inform
 - (C) Entertain
 - (D) Limit
37. Traditionally, ____ has been the cornerstone of brand-building efforts.
- (A) Interactive media
 - (B) Mass-media advertising
 - (C) Public relations
 - (D) Product placement
 - (E) Personal selling
- 1 A free and independent media is not necessary for good governance, in fact, it is the cause for the abuses in democracy. [2] We need to rely only on the information and communication group of the government so as to avoid confusion and only have one unified voice in governance.
- (A) Both statements are true
 - (B) Only the first statement is true
 - (C) Both statements are false
 - (D) Only the first statement is false
38. The purpose of editorial cartoons is to
- (A) Entertain the readers
 - (B) Highlight the importance of a news item
 - (C) Create a social impact on readers based on a news event
 - (D) Provide a straightforward news summary
39. It was first used in education during 1960's for school and general adult education.
- (A) Television
 - (B) Radio
 - (C) Test paper
 - (D) Printer
40. The press's role as an overseer of government officials to ensure they act in the public interest
- (A) Horse-race Journalism (Scorekeeper)
 - (B) Gatekeeper
 - (C) Watchdog
 - (D) Media Bias
41. Determine the function of communication used in the statements below. "That's not the right thing to do"
- (A) Motivation
 - (B) Regulation/control
 - (C) Social interaction
 - (D) Information (inquiring, sharing, giving)

42. — describes that free press advocates a DIVERSITY of voices in the belief that the truth and the best ideas will win out in competition.
- (A) Journalism
 - (B) News
 - (C) Tabloid journalism
 - (D) Marketplace of ideas
43. What is the role of age and demographic considerations in adapting language for TV programs and movies?
- (A) To make language more complex for all audiences
 - (B) To eliminate any consideration of the target audience
 - (C) To adapt language to suit the age and demographic of the target audience
 - (D) To restrict language use to a specific age group
44. Direction. Determine the function of communication used in the statements below: “That’s not the right thing to do”.
- (A) Motivation
 - (B) Regulation/control
 - (C) Social interaction
 - (D) Information (inquiring, sharing, giving)
45. Events that are unusual, dramatic or of human interest appeal to the media.
- (A) Rarity
 - (B) Proximity
 - (C) Timeliness
 - (D) Novelty
46. What is a common role of publicists in entertainment industries?
- (A) Managing media relations and handling crisis communication.
 - (B) Limiting direct engagement between clients and audiences.
 - (C) Restricting access to media coverage for brand control.
 - (D) Ensuring all marketing efforts will bring benefit to company.
47. Which function is central to the corporate communication unit?
- (A) Inventory management
 - (B) Media relations
 - (C) Product development
 - (D) Employee recruitment
48. Also known as the news function, journalism updates the readers on events that happened, are happening, or will still happen.
- (A) Entertainment Function
 - (B) Education Function
 - (C) Opinion Function
 - (D) Information Function
49. It is considered the soul of the newspaper for it stirs the conscience of the readers to action.
- (A) Cartooning
 - (B) Editorial
 - (C) Feature
 - (D) News
50. The first newspaper supplied (1) opinion, (2) information, (3) criticism, (4) literati, and (5) comments amongst the emerging bourgeois and educated class. The right answer is —
- (A) 1, 2, 3, 4
 - (B) 2, 3, 4, 5
 - (C) 1, 2, 4, 5
 - (D) 1, 2, 3, 5
51. True or False: A journalist may edit out profanity.
- (A) True
 - (B) False
52. Modern avenues of mass communication like the internet and blogs can be very powerful in information dissemination instantly.
- (A) TRUE
 - (B) FALSE
53. The section of a newspaper that typically contains the official stance on current issues is the:

- (A) Front Page
 - (B) Sports Page
 - (C) Editorial Page
 - (D) Classifieds Page
54. Which of the following match is WRONG
- (A) Instagram: Picture content community
 - (B) YouTube: Video content community
 - (C) Sound Cloud: Text content community
 - (D) None of above
55. Media use their power as information disseminators to influence the policy-making environment; to move their readers in certain directions if they can; and to put pressure on decision-makers in government.
- (A) True
 - (B) False
56. A person who supplies information to reporters
- (A) Gatekeeper
 - (B) Journalist
 - (C) Source
 - (D) Muckraker
57. Why is reputation important in news organizations?
- (A) To spread fake news
 - (B) To determine the credibility of the information
 - (C) To ignore the truthfulness of information
 - (D) To avoid fact-checking
58. "journalism" is ___ for presentation through the media
- (A) The collection of news
 - (B) The reporting of a phenomenon
 - (C) The collection and editing of news
 - (D) The collection and editing of recorded images
59. What is the role of local news during a natural disaster?
- (A) Local news provides entertainment and leisure activities during a natural disaster.
 - (B) Local news provides important information and updates about safety measures, evacuation orders, and emergency services during a natural disaster.
 - (C) Local news focuses on political commentary and opinions during a natural disaster.
 - (D) Local news covers sports events and local business news during a natural disaster.
60. Why should organizations cooperate with the media during a crisis?
- (A) To avoid legal issues
 - (B) To prevent misreporting due to lack of facts
 - (C) To limit customer access
 - (D) To increase production costs
61. All of the following are characteristics of what makes "The News" EXCEPT
- (A) Timeliness
 - (B) Proximity
 - (C) Ordinary
 - (D) Unexpectedness
62. Which of the following is NOT a reason why studying mass communication is valuable?
- (A) It helps in repairing cars
 - (B) It teaches critical thinking and communication skills
 - (C) It allows for a wide range of career opportunities
 - (D) It helps shape and share important messages with the public
63. What does 'Coverage' represent in the context of communication mediums?
- (A) Coverage represents the reach of the communication medium to a unique audience.
 - (B) Coverage represents the cost of using a communication medium.
 - (C) Coverage represents the quality of the message delivered by the medium.
 - (D) Coverage represents the speed at which the message is transmitted.

64. It is the most basic function of communication
- (A) To provide information
 - (B) To motivate
 - (C) To regulate
 - (D) To facilitate emotional expression
65. Which function of communication focuses on sharing ideas, emotions and opinions?
- (A) Control
 - (B) Social interaction
 - (C) Motivation
 - (D) Emotional expression
66. Mason, a digital nomad, often shares his experiences of working remotely while traveling across different countries. He believes that through the use of new media technologies, people around the globe can connect and collaborate like never before. This has led him to express the idea that the world is becoming a smaller place.
- (A) Global village
 - (B) Dynamic culture
 - (C) Outsourcing
 - (D) Ethnocentrism
67. What is the main purpose of Mass Media?
- (A) To entertain people
 - (B) To reach a broad audience
 - (C) To promote political agendas
 - (D) To sell products
68. What is a target audience?
- (A) A particular group of people that you think will use your website.
 - (B) Fair use laws
 - (C) Statistical data relating to the population and particular groups within it
 - (D) Your neighbor
69. Which one of the following function is not performed by the press?
- (A) It provides ready-made opinion to the people
 - (B) It helps the government in knowing public mind
 - (C) It helps the government in preparation of electoral lists
 - (D) It acquaints the people with the various problems facing the country
70. Printing Press: Knowledge spread:: Internet:
- (A) Isolation
 - (B) Voice transmission
 - (C) Global communication
 - (D) Religious control
71. Campus journalism helps students become aware of what is ____ around them.
- (A) Moving
 - (B) Happening
 - (C) Posting
 - (D) Connecting
72. A journalist is an individual that collects/gathers information in the form of text, audio, or pictures, processes them into a news-worthy form, and ____
- (A) Keep it a secret
 - (B) Disseminates it to the public
 - (C) Both of the given answers
 - (D) None of above
73. Social Media and Traditional Media both have the same reach.
- (A) True
 - (B) False
74. What are the purposes of communication using mass media?
- (A) To isolate, alienate, and offend a large audience.
 - (B) To confuse, bore, and annoy a large audience.
 - (C) To misinform, deceive, and manipulate a large audience.
 - (D) To inform, entertain, persuade, and educate a large audience.

75. When is it okay for a journalist to express THEIR OWN opinion or bias?
(A) NEVER!
(B) It's okay to express their own opinions in everything they write.
(C) Editorials or column writing
(D) When writing a "creative lead."
76. Which of the situations shows communication as control/regulation?
(A) A lecture on Subject-Verb Agreement
(B) Delivering a valedictory address
(C) A mother sharing the pain of not respected by her children
(D) Friends getting together and enjoying each other's company
(E) Telling someone to wear mask
77. Which of the following is a purpose of a TV advertisement?
(A) To inform viewers about a new product
(B) To educate viewers about a social issue
(C) To announce a public service
(D) To provide entertainment
78. Which of the following is an example of public affairs programming?
(A) Reality TV shows
(B) Sports programs
(C) News programs
(D) Cooking shows
79. Why is it often better to have a press release published than to get an advertisement placed?
(A) People don't trust advertisements
(B) People are more likely to accept 'news' than they are to believe adverts
(C) The press release will be more interesting
(D) The press release will be a story
80. The mass media is used by the PR department of a company
(A) True
(B) False
81. The central purpose of journalism is to provide citizens with
(A) Real information
(B) Successful information
(C) Complete and clear information
(D) Accurate and reliable information
82. The five functions of communication are regulation/control, social interaction, motivation, information, and emotional expression.
(A) True
(B) False
83. Which function of communication is served when people's feelings are being invoked?
(A) Emotional expression
(B) Control
(C) Information dissemination
(D) Social interaction
84. Why is the TV considered a simplex down-link?
(A) It can respond to commands
(B) It does not talk back
(C) It only transmits audio
(D) It communicates via binary codes
85. Journalists publish human interest stories to keep the reader's mind off his troubles and to help make life bearable.
(A) Watchdog Function
(B) Developmental Function
(C) Information Function
(D) Entertainment Function
86. Techniques used in commercials usually include the following EXCEPT:
(A) Music/jingle
(B) Celebrities
(C) Bright colorful logos
(D) Confusing message
87. News is break from a normal flow of events, an interruption of the unexpected.
(A) True
(B) False

88. Which of these do good journalists NOT want to do?
(A) Engage readers.
(B) Tell true, objective, and factual stories.
(C) Give their opinion on whether a current event is a good thing.
(D) Provide citizens with the information they need to make the best possible decisions they can.
89. News ____ us information about our current situation.
(A) Give
(B) Gives
(C) Given
(D) None of above
90. Ms. alegre commented all her students for getting good grades. How does language function here?
(A) Social interaction
(B) Motivation
(C) Information dissemination
(D) Control
91. People think journalism is important because it tells the story of the world around us.
(A) True
(B) False
92. Mandy shares her personal frustration with her best friend. The communication function is described in the scenario is ____
(A) Control
(B) Information dissemination
(C) Emotional expression
(D) Motivation
93. The news value dealing with two or more opposing forces is
(A) Double formation.
(B) Simply confusing.
(C) Conflict.
(D) Certain agreement.
94. Sources that are meant to INFORM you about current events should do their best to use ____
(A) Strong opinions
(B) Facts and reliable evidence
(C) Bias
(D) Quotes from celebrities
95. What is the role of communication technology?
(A) To manage communication and transfer information
(B) To store data
(C) To process information
(D) None of above
96. The bouquet of FM radio channels which broadcast programs contributed by institutions such as IGNOU and IITs is
(A) Gyan Vani
(B) Gyan Darshan
(C) EDUSAT
(D) None of the above
97. The radio was used extensively in rural India after independence for promoting:
(A) Cinema and popular culture
(B) Political propaganda
(C) Education and development programmes
(D) Commercial advertising
98. Which news value refers to the shock or “wow” factor of a news story and generally requires a story to affect a large group in a large way?
(A) Timeliness
(B) Breaking News
(C) Impact
(D) Proximity
99. What is the purpose of public affairs programming?
(A) To entertain audiences
(B) To educate audiences about politics and public policy

- (C) To promote celebrities and their lifestyles
(D) To provide coverage of sports and athletics
- 100.** Why is it essential for journalists to ask 'where' in their reporting?
(A) To provide irrelevant information
(B) To provide accurate and specific details in their reporting.
(C) To confuse the audience
(D) To make the reporting more subjective
- 101.** When choosing the topic of a news article, it is important to consider what would appeal to your audience.
(A) True
(B) False
- 102.** Journalistic content is increasingly shaped by
(A) Policy
(B) Profit
(C) Consumers
(D) Writers
- 103.** What's the difference between a news analyst and a news reporter?
(A) Nothing, they do the same job.
(B) Analysts are not on television.
(C) Analysts share their opinion.
(D) Reporters share their opinion.
- 104.** What function of communication is used when giving instructions or directing actions?
(A) Social Interaction
(B) Information Dissemination
(C) Regulation/Control
(D) Motivation
- 105.** What are the advantages of the television medium?
(A) Expensive, Limited time, Impersonal (commercials do not appeal to all watchers)
(B) Appeals to multiple senses (see, hear), attention grabbing, mass reach (lots of people see it)
- 106.** How can the public affect the news we see?
(A) Protest against the news organizations
(B) Protest to the government
(C) Stop buying products of advertisers
(D) None of above
- 107.** The news anchor in channel 7 is giving an update situation on the case of Covid 19. What function of communication is observed? *
(A) Control
(B) Emotional expression
(C) Information
(D) Motivation
- 108.** Journalism involves
(A) Collecting information
(B) Verifying information
(C) Analyzing information
(D) Reporting information
(E) All of these choices
- 109.** Which of the following is true about TV advertisements?
(A) They are usually sponsored by government agencies.
(B) They are usually informative and educational.
(C) They are intended to promote a particular product or service.
(D) They are usually aired during news programs.
- 110.** The media is taking role as an important political actors by (1) transmit the messages about organizations to the public, (2) organize the political events, (3) moderate the political events, (4) transform the political events toward political news, and (5) give an interpretation of a political event. The right actions conducted by media are number
(A) 1, 2, 5
(B) 3, 4, 5
(C) 1, 4, 5
(D) 2, 3, 4

111. She reads newspapers every day to look for the vacant ___ for which she can apply.
- (A) Institutions
 - (B) Indications
 - (C) Positions
 - (D) Locations
112. What does the watchdog function of media involve?
- (A) Repeating rumors
 - (B) Exposing corruption
 - (C) Censoring views
 - (D) Promoting celebrities
113. While we watch television programs, we get updated to the current events. Through this, communication functioned as ___
- (A) Emotional Expression
 - (B) Information
 - (C) Motivation
 - (D) Social Interaction
114. Which news determinant profiles people who are in the public eye?
- (A) Conflict
 - (B) Proximity
 - (C) Prominence
 - (D) Human Interest
115. We use digital communications to inform, educate, or persuade people about a particular topic.
- (A) True
 - (B) False
116. Helps us understand the role of media in society.
- (A) Media Literacy
 - (B) Media
 - (C) Literacy
 - (D) Literate
117. Mass media should keep an accurate account of local, national and world news for future use.
- (A) Opinion Function
 - (B) Documentation Function
 - (C) Social Function
 - (D) Economic Function
118. Information which is new, unusual and interesting or significant to the recipient. It is usually about people or related in some way to their lives.
- (A) Story
 - (B) News
 - (C) Article
 - (D) Editorial
119. What is one way that advertisers can affect the news we see?
- (A) Advertise in multiple news publications
 - (B) Pay money to a news organization to advertise
 - (C) Stop paying money to a news organization if they run a particular story
 - (D) None of above
120. What was unique about CNN?
- (A) It was the first TV channel to report the news at all.
 - (B) It was the first TV channel to report the news 24 hours a day.
 - (C) It was the only TV channel that had access to a telegraph.
 - (D) It was the first TV channel to switch from black-and-white to color cameras.
121. A role for a publication that also involves public relations is ___
- (A) News reporting
 - (B) Analyzing reader culture
 - (C) Being a matter of record
 - (D) Projecting a community image
122. What are the basic functions of mass communication?
- (A) To inform, To educate, To entertain, To persuade
 - (B) To inform, To sell, To entertain, To persuade

- (C) To educate, To entertain, To persuade, To influence
(D) To inform, To educate, To entertain, To influence
- 123.** To state your own opinions about a matter in the newspaper is to ____
(A) Explain
(B) Extemporize
(C) Inform
(D) Editorialize
- 124.** Why are minority media productions important?
(A) Highlight different life experiences that we may not understand
(B) Highlight all the ways other people are wrong
(C) Showcase the ways mainstream media is better
(D) Downplay the experiences of other people
- 125.** Newswriting involves
(A) Generating story ideas
(B) Interviews
(C) Deciding what's newsworthy
(D) Selling advertising
- 126.** Why couldn't newspapers keep up with TV broadcasts?
(A) They were more expensive
(B) They weren't as fast
(C) People didn't know how to read
(D) Because most sports were on TV
- 127.** What tenet of journalism is described when journalists are called to always present both sides, all angles of any argument in any controversial issue to clarify point?
(A) Responsibility
(B) Fairness
(C) Freedom of the Press
(D) Independence
- 128.** What is the primary goal of a mass media communication?
(A) Learning to cook gourmet meals
(B) Developing computer programming skills
(C) Sharing information effectively with a wide audience
(D) Mastering carpentry techniques
- 129.** What is the purpose of news reporting in broadcast journalism?
(A) To entertain the public and provide sensationalized information.
(B) To manipulate the public and spread propaganda.
(C) To confuse the public and provide inaccurate information.
(D) To inform the public and provide accurate information.
- 130.** It is a journalist's job to evaluate what is Out There. What is news? Which statement refers to "Proximity" method of newsworthiness?
(A) It is close to home.
(B) It is about someone famous.
(C) It just happened.
(D) It refers to human behavior.
- 131.** Newsroom is defined as "a place where news is prepared for ____"
(A) Publication and broadcast
(B) Publication
(C) Broadcast
(D) Production and broadcast
(E) Production
- 132.** What is the ultimate goal of mass communication professionals when crafting messages?
(A) To confuse the audience with complicated explanations
(B) To make outdated jokes that don't land
(C) To resonate with the audience and achieve specific goals
(D) To create random tangents in their messages

133. What is the purpose of journalists always seeking to provide the audience with unbiased accounts of the news?
- (A) To express their personal opinions
 - (B) To entertain the audience
 - (C) To ensure accuracy and fairness
 - (D) To influence public opinion
134. Which of the following is a method to enhance public awareness of environmental issues?
- (A) Promoting individual research only
 - (B) Reducing educational programs
 - (C) Encouraging public forums and discussions
 - (D) Limiting media coverage
135. What is one cultural effect of Philippine media?
- (A) Promotes only Western values
 - (B) Reflects and shapes society
 - (C) Replaces education
 - (D) Avoids tradition
136. Which of the following terms best matches the following definition? When what is said brings about a goal that you have in mind for the relationship, and talk is the means or instrument by which it is achieved.
- (A) Low Code
 - (B) Langue
 - (C) Low Context Talk
 - (D) Instrumental Function of Talk
137. Which example illustrates persuasion as a core use of business communication?
- (A) Archiving emails for future audits
 - (B) Measuring inventory with barcodes
 - (C) Printing internal phone directories
 - (D) Urging customers to try a service
138. A factor that makes something newsworthy: the event will have a direct effect on the readers
- (A) Timeliness
 - (B) Human interest
 - (C) Proximity
 - (D) Impact
139. News is something that is
- (A) New
 - (B) Old
 - (C) Current
 - (D) Historical
140. What is a regulatory issue facing Philippine media?
- (A) Content clarity
 - (B) Freedom of the press
 - (C) High popularity
 - (D) Improved education
141. Journalists collect information or investigate happenings and then craft stories based on their findings.
- (A) True
 - (B) False
142. Why would a business use TV advertising?
- (A) It is cheap
 - (B) It reaches a large audience
 - (C) It's highly targeted
 - (D) It's two-way communication
143. People write letters to a newspaper editor to
- (A) Share a view or express a concern
 - (B) Get their opinions to a newspaper's staff
 - (C) Get an invitation to visit the editor
 - (D) Get information about a topic of concern
144. What category does National Geographic fall under?
- (A) Entertainment
 - (B) Informative
 - (C) News
 - (D) Sports
145. Media organizations will be judged on accuracy and reliability.
- (A) TRUE
 - (B) FALSE

146. What are the advantage of newspaper media?
(A) Large audience, Credible (believable), local news
(B) Takes a long time to read, expensive
147. Disadvantages of mass media are, except
(A) One way communication
(B) Does not affect mode of behaviour
(C) Good feedback mechanism
(D) Takes longer time to reach the population
148. When communication is used to regulate or influence people's actions, rules, and behavior, which function of communication is being applied?
(A) Social Interaction
(B) Motivation
(C) Regulation/Control
(D) Emotional Expression
149. The treatment of a subject by the media is called:
(A) Information
(B) Remedy
(C) Scoop
(D) Coverage
150. Events are more newsworthy if people care about the subject.
(A) Novelty
(B) Human Interest
(C) Proximity
(D) Rarity
151. Information about event to create public awareness
(A) Libel
(B) News
(C) Lead
(D) Beat
152. Radio and Television are important source of:
(A) Studies
(B) Entertainment
153. The power of journalists is demonstrated through?
(A) Quick information
(B) Press card
(C) Press unit
(D) Profit
154. In a News Story, you should avoid the following except?
(A) Using "I"
(B) Using idiomatic expression
(C) Using figure of speech
(D) Using interview answers
155. A news story should contain important details of a news event.
(A) ACCURACY
(B) OBJECTIVE
(C) SIMPLE AND CLEAR
(D) COMPLETE AND BALANCED
156. Communication functions to control behavior.
(A) Control
(B) Social Interaction
(C) Motivation
(D) Emotional expression
(E) Information dissemination
157. The advertisement was trying to convince the audience to buy the product. The ad was trying to —
(A) Inform
(B) Persuade
(C) Entertain
(D) Memorize
158. The main purpose of the press has been to produce information in commodity form and to maximize advertising revenue by selling that information to the largest possible number of readers
(A) True
(B) False

159. As a nation, our news sources have problems with objectivity. What does this mean?
- (A) They aren't qualified to do their job.
 - (B) They often Photoshop images
 - (C) They have a hard time finding work.
 - (D) They let their personal opinions affect how they report the news.
160. The media in democratic societies serve as a channel for the advocacy of political viewpoints by actively endorse one or other of the parties at sensitive times such as elections.
- (A) Advocacy
 - (B) Publicity
 - (C) Persuasion
 - (D) Information
161. What is a key function of mass communication?
- (A) To only entertain audiences.
 - (B) To act as a "watchdog" for societal institutions.
 - (C) To restrict public access to information.
 - (D) To eliminate traditional communication methods.
162. Journalism's first obligation is to the
- (A) Love
 - (B) Passion
 - (C) Investigate
 - (D) Truth
163. Identify which function of communication can be applied in this situation: Chennilyn delivers her valedictory address.
- (A) Regulation/Control
 - (B) Social Interaction
 - (C) Emotional Expression
 - (D) Information dissemination
 - (E) Motivation Edit
164. "The teacher reads and discusses classroom policies to her students", what function of communication is being utilized?
- (A) Social interaction
 - (B) Control
 - (C) Motivation
 - (D) Emotional expression
165. Why is accuracy important in media reporting?
- (A) To ensure the information is entertaining
 - (B) To maintain the trust and credibility of the audience
 - (C) To increase the number of viewers or readers
 - (D) To promote the media outlet's agenda
166. The following are the main functions of communication in organizations, except
- (A) Plan
 - (B) Organize
 - (C) Handling
 - (D) Demotivating
167. Where should the most important information go in a news story?
- (A) 1st paragraph
 - (B) 3rd paragraph
 - (C) 2nd paragraph
 - (D) Conclusion
168. We use communication for pleasure and enjoyment.
- (A) Informative Function
 - (B) Instructive Function
 - (C) Aesthetic Function
 - (D) Therapeutic Function
169. Messages in mass media are low-cost, rapid and multiplicative.2) Messages in mass media are always one way.3) The sources of mass media messages are always organizations.4) Audiences in mass media are always potentially large. Which of the statements are not true?
- (A) 2, 3
 - (B) 1, 2
 - (C) 1, 2, 3
 - (D) 2, 4

170. Biased news reporting is an excellent example for ____
- (A) Pre-conceived notion
 - (B) Abstracting
 - (C) Slanting
 - (D) Closed-mindedness
171. The media has no role in influencing elections.
- (A) True
 - (B) False
172. Information used in a news story that is paraphrased by the writer and used without quotation marks is called an
- (A) Unqualified comment.
 - (B) Interpretation quote.
 - (C) Absolute commentary.
 - (D) Indirect quotation.
173. Which news value places importance on how current a story is?
- (A) Timeliness
 - (B) Prominence
 - (C) Proximity
 - (D) Conflict
174. What is the term for a formal meeting where new information is presented to the media?
- (A) Public announcement
 - (B) News gathering
 - (C) Press conference
 - (D) Media briefing
175. "No Jaywalking", "No smoking", etc. posts are usually seen in the street. With these, communication functioned as ____
- (A) Regulation/Control
 - (B) Social Interaction
 - (C) Motivation
 - (D) Information
176. What do we call a caption for a photo in a news article or editorial?
- (A) Lede
 - (B) OpEd
 - (C) PhotoOp
 - (D) Cutline
177. Blogs can influence consumer opinions by?
- (A) Promoting only bad reviews
 - (B) Communicating experiences
 - (C) Selling products directly
 - (D) Blocking negative feedback
178. Audience
- (A) A separate line under/above the story that states the author.
 - (B) Equality of distribution of news facts.
 - (C) The use of concise words/expressions.
 - (D) The public that is reading/hearing your work.
179. In a recent interview, Britney was asked about the treatment of a subject by the media. What is this called?
- (A) Information
 - (B) Remedy
 - (C) Scoop
 - (D) Coverage
180. News becomes relevant to the readers if they benefit from it
- (A) Impact
 - (B) Human interest
 - (C) Usefulness
 - (D) Oddity
181. True or False: Citizen journalism can convey positive or negative messages in the world of information.
- (A) False
 - (B) True
- Explanation:** True: any message can convey by citizen journalism whatever it's positive or negative effects.
182. If you wanted to get someone to buy something with money, you would NOT use a ____ to sell the product.

- (A) Public service announcement (PSA)
 - (B) Display ad
 - (C) General ad
 - (D) Retail ad
- 183.** What are the benefits of using mass media for advertising?
- (A) Enhancing product quality, expanding market reach, and improving customer loyalty.
 - (B) Reaching a large audience, creating brand awareness, delivering targeted messages, and increasing sales.
 - (C) Improving customer service, reducing costs, and increasing employee morale.
 - (D) Increasing market share, improving brand reputation, and reducing advertising costs.
- 184.** What is the main purpose of journalists/ the media?
- (A) To convey information
 - (B) To post on social media
 - (C) To design advertisements
 - (D) To make people angry
- 185.** Social media can enhance organizational communication by increasing ____ of knowledge.
- (A) Secrecy
 - (B) Visibility
 - (C) Complexity
 - (D) Cost
- 186.** Which term describes information and ideas used to influence public opinion for or against a cause?
- (A) Debate
 - (B) Newspaper
 - (C) Propaganda
 - (D) Political Cartoons
- 187.** What is the primary purpose of a news report?
- (A) To entertain
 - (B) To express an opinion
 - (C) To amuse
 - (D) To inform
- 188.** Objectivity is important to the democratic process because it permits the media to report political events (1) accurately, (2) neutrally, (3) impartially, (4) fairly, (5) independently, and (6) autonomously. The right principles are number
- (A) 1, 3, 5
 - (B) 1, 2, 4
 - (C) 1, 5, 6
 - (D) 1, 4, 5
- 189.** One of the functions of photojournalism is to complement, support and give visual meaning to the news.
- (A) TRUE
 - (B) FALSE
- 190.** TRUE or FALSE-In a controversy, the media should report both sides of the story.
- (A) TRUE
 - (B) FALSE
- 191.** Use of radio for higher education is based on the presumption of:
- (A) Replacing teacher in the long run
 - (B) Everybody having access to a radio set
 - (C) Enriching curriculum based instruction
 - (D) Other means of instruction getting outdated
- 192.** We get all sorts of ____ through television channels and the internet.
- (A) Information
 - (B) Transformation
 - (C) Industrialisation
 - (D) None of above
- 193.** How does mass media help in spreading information quickly?
- (A) By using social media platforms
 - (B) By sending mass emails
 - (C) By reaching a large audience through various channels

- (D) By distributing flyers to local communities
- 194.** A journalists job is to is to inform the public using facts, reliable sources and relevant, quoted opinions from both sides.
(A) Yes
(B) No
- 195.** News reporting on all relevant sides of an issue that allows representatives of those various sides the same coverage is
(A) Soft news
(B) Fairness
(C) Frame
(D) Beat
- 196.** One function of communication is to exercise restraint or direction formally or informally.
(A) Control
(B) Motivation
(C) Social interaction
(D) Information dissemination
- 197.** When Journalists display the economic function of being a reporter they?
(A) Fight attempts by the government to do the public's business behind closed door
(B) Must report not only what is happening today, but also what is likely to happen tomorrow
(C) Are helping society keep track of record keeping things such as oil prices and who filed for bankruptcy
(D) Provide information about products, goods and services
- 198.** A TV channel is breaking news about the death of a celebrity they work with. They do not name sources. What do you do?
(A) Write it right away!
(B) We don't care about celebs. No news
(C) Try to get confirmation from an independent source
(D) None of above
- 199.** Journalism educates the public and develops awareness on significant issues in the society.
(A) Entertainment Function
(B) Education Function
(C) Information Function
(D) Documentation Function
- 200.** How can we send a detailed message or information to hundreds of people together?
(A) Through Newspaper
(B) By visiting them
(C) By putting posters
(D) None of above
- 201.** What can social media do?
(A) Social media allows people to share ideas efficiently
(B) Social media doesn't allow people to communicate
(C) Social media is always cheap
(D) Social medias effectiveness can be measured
- 202.** ___ refers to the many purposes or reasons to communicate a single message.
(A) Communicative gesture
(B) Communicative behavior
(C) Communicative function
(D) Communicative action
- 203.** A team faces delays due to misunderstanding between units. Which communication function should be emphasized first to resolve this?
(A) Publicizing goods and services
(B) Managing coordination and cooperation
(C) Performance evaluation procedures
(D) Creating image and reputation
- 204.** Why would a newspaper article give all the main details away in the first paragraph?
(A) To sell the newspaper
(B) To give you the most important details in a hurry
(C) To make you feel something
(D) To be more legit

205. Why is it crucial to have citizen journalism especially during the presence of unexpected calamities? Answer: To provide ASAP updates
(A) True
(B) False
Explanation: True, because pro-journalists also will take some time reached to the incident.
206. What is the term for the activity of collecting, compiling, and delivering fact-based news and information to the general public in an unbiased manner?
(A) Journalism
(B) Entertainment
(C) Politics
(D) Photojournalism
207. Reporters are ____
(A) Those on the scene reporting the news
(B) People reading the news on a television show
(C) Someone who writes the news script
(D) Those who choose what will/will not air on TV
208. All India Radio (A.I.R.) for broadcasting was named in the year
(A) 1916
(B) 1926
(C) 1936
(D) 1946
209. News consumers expect timely information.
(A) Timeliness
(B) Significance
210. Social media is generally used to inform, instruct, ____, or persuade.
(A) Slander
(B) Complain
(C) Request
(D) Problem solve
211. We want to inform other people of what we know-facts, information, and knowledge.
(A) Informative Function
(B) Instructive Function
(C) Aesthetic Function
(D) Therapeutic Function
212. One way to provide insightful information in a news story is to interview a source who is highly knowledgeable about a subject, topic, or story, because that individual is an
(A) Editor.
(B) Economist.
(C) Expert.
(D) Entertainer.
213. Why is it crucial to have citizen journalism especially during the presence of unexpected calamities? Choose the best answer
(A) To provide information
(B) To outperform professional journalists
(C) To spread fear and anxiety
(D) To provide ASAP updates
214. Most of the social media platforms can control the minds of the people.
(A) Inform the public through the news coverage.
(B) Influence and mold the public opinion.
(C) Amuse or entertain the public.
(D) None of above
215. Why is media pluralism important?
(A) Promotes monopoly
(B) Increases censorship
(C) Ensures diverse viewpoints
(D) Blocks independent press
216. The news value dealing with oddity or rarity, focusing on a story that is unusual and highly interesting is
(A) Creativity.
(B) Novelty.
(C) Humor.
(D) Crime.

217. A news story about a local politician would be considered newsworthy because of its proximity and because it involves someone of prominence.
- (A) True
 - (B) False
218. All describes a News Story except?
- (A) Straight-forward
 - (B) Directness
 - (C) Emotional Attachment
 - (D) Conciseness
219. Feature and human interest, informational, educational, emotional or entertaining stories
- (A) Hard news
 - (B) Breaking news
 - (C) Soft news
 - (D) Enterprise news
220. To report on or talk about an event in a news piece
- (A) Headline
 - (B) Interview
 - (C) Covering news
 - (D) Reporter
221. We come to know what happen around the globe when we read newspaper or watch news program from our television.
- (A) Emotional expression
 - (B) Motivation
 - (C) Control
 - (D) Information
222. What type of news story will include the most persuasive writing
- (A) Sports
 - (B) Informational News
 - (C) Editorials
 - (D) None of above
223. Media Relations makes it easier for reporters to uncover, understand, and clearly explain important issues.
- (A) True
 - (B) False
224. Why might a news anchor describe a possible upcoming snowstorm as “insane amounts of snow falling, with little to no signs of stopping”?
- (A) To remain unbiased
 - (B) To stay relevant
 - (C) To battle newspaper popularity
 - (D) To keep people interested
225. What is NOT a role of media in a democracy?
- (A) Watchdog
 - (B) Analysis
 - (C) Bribery
 - (D) Debate and discussion
226. TRP
- (A) Taxable retail price
 - (B) Television ratings points
227. Identify which function of communication can be applied in this situation:Mang Tani presents the weather forecast for tomorrow.
- (A) Regulation/Control
 - (B) Social Interaction
 - (C) Emotional Expression
 - (D) Information dissemination
 - (E) Motivation Edit
228. Through telecommunication, people can be ___ about natural disasters like from tsunamis, floods etc.
- (A) Endangered
 - (B) Forewarned
 - (C) Assured
 - (D) None of above
229. A media broadcaster releases the same news report at the same time on radio, the web, and a mobile app. This practice is an example of:
- (A) Information divergence
 - (B) Audience isolation
 - (C) News convergence
 - (D) One-way messaging

- 230.** Why are news reports written?
- (A) To inform the world of the terrible stories that lead to unfortunate events
 - (B) To inform citizens of events which are happening in the world locally and internationally
 - (C) To make sure people have jobs
 - (D) To give people something to do in the morning when they drink their coffee
- 231.** A contestant on a pageant delivered a speech on saving trees at SM Baguio. What function of communication was met?
- (A) Emotional Expression
 - (B) Regulation/Control
 - (C) Motivation
 - (D) Information
- 232.** Media are the agencies, means, or instruments used to convey advertising messages to the public
- (A) False
 - (B) True
- 233.** The media represented an independent source of knowledge by informing the people about politics.
- (A) True
 - (B) False
- 234.** Which of the following activities can you NOT do on the Internet?
- (A) Pay your bills
 - (B) Manage your bank accounts
 - (C) Travel physically to another country
 - (D) Watch TV
- 235.** What should be the journalist's goal when writing an article?
- (A) To manipulate the readers
 - (B) To shape the readers' thoughts
 - (C) To inform the public
 - (D) To favor one side over another
- 236.** What is the primary purpose of a newspaper article?
- (A) To inform
 - (B) To persuade
 - (C) To entertain
 - (D) To advise
- 237.** Media Relations is the ____ between the organization and the media.
- (A) Link
 - (B) Barrier
 - (C) Competition
 - (D) Distance
- 238.** News is about current events. It shows ____ news value.
- (A) Oddity
 - (B) Currency
 - (C) Prominence
 - (D) None of above
- 239.** We read newspaper for ____
- (A) Fun
 - (B) News
 - (C) Songs
 - (D) None of the above
- 240.** Which function of communication is used to express emotions to convey true feelings?
- (A) Regulation/ Control
 - (B) Social Interaction
 - (C) Motivation
 - (D) Emotional Expression
 - (E) Information
- 241.** Provide information needed to make decisions is not one of the communication functions
- (A) True
 - (B) False
- 242.** What is the primary purpose of a news article?
- (A) To inform the public about current events.

- (B) To provide detailed analysis of historical events.
(C) To promote a specific political agenda.
(D) To entertain readers with fictional stories.
- 243.** Which of the following is NOT a function of language?
(A) To transmit messages
(B) To express feelings
(C) To create confusion
(D) To share knowledge
- 244.** Why is media ethics important in the field of mass communication?
(A) Media ethics is important in mass communication to ensure the accuracy, fairness, and responsibility of information dissemination, as well as to maintain public trust and credibility.
(B) Public trust and credibility are not affected by media ethics
(C) Media ethics is not important in mass communication
(D) It is important to spread misinformation and biased information
- 245.** Andrew inspired his fellow classmates through carefully delivering a good oratorical piece. What function of communication can be observed?
(A) Emotional Expression
(B) Regulation/Control
(C) Motivation
(D) Information
- 246.** News reports on TV
(A) Appreciative
(B) Informational
(C) Empathetic
(D) Critical
- 247.** Media can help in emergency response and healthcare advancement.
(A) True
(B) False
- 248.** This function of communication allows individuals to interact with others.
(A) Motivation
(B) Control
(C) Social Interaction
(D) None of the above
- 249.** You have to understand the goals of media to be able to judge their
(A) Creations
(B) Skeptical
(C) Credibility
(D) Realism
- 250.** The media can help promote positive behaviors.
(A) True
(B) False
- 251.** Journalism is ____
(A) Activities to collect, process and publish information through the media
(B) Collect, compile and publish
(C) Compilation, Reporting and publication
(D) Processing, collecting and disseminating
- 252.** Which among the following types of media is the most trustworthy source of information? Answer: Social media
(A) True
(B) False
Explanation: False: the answer is television and radio. Because both of the channels will check the information and social media will provide some fake news sometimes.
- 253.** One function of media as a forum for social representation is to:
(A) Silence minorities
(B) Promote stereotypes
(C) Represent diverse voices
(D) Block dissent

254. What word best describes a news report that only gives a one sided view of a story?
- (A) Biased
 - (B) Balanced
 - (C) Boring
 - (D) None of above
255. Someone who is accepted by a newspaper reader as an authority on political affairs is called
- (A) Journalist
 - (B) Reporter
 - (C) Columnist
 - (D) Pundit
256. The media's responsibility to keep the public informed of current and upcoming problems.
- (A) Social Function
 - (B) Education Function
 - (C) Information Function
 - (D) Documentation Function
257. Which of the following is a function of media?
- (A) Suppression of facts
 - (B) Entertainment
 - (C) Fabrication
 - (D) None of the above
258. Which function of communication controls an activity or process, usually by means of rules?
- (A) Regulation/ Control
 - (B) Social Interaction
 - (C) Motivation
 - (D) Emotional Expression
 - (E) Information
259. What are the advantages of Radio?
- (A) Mass audience, lower cost (than TV), local (usually about the area you live in)
 - (B) Short amount of time so limited content, background noise so people don't really listen to it attentively.
260. Which trend enhances interactive engagement in media?
- (A) Traditional broadcasting
 - (B) Interactivity
 - (C) Long-form books
 - (D) Static infographics
261. Media has six critical roles in a democracy.
- (A) True
 - (B) False
262. Identify the function of communication used in the situation: The President delivers his last State of the Nation Address.
- (A) Regulation/control
 - (B) Social interaction
 - (C) Motivation
 - (D) Information
 - (E) Emotional expression
263. Which the following is NOT possible through the use of advertising?
- (A) Ability to control the message
 - (B) Low cost per contact
 - (C) Ability to create brand images and symbolism
 - (D) Immediate feedback
 - (E) Control of message content and media placement
264. Why is the press referred to as the "fourth pillar of democracy"
- (A) Because it is the least important pillar.
 - (B) Because it serves the interests of NGOs.
 - (C) Because it plays a vital role in a democratic society, acting as a check on power.
 - (D) Because it only communicates the government's agenda.
265. TV companies ____ their programmes across the country or even across the world.
- (A) Broadcast
 - (B) Publish
 - (C) Refresh
 - (D) Connect

- 266.** Media must provide a forum for
 (A) Public with hunts and persecution
 (B) Popular opinions and religious education
 (C) Public criticism and compromise
 (D) Individual citizens and their causes
- 267.** The press serves as the public's eyes and as the guardian of the public's rights.
 (A) Education Function
 (B) Watchdog Function
 (C) Documentation Function
 (D) Developmental Function
- 268.** Facilitating the formation of public opinion and feeding that opinion back to the public form whence it came is the function of media for ____
 (A) Advocacy
 (B) Political discourse
 (C) Education
 (D) Publicity
- 269.** What are the major activities or functions of mass media?
 (A) Surveillance, Correlation-interpretation, Socialization, Entertainment
 (B) Surveillance, Correlation-interpretation, Socialization, Marketing
 (C) Surveillance, Interpretation, Socialization, Marketing
 (D) Surveillance, Correlation-interpretation, Socialization, Status conferral
- 270.** What is the main purpose of the media?
 (A) To convey information
 (B) To post on social media
 (C) To design advertisements
 (D) To make people angry
- 271.** Journalists insert the events of political life into narrative frameworks which allow them to be told as news stories
 (A) True
 (B) False

1.6.8 Role of Mass Media

- A non-governmental organization (NGO) might attempt to protect the environment of Southern Europe by
 (A) Passing laws, such as the Mediterranean Action Plan.
 (B) Creating official departments such as the European Environmental Agency.
 (C) Enacting regulations such as limits on overfishing certain endangered species of fish.
 (D) Launching public awareness and education campaigns on environmental issues.
- Journalists on the front line are called ____
 (A) Editors
 (B) Correspondents
 (C) Sources
 (D) Gatekeepers
- In a mass media organization, the person who is responsible for the content of the news to his superiors or to state law and the journalistic code of ethics is called ____
 (A) Managing editor
 (B) General Leader
 (C) Editor in chief
 (D) Editor
- True or False: A reporter can be sued for libel against a person even if they don't use the person's name in the report.
 (A) True
 (B) False
- Journalists must maintain an independence from
 (A) The British Empire
 (B) New corporations
 (C) The citizens
 (D) The subjects they are covering

6. The media's democratic role would be fulfilled solely by journalists' adherence to the professional ethic of objectivity in reporting the facts of public affairs
(A) True
(B) False
7. To Prevent Publication.
(A) Credibility
(B) Censorship
(C) Defamation
(D) Objectivity
8. What is the role of media companies in the new age of journalism?
(A) To make news from the noise and find the narrative in the information available.
(B) To ensure that only professional journalists have access to breaking news events.
(C) To investigate corrupt multinational corporations and politicians.
(D) To monetize news content through advertisements and advertorials.
9. What role does media play in the SDG ecosystem?
(A) It replaces the need for data
(B) It connects government, social partners, and communities
(C) It creates laws for governments
(D) It funds all SDG projects
10. Use of radio for higher education is based on the presumption of: [2007-DECEMBER]
(A) Enriching curriculum based instruction
(B) Replacing teacher in the long run
(C) Everybody having access to a radio set
(D) Other means of instruction getting outdated
11. The press and broadcast media, by the nature of their functioning and role, employ different modes of intervention in politics
(A) True
(B) False
12. Chance, Ava, and Joel are part of a school project where they have to enact a 'Newsroom'. If Joel is the main news presenter, what role is he playing?
(A) Director
(B) Producer
(C) Reporter
(D) Anchor
13. The most important aspect of citizen journalism is that
(A) Everyone can be a reporter. This concept is quite new.
(B) Many people in the audience wanted to ask him questions
(C) Control the media. For example, newspapers cannot say bad things about the president
(D) None of above
14. What is it called when we refer to journalism's role as an overseer of government officials to ensure they act in the public's interest?
(A) Horse-race journalism (scorekeeper)
(B) Gatekeeper
(C) Watchdog
(D) Media Bias
15. Media does not contribute to cultural representation.
(A) True
(B) False
16. A NEWS and Sports News Lead should be a Hard Summary Lead. This means it is factual. Save opinions and obvious slant for Features, Sports Features, Opinions/Editorials, and Reviews.
(A) Always
(B) Never
(C) Sometimes
(D) Usually
17. Journalism is said to be what?
(A) The key to the world
(B) The first rough draft of history

- (C) The undeniable truth
(D) The biased opinions of snobs
18. Journalism should not suppress essential facts nor to distort truth by omission or improper emphasis.
(A) TRUE
(B) FALSE
19. True or False: Citizen Journalism cannot be everyone.
(A) False
(B) True
Explanation: Yes, it can be everyone who shares their feelings about some incident or cases they saw.
20. What role does the mass media, specifically journalism, play in a democratic society?
(A) Mass media is irrelevant to democracy.
(B) Mass media holds power to question and investigate societal issues.
(C) Mass media only focuses on entertainment, not societal concerns.
(D) Mass media primarily serves the government's interests.
21. TRUE OR FALSE: Keeping all personal feelings and bias out of a news report is ONE WAY in which a journalist can achieve objectivity.
(A) TRUE
(B) FALSE
22. Instruction given to a reporter to cover an event.
(A) Role
(B) Job
- (C) Assignment
(D) Beat
23. The following are the main functions of media in relation to the strengthening of democratic institutions, except:
(A) Information and education
(B) Convey government propaganda
(C) Advocacy channel for various stakeholders
(D) Acts as watchdog over government and other powerful institutions
(E) Often sets the public agenda
24. Which of the following has played a significant role in holding governments accountable and promoting democratic participation?
(A) International organizations
(B) Corporate entities
(C) Civil society organizations and media
(D) Foreign governments
25. The person who reads news on TV or on the radio is a ____
(A) Reporter
(B) Newsreader
(C) Commentator
(D) Host
26. What is the biggest challenge for journalists today?
(A) Verifying information
(B) Competition among other stations
(C) Keeping up with technology
(D) Finding breaking news stories

1.6.9 Impact of Mass Media

1. Which of the following describes a fundamental change in the media landscape brought by social media?
(A) Moving from mass communication to personal face-to-face interaction
(B) Focusing solely on internal communication channels
(C) Shifting from one-way communication to interactive conversations
(D) Prioritizing direct financial reporting over marketing communication

2. Which of the following could become a negative result of continued Internet growth?
 - (A) More free flowing information
 - (B) More international communication
 - (C) More Internet industry jobs
 - (D) More government regulations and restrictions
3. Which option shows how hearing and seeing shape expectations?
 - (A) A supplier changes carton dimensions
 - (B) A clerk files internal expense reports
 - (C) A friend shares a TV ad they watched
 - (D) A manager updates payroll software
4. How does media fragmentation affect audience communication?
 - (A) It eliminates traditional media use
 - (B) It consolidates audiences into larger groups
 - (C) It reduces the need for diverse communication strategies
 - (D) It splinters audiences into smaller, like-minded segments
5. How does social media impact crisis communication?
 - (A) It slows down news dissemination
 - (B) It enables faster news travel
 - (C) It limits stakeholder interaction
 - (D) It reduces media coverage
6. The internet has made it easier to access diverse viewpoints.
 - (A) True
 - (B) False
7. Communication Systems have a BIG impact upon our environment.
 - (A) True
 - (B) False
8. Which news element fits this headline?"400,000 Residents Without Proper Lifesaving Generators"
 - (A) Proximity
 - (B) Weight
 - (C) Prominence
 - (D) Novelty
9. Media manipulation can influence:
 - (A) Sleep cycles
 - (B) Public opinion
 - (C) Soil erosion
 - (D) None of the above
10. What does media contribute to cultural exchange?
 - (A) Isolation
 - (B) Language loss
 - (C) Global dialogue
 - (D) Monopoly
11. Modern technology puts a great impact in communication.
 - (A) True
 - (B) False
12. What has driven significant changes in strategic communication?
 - (A) Advances in media technology and the internet.
 - (B) Reduction in global media platforms.
 - (C) Increased population growth.
 - (D) Decline in traditional advertising.
13. One of the positive impacts of the invention of the telephone is ____
 - (A) Reducing production costs
 - (B) Facilitating communication
 - (C) Reducing travel time
 - (D) Speeding up work completion
14. When culture is said to be the most powerful arena of globalization, it means that:
 - (A) Politics and economics are no longer important.
 - (B) Shared symbols, media, and communication shape how people connect globally.

- (C) Culture remains isolated from other societies.
(D) Cultural exchanges weaken global identity.
15. The growing demand for newspapers spread literacy
(A) True
(B) False
16. One disadvantage of faster electronic communication is an increase in carelessness and loss of privacy for patients.
(A) True
(B) False
17. The term 'Global Village' coined out in 1963 by the following scholar:
(A) Edward D. Bono
(B) Marshall McLuhan
(C) Wilbur Schramm
(D) Julia T. Wood
18. Glorification of violence or stereotypes that perpetuate conflict is an example of ____
(A) Societal beliefs and media
(B) Economic policies
(C) Environmental factors
(D) Technological advancements
19. How can technology impact communication?
(A) It always improves it
(B) It has no impact
(C) It can create distance
(D) It reduces efficiency
20. The availability of information is one of the major effects of the process of communication in globalization.
(A) True
(B) False
21. How does technology affect the way people communicate?
(A) It allows people to communicate with others quickly and at a low cost
(B) It makes people less motivated to communicate with others
(C) It does not affect the ways people communicate
(D) It makes it difficult to maintain privacy when communicating with others
22. Aimee watched an unboxing video of decorations she wants to get for her room. Now every time she goes online she sees advertisements from the company that makes the decorations. Why is she seeing these ads?
(A) Because she only visits websites from that company.
(B) Because she asked her mom if she could get the decorations.
(C) Because the company collected information about the videos she watched.
(D) Because everyone else online sees the same ads.
23. Many researchers attempt to study how the media affects/effects children.
(A) Affects
(B) Effects
24. True or False: As news consumers who are at least now aware of how quickly misinformation can spread, it is our responsibility to share only accurate information.
(A) True
(B) False
25. What is one of the significant impacts of online platforms?
(A) Limited business models
(B) Reduced job opportunities
(C) Social empowerment
(D) Decreased communication
26. Which is a social issue caused by media?
(A) Reduced traffic
(B) Cultural homogenization
(C) Currency inflation
(D) None

27. Which media effects theory states that heavy exposure to media causes individuals to develop an false perception of reality based on repetitive messages within the medium?
- (A) Spiral of Silence
 - (B) Uses and Gratifications Theory
 - (C) Cultivation Analysis
 - (D) Agenda-Setting Theory
28. A news story about Gettysburg Area High School that “hits close to home” is an example of ____
- (A) WEIGHT
 - (B) IMPACT
 - (C) TIMELINESS
 - (D) PROXIMITY
29. Who anticipated the arrival of global village everyone on this planet earth could feel himself a citizen of village.
- (A) Albert Einstein
 - (B) Isaac Newton
 - (C) Leonardo da Vinci
 - (D) Marshall McLuhan
30. A major criticism of media is that it promotes:
- (A) Unity
 - (B) Balanced news
 - (C) Sexism and violence
 - (D) Accuracy
31. What is a negative effect of concentrated media ownership?
- (A) Innovation
 - (B) Efficient reporting
 - (C) Viewpoint diversity
 - (D) Biased narratives
32. The news value dealing with how many people are affected by something and how seriously they are affected by such things as natural disasters and elections is
- (A) Impact.
 - (B) Disaster.
 - (C) Variety.
 - (D) Entertainment.
33. What has revolutionized the system of communication and brought people very close to each other, making the world a global village?
- (A) Radio
 - (B) Internet
 - (C) Television
 - (D) Computer
34. Which medium has the greatest impact on mass media since 2000?
- (A) Internet
 - (B) Radio
 - (C) Newspaper
 - (D) Television
35. Advancement in technology made the upgrade of mass media possible.
- (A) True
 - (B) False
36. Media is not linked to social problems such as sexism or racism.
- (A) True
 - (B) False
37. Technology has changed the way we work because
- (A) The WA borders have closed
 - (B) The internet means we communicate from anywhere
 - (C) Paper is better
 - (D) None of above
38. What is a positive impact of mobile technology?
- (A) Cognitive overload
 - (B) Disinformation
 - (C) Enhanced communication
 - (D) Addiction

39. Some scholars argue that culture and society become more ____ because users and audiences are enabled to produce culture themselves.
- (A) Uncommon
 - (B) Monarchal
 - (C) Despotic
 - (D) Democratic
40. True or false, the media are rarely the direct cause of our social problems.
- (A) TRUE
 - (B) FALSE
41. Technology has changed communication practices by ____
- (A) It has made communication less accessible.
 - (B) It has eliminated the need for communication skills.
 - (C) It has enabled instant connectivity and access to information.
 - (D) It has made communication slower.
42. Media has the power to challenge societal norms.
- (A) True
 - (B) False
43. A type of bias in which journalists' perceptions of an event or development as a major, important story can cause them to miss key details and misrepresent key facts.
- (A) Partisan
 - (B) Demographic
 - (C) Corporate
 - (D) "Big story"
 - (E) Neutrality
44. The penny press was important because
- (A) It allowed anyone to access news because it was cheaper than "regular" newspapers.
 - (B) It only reported on famous people's drama.
 - (C) It made millions in advertisements.
 - (D) Was hand printed and only cost a penny to produce.
45. If a newspaper is publishing any fake news its ____ will be gone.
- (A) Objectivity
 - (B) Credibility
 - (C) Fairness
 - (D) Crucial
46. Referential framing used by TV audience connects media with
- (A) Falsity
 - (B) Reality
 - (C) Passivity
 - (D) Negativity
47. Bias in the media can influence the reader to feel
- (A) Positively towards an issue
 - (B) Negatively towards an issue
 - (C) Either positively or negatively toward
 - (D) None of above
48. What is one significant impact of technology on news gathering and dissemination?
- (A) Decreased accessibility of news for the general public
 - (B) Limited diversity of news sources
 - (C) Increased speed and efficiency in delivering news
 - (D) Decreased reliance on citizen reporting
49. How is the news reporting changing with the rise of the Internet?
- (A) There is no change in news reporting
 - (B) Journalism is becoming irrelevant
 - (C) The fundamentals of journalism are changing
 - (D) The way news looks and sounds is changing
50. The way we communicate can NOT have both short term or long term effects on our relationships
- (A) True
 - (B) False

51. The spread of television, radio, and the Internet across countries mainly contributes to:
- (A) People becoming more isolated from others.
 - (B) Greater awareness of cultural diversity and global issues.
 - (C) A complete loss of national identity.
 - (D) Ending reflexivity in societies.
52. Which communication technology has most accelerated globalization?
- (A) Radio
 - (B) Internet
 - (C) Telegraph
 - (D) Printing press
53. Digital culture mainly changes how people:
- (A) Think, behave, and communicate
 - (B) Travel physically
 - (C) Vote politically
 - (D) Grow food
54. What is one way ICT affects our daily life?
- (A) Reduces the need for education
 - (B) Limits communication options
 - (C) Increases access to information
 - (D) Decreases access to services
55. What is the impact of corporate ownership on media?
- (A) It ensures unbiased reporting.
 - (B) It can shape narratives to favor corporate interests.
 - (C) It promotes independent journalism.
 - (D) It enhances public trust in media.
56. Fake news can influence public opinion and election results.
- (A) True
 - (B) False
57. The modern means of communication have (DASH) the social skills of people
- (A) All of the above
 - (B) Saved
 - (C) Killed
 - (D) Harmed
58. Has technology increased communication in the past years?
- (A) YES
 - (B) NO
59. What is the impact of technology on customer service written communication?
- (A) Automation systems have made customer service slower and less efficient
 - (B) Technology has significantly impacted customer service experiences, making communication faster and more efficient
 - (C) Traditional methods are more effective than modern technology
 - (D) Technology has no impact on customer service experiences
60. The Internet and Social Media have NOT had an impact on Journalism.
- (A) True
 - (B) False
61. What is a potential consequence if students cannot differentiate between fake and legitimate news?
- (A) Improved international relations
 - (B) Higher academic performance
 - (C) More job opportunities
 - (D) Increased political polarization
62. Which of the following best describes the impact of mobile technology on communication?
- (A) Higher costs of communication
 - (B) Slower response times
 - (C) Increased accessibility
 - (D) Reduced interaction
63. How has web journalism influenced the dissemination of news?
- (A) Web journalism has had no impact on the dissemination of news.
 - (B) Web journalism has made it more difficult to access news.

- (C) Web journalism has only affected the consumption of news, not the sharing or accessing of it.
- (D) Web journalism has revolutionized the way news is accessed, shared, and consumed.
64. Media has no influence on public discourse in the Philippines.
- (A) True
- (B) False
65. Connectivity and communality in communication technologies make globalization possible because they:
- (A) Keep information locked within local areas.
- (B) Link people together and allow knowledge to be shared worldwide.
- (C) Prevent people from interacting outside their culture.
- (D) Limit the spread of ideas across countries.

1.6.10 Mass Media and Society

- The media period from 1972-1986 in the Philippines was known for:

(A) Cultural boom

(B) Martial Law

(C) Digital transformation

(D) Press freedom
- Combining media and interpersonal communication stimulates social networks and peer conversation.

(A) True

(B) False
- How are social media platforms useful in governance?

(A) They provide medical services

(B) They enable direct communication with citizens

(C) They help in weather forecasting

(D) They offer legal advice
- The period of time in which today's modern day technology exists is called ____

(A) Cell phone age

(B) Technology age

(C) Information age

(D) Sharing age
- How does the field of mass communication contribute to society?

(A) By creating entertaining video games

(B) By developing advanced medical treatments

(C) By sharing important and accurate information with the public

(D) By designing fashionable clothing
- What is the following sentence talking about? "Not all teachers and schools have computers in their classrooms".

(A) Digital division.

(B) Digital divide.

(C) Digital breakdown.

(D) None of above
- He is considered the Father of Mass Communication.

(A) Wilbur Schramm

(B) Burnland

(C) Claude Shannon

(D) Warren Weaver
- The concentration of control of the media industries into ever-smaller numbers of companies is

(A) Synergy

(B) Technological determinism

(C) Ritual bonding

(D) Oligopoly
- What is a key challenge in adapting content across multiple platforms?

(A) Avoiding audience segmentation to simplify the communication process.

- (B) Using the same exact message across all channels without adjustments helps remain the consistent brand image.
- (C) Only using traditional media and ignoring digital communication trends.
- (D) Ensuring the message remains consistent while being customized for each platform's format.
10. A media literate person understands that media shows unbiased messages and is a reliable source of information as it is.
- (A) True
- (B) False
11. True or False: News articles are often sensationalized to entice people to "click".
- (A) True
- (B) False
12. A media literate person understands which media is appropriate and the processes how media is created
- (A) True
- (B) False
13. TRUTH or LIE: Mass comm graduates have a very limited job opportunities
- (A) Truth
- (B) Lie

1.6.11 Social Media and Society

1. Social media is a platform that enables people to interact in real time online.
- (A) A form of offline communication
- (B) Used only for business purposes
- (C) Enables real-time online interaction
- (D) Restricted to text-based communication
2. A local news station wants to use social media to promote their latest online article. Their goal is to reach a lot of people, quickly. Which platform should they use?
- (A) Podcast
- (B) LinkedIn
- (C) Facebook
- (D) YouTube
3. What makes crisis communication more complex in the digital age?
- (A) Reduced media access
- (B) Global internet outages
- (C) Verbal-only exchanges
- (D) Social media platforms
4. It is a website that contains online personal reflections, comments, and often hyperlinks, videos, and photographs provided by the writer
- (A) Blog
- (B) Wiki
- (C) Forum
- (D) Website
5. Social media platforms are particularly effective for staying informed about current trends and can inspire speech topics.
- (A) False
- (B) True
- (C) Only for entertainment
- (D) Only for networking
6. How can social media be used for good causes?
- (A) By spreading misinformation
- (B) By promoting sensationalism
- (C) By supporting social movements
- (D) By limiting public discourse
7. What is the main characteristic of Social Media?
- (A) Artificial intelligence integration
- (B) Basic internet connectivity
- (C) User-generated content
- (D) One-way communication

8. What do you call the computer-mediated technologies that facilitate the creation and sharing of information, ideas, career interests, and other forms of expressions?
- (A) Etiquette
 - (B) Mobile Media
 - (C) Internet Safety
 - (D) Social Media
9. All of these are social media websites except one.
- (A) Twitter
 - (B) LinkedIn
 - (C) Yahoo
 - (D) Facebook
10. This type of social media website focuses on short update posted by the user.
- (A) Blogging
 - (B) Microblogging
 - (C) Social Media
 - (D) Mass Participation
11. What type of communication technology involves platforms like Facebook and Twitter?
- (A) Electronic communication
 - (B) Social media
 - (C) E-mail and text messages
 - (D) Telehealth and telemedicine
12. What is the most important thing to ask yourself before posting on social media?
- (A) Will this make me more popular?
 - (B) Will this go viral?
 - (C) Am I ok with everybody I know seeing this?
 - (D) Did I check my spelling?
13. What has made it easier for journalists and news outlets to interact with their audience?
- (A) Social media
 - (B) Radio
 - (C) Television
 - (D) Newspaper
14. Which of the following is an example of a social media platform used for curating visual content?
- (A) Buzzsumo
 - (B) Feedly
 - (C) Pinterest
 - (D) Pocket
15. Which digital communication channel is commonly used for sharing information in a visually appealing format?
- (A) Emails
 - (B) Cloud
 - (C) Social media
 - (D) Websites
- Explanation:** Social media is commonly used for sharing information in a visually appealing format.
16. Social responsibilities of communicators involve considering the impact of messages on others.
- (A) True
 - (B) False
17. What is Social Media Marketing?
- (A) The use of newspapers magazines or commercials to promote your business.
 - (B) The use of signs and posters to promote your service or product
 - (C) The use of social media platforms and websites to promote a product or service.
 - (D) The use of Snapchat or Facetime
18. Effective use of social media requires us to be better spellers, write our ideas clearly, and continue to use communication etiquette.
- (A) True
 - (B) False
19. Professional social media communication requires
- (A) Emojis everywhere
 - (B) Slang usage
 - (C) Appropriate tone
 - (D) Long paragraphs

20. What is the main purpose of Social Networking Sites?
- (A) To promote online shopping and e-commerce.
 - (B) To provide a platform for job searching and recruitment.
 - (C) To serve as a news aggregator for current events.
 - (D) To connect individuals and facilitate communication and content sharing.
21. Social media algorithms can create artificial popularity for certain topics.
- (A) True
 - (B) False
22. Employees' social media activity can impact an organization's ____
- (A) Reputation
 - (B) Revenue
 - (C) Growth
 - (D) Innovation
23. One advantage of a business using social media to communicate with potential customers:
- (A) You can reach a wide audience due to the number of people who use social media.
 - (B) You can reach a wide audience because not many people have social media accounts.
 - (C) You can reach a small audience because not many people have social media accounts.
 - (D) None of above
24. This is one advantage social media cannot provide to mass communicators:
- (A) Both broad and focused communication
 - (B) One-on-one interaction
 - (C) Potential for immediate feedback Edit
 - (D) None of above
25. Social media language is the combination of verbal and written language.
- (A) True
 - (B) False
26. These are sites that allow you to connect with other people with the same interests or background.
- (A) Social networks
 - (B) Bookmarking sites
 - (C) Social news
 - (D) Media sharing
27. LinkedIn is intended for professional networking and corporate communications.
- (A) True
 - (B) False
28. Which of the following is NOT a function of social media?
- (A) Creating user-generated content
 - (B) Modifying and exchanging content
 - (C) Managing financial accounts
 - (D) Discussing ideas online
29. What is the purpose of using social media as a journalist?
- (A) To share personal opinions and experiences
 - (B) To avoid interaction with the audience
 - (C) To engage with the audience and build trust
 - (D) To only promote content
30. Social media can help journalists ____
- (A) Promote their work
 - (B) Monitor their editors corrections
 - (C) Find other journalists friends
 - (D) To make negative comments about other journalists
31. It consists of online users who signed up for membership on an e-mail list management websites and allows members to create their own mailing lists.
- (A) Group Chat
 - (B) Societal Group
 - (C) E-groups
 - (D) Audio-Video Conference

32. Individuals use ____ to connect to friends, upload videos and photos.
(A) Forums
(B) Social media
(C) Websites
(D) URL
33. It is about using technology to turn communication into an interactive dialogue.
(A) Internet cite
(B) Social media
(C) Social networking sites
(D) Mass media
34. How has social media changed communication?
(A) It has made communication more expensive
(B) It has reduced the need for face-to-face interaction
(C) It has eliminated the use of emails
(D) It has increased the use of postal services
35. How has social media changed the way young people socialize?
(A) It has made it harder to access information
(B) It has enabled them to maintain social connections and support networks online
(C) It has made them completely dependent on face-to-face communication
(D) It has created a greater demand for political change
36. They chat with their friends using messaging applications and ____
(A) Social networking sites
(B) Convenient
(C) Hours
(D) None of above
37. Social media is used for ____
(A) Creating tables
(B) Giving presentations
(C) Sending messages and sharing information
(D) Typing documents
38. How do enterprise social-networking and social-media platforms promote effective teamwork?
(A) By limiting the time spent on communication.
(B) Through both synchronous and asynchronous communication.
(C) By automating team decisions.
(D) By focusing solely on professional content.
39. Which one of these is NOT a part of what we call Social Media?
(A) Facebook
(B) Gradebook
(C) Twitter
(D) Instagram
40. “Think before you click” is this quote can help us to be wise when using any social media platform?
(A) False
(B) True
41. Select example of Social Media
(A) Facebook, Shopee & Email
(B) Google Chrome, Firefox, Microsoft Edge
(C) Youtube, Tiktok, Instagram
(D) Blog, Wix, Canva
42. Social media can foster a sense of ____ among employees.
(A) Isolation
(B) Community
(C) Competition
(D) Distrust
43. How do readers interact with a blog’s community?
(A) They comment on posts.
(B) They email the bloggers.
(C) They write mini posts.
(D) You can’t talk to anyone on a blog.

44. What is social media?
- (A) A way to communicate through messages sent via postal services.
 - (B) Mass media.
 - (C) A way to get news and information.
 - (D) Websites or applications for social interactions.
45. Social media can provide a great deal of information about potential customers including:
- (A) Where they work.
 - (B) What they are interested in.
 - (C) Names of friends and connections.
 - (D) All of these can be found on social media.
46. Most social media apps and sites have this feature to help keep everyone safe and respectful
- (A) Help button.
 - (B) Report of flag inappropriate content.
 - (C) Unfriend button.
 - (D) Contact button.
47. Which type of media is currently widely used because it is convenient, fast, and most popular?
- (A) Newspaper
 - (B) Personal conversation
 - (C) Social media
 - (D) Journal
48. The ____ communication services, along with chat rooms, continue to be an important part of children's online interactions.
- (A) Online
 - (B) Offline
 - (C) Direct
 - (D) Phone
49. Facebook
- (A) Social Media
 - (B) Bookmarking Site
 - (C) Social News
 - (D) Media Sharing
 - (E) Blogs and Forums
50. Which of the following social media platform is used by professional?
- (A) YouTube
 - (B) Facebook
 - (C) Instagram
 - (D) LinkedIn
51. Digital journalists create content for
- (A) Printed newspaper
 - (B) Bulletin board
 - (C) TV and radio
 - (D) Social media and websites
52. These are sites that focus on short updates from the user.
- (A) Microblogging
 - (B) Bookmarking sites
 - (C) Blogs and forums
 - (D) Media sharing
53. Grace, Oliver, and Leo are discussing the role of social media in digital communication. How does social media play a role in their digital communication?
- (A) Social media has no impact on their digital communication
 - (B) They use social media only for entertainment purposes
 - (C) Social media provides a platform for Grace, Oliver, and Leo to communicate and share information digitally.
 - (D) Social media is only used by a small percentage of their friends
54. Which of these is a leading platform for social interaction?
- (A) Friendster
 - (B) Facebook
 - (C) Yahoo Messenger
 - (D) MySpace
55. Social media policies are especially important in today's modern world because
- (A) The Internet can only harm a company's reputation
 - (B) Employees cannot be trusted with technology

- (C) Negative comments can spread rapidly online
(D) Companies depend on social media for communication
56. Facebook, Instagram, Twitter, Whatsapp, etc.
(A) Social Networking
(B) Search Engine
(C) Online Storage
(D) Collaborative Tools
57. Twitter is generally used for:
(A) Secret information sharing.
(B) Electronic mailing.
(C) Interpersonal communication.
(D) Social networking.
58. Podcasts, blogs, and wikis are part of the new user-centered virtual environment called
(A) The Total Network.
(B) Web 2.0.
(C) Cloud Computing.
(D) VPN.
59. What feature on social media platforms enables private written communication between two users?
(A) Timeline Post
(B) Public Comment
(C) Story
(D) Direct Message (DM)
60. Pinterest is a social media website that can be classified as?
(A) Bookmarking site
(B) Media sharing
(C) Microblogging
(D) Blogs and forums
61. Facebook was launched in February of 2004 as a site for college students for what college?
(A) Harvard
(B) Yale
(C) Columbia
(D) Stanford
62. Which type of social media allows users to upload and share media content like images, music, and videos?
(A) Social Networking
(B) Media Sharing
(C) Blogging Platforms
(D) Messaging Apps
63. Social media use can affect a person's health and well-being.
(A) True
(B) False
64. High schools students are often surprised to hear that colleges look at more than just what they include in their applications. A student's activity on social media can, in fact, impact college admissions decisions. As a student, we must
(A) Be aware of whom/what pages we follow online
(B) Refrain from posting derogatory content/comments online
(C) Only B
(D) Both A and B
65. Provide places for individuals to communicate with one another through social media platforms
(A) E-mail
(B) Social networks
(C) Text messaging
(D) Video chat
66. Which social media platform is primarily used for exchanging messages, pictures, and videos?
(A) TikTok
(B) Snapchat
(C) Twitter
(D) Instagram

67. Which of the following is true regarding writing for social media?
- (A) Facebook, Twitter, & LinkedIn are for personal use only.
 - (B) The writing process should be followed.
 - (C) Social media is not timely.
 - (D) Long words and sentences are better for social media writing.
68. Your digital footprint includes information that others post about you online.
- (A) True
 - (B) False
69. A person can post in FACEBOOK, INSTAGRAM, TWITTER and PINTEREST.
- (A) Information Literate
 - (B) Technology Literate
 - (C) Media Literate
 - (D) Literacy
70. What role do mobile phones play in enhancing social inclusion?
- (A) Mobile phones promote isolation by encouraging virtual over real-life connections.
 - (B) Mobile phones facilitate communication, access to information, and participation in social networks, promoting social inclusion.
 - (C) Mobile phones hinder face-to-face interactions and create social barriers.
 - (D) Mobile phones limit access to information and reduce community engagement.
71. Which factor has played a pivotal role in democratizing journalism access in the digital era?
- (A) Introduction of the television
 - (B) Emergence of social media
 - (C) Establishment of radio broadcasting
 - (D) Development of print newspapers
72. A superintendent asks the instructional technology coordinator to assess the communication methods used by the district in response to parental complaints that the communication is too one-sided. Complete the coordinator's checklist below by selecting whether the communication method is primarily one-way or two-way.
- Google Plus Community
- (A) One-Way Communication
 - (B) Two-Way Communication
73. McKay found that ___ working in London used social media to digitally return to their homeland and cultural relationships they left behind.
- (A) Americans
 - (B) Filipinos
74. Which symbol is used to label your content so that it can be found in social media, and it can also be used to find content that is trending?
- (A) /
 - (B) *
 - (C) @
 - (D) #
75. It is a website, application, or online channel that enables web users to create, co-create, discuss, modify, and exchange user generated content example of this is Facebook.
- (A) Mobile Tech
 - (B) Assistive Media
 - (C) Convergence
 - (D) Social Media
76. Social media in the organizational context refers to:
- A) Only external platforms like Facebook and Twitter
 - B) Only internal platforms like ESNs
 - C) Both external and internal platforms
 - D) None of the above.
- (A) Only external platforms like Facebook and Twitter
 - (B) Only internal platforms like ESNs
 - (C) Both external and internal platforms
 - (D) None of the above.
77. Which social media platform is primarily used for professional networking?
- (A) Twitter
 - (B) LinkedIn
 - (C) Snapchat
 - (D) Pinterest

78. Labeled as the largest social media network in the modern time, this is where people with common interests communicate, discuss and share opinions with each other.
- (A) Google + Communities
 - (B) LinkedIn Group
 - (C) Facebook Groups
 - (D) Online Groups
79. This social networking site was created in 2008.
- (A) Facebook
 - (B) Myspace
 - (C) Twitter
 - (D) None of above
80. Using websites to pour out one's grievances is called:
- (A) Web plea.
 - (B) Web hate.
 - (C) Cyber ranting.
 - (D) Cyber venting.
81. Which strategy is essential for successfully integrating social media into brand communication?
- (A) Regularly changing brand logos
 - (B) Developing and implementing effective social media campaigns
 - (C) Engaging in aggressive paid advertising
 - (D) Reducing customer interaction
82. Social Media platforms include the following except
- (A) Facebook
 - (B) Tiktok
 - (C) Youtube
 - (D) Jiji
 - (E) Twitter
83. People should be ___ when commenting on Facebook.
- (A) Impolite
 - (B) Angry
 - (C) Cruel
 - (D) Netiquette
84. A series, or log, of discussion items on a page of the World Wide Web
- (A) Domain
 - (B) Blog
 - (C) Vlog
 - (D) Podcast
85. Which is an example of a Social Media Community?
- (A) Facebook
 - (B) Discord
 - (C) WhatsApp
 - (D) Viber
86. What is the role of a social media strategist in mass communication?
- (A) Fixing plumbing issues
 - (B) Planning and implementing effective social media strategies for a company or brand
 - (C) Conducting scientific experiments
 - (D) Editing movie scripts
87. Which of these websites is not social media
- (A) Indeed
 - (B) Facebook
 - (C) Twitter
 - (D) Snap Chat
88. Which of the following has significantly altered how people communicate and consume information?
- (A) Television
 - (B) Everyday life
 - (C) Current trends
 - (D) Social media
89. What has made media immensely competitive among news outlets?
- (A) Newspaper
 - (B) Radio
 - (C) Television
 - (D) Social Media

90. Why is slang important in social networks?
- (A) It helps people distinguish between those who do and don't belong to their particular group
 - (B) It is always used to harm others
 - (C) It is a form of constructive criticism
 - (D) It is used to make threats
91. What's one main difference between social media and traditional media, such as television?
- (A) Traditional media doesn't have content
 - (B) There aren't any ads in traditional media
 - (C) Social media's content is created by its users
 - (D) Social media reaches fewer people than traditional media
92. Which form of mass media makes information most accessible, but is also the least regulated?
- (A) Print media
 - (B) Broadcast media
 - (C) Digital/social media
 - (D) All mass media is highly regulated
93. Mahima has an Instagram page for her jewelry business. What should she do to connect with her customers?
- (A) Post dance reels
 - (B) Post about a T.V. show she likes
 - (C) Share daily updates about her business as Stories on social media
 - (D) Post cooking videos
94. You should be cognizant of what you post on social media because ____
- (A) Someone may misunderstand my words
 - (B) The Internet is a permanent place
 - (C) It can damage my reputation
 - (D) All of the above
95. What has caused a shift in power dynamics in communication?
- (A) Growth of traditional media channels.
 - (B) Decline in global connectivity.
 - (C) Reduced stakeholder involvement.
 - (D) The rise of the internet and social media.
96. What is MOST true regarding people using social media for political purposes?
- (A) We tend to argue with other views on Facebook
 - (B) Social media has only helped politics, and has never hurt it
 - (C) It has helped conservatives and liberals come together
 - (D) We tend to only read things that back up our opinions
97. How can social media influence literacy skills?
- (A) Social media only promotes visual content, not reading.
 - (B) Social media influences literacy skills by providing diverse reading and writing opportunities.
 - (C) Social media decreases the amount of writing people do.
 - (D) Social media has no impact on literacy skills.
98. What is a common activity done on Flipgrid?
- (A) Video conferencing
 - (B) Video journaling
 - (C) Blogging
 - (D) Podcasting
99. A regularly updated website or web page, typically one run by an individual or small group, that is written in an informal or conversational style
- (A) Wiki
 - (B) Blog
100. What is teen speak influenced by?
- (A) History books
 - (B) Social media and pop culture
 - (C) Formal education
 - (D) Professional settings

- 101.** What is meant by "Engagement" in social media?
- (A) The number of followers an account has.
 - (B) The number of posts shared by a user.
 - (C) Interaction and involvement of users with content, such as liking, commenting, and sharing.
 - (D) The frequency of posts made by a user.
- 102.** My classmates connect with each other on a(n) — network called Friends-connect.
- (A) Social
 - (B) Machine
 - (C) Translation
 - (D) Language
- 103.** Digital social media facilitates human interaction and relationships by constructing a — culture part.
- (A) Popular
 - (B) Participatory
- 104.** What is the main goal of social media stories for journalists?
- (A) To avoid featuring breaking news and special series
 - (B) To feature stories and engage the audience
 - (C) To avoid interactivity and priority
 - (D) To provide a platform for lengthy content
- 105.** In what year was Facebook created?
- (A) 1990
 - (B) 1996
 - (C) 2004
 - (D) 2008
- 106.** Dennis wants to use social media in his job search for a professional position. What will likely be his best tool?
- (A) Facebook.com
 - (B) Twitter.com
 - (C) YouTube.com
 - (D) LinkedIn.com
- 107.** Teresa wants to create an account on Facebook, a social networking site, where will she type `www.facebook.com` on her web browser?
- (A) Address Bar
 - (B) Find Bar
 - (C) Search Bar
 - (D) Title Bar
- 108.** How can companies use social media platforms effectively in their marketing communications?
- (A) By posting irrelevant content and spamming their audience
 - (B) By ignoring their audience's comments and messages
 - (C) By using social media platforms solely for personal use
 - (D) By creating engaging content, interacting with their audience, utilizing targeted advertising, and analyzing data to optimize their strategies.
- 109.** Is a social network a modern means of communication?
- (A) Yes
 - (B) No
- 110.** Social media is used for both public discourse and social commerce.
- (A) True
 - (B) False
- 111.** How can social media platforms be used by science teachers for educational purposes?
- (A) Sharing personal photos
 - (B) Connecting with other educators and sharing resources
 - (C) Posting random thoughts
 - (D) Playing online games
- 112.** It is a convenient way to share messages, photos, and ideas and keep people with same interests stay connected.
- (A) Communication
 - (B) Teleconferencing

- (C) E-group
(D) Skype
(E) Internet
- 113.** A free, online photo-sharing application and social network platform that was acquired by Facebook in 2012. Instagram allows users to edit and upload photos and short videos through a mobile app.
(A) Instagram
(B) Facebook
(C) Twitter
(D) Google
- 114.** It is one of the largest online social networking website where people can construct profiles, share information such as photos and videos about themselves.
(A) Viber
(B) WhatsApp
(C) Facebook
(D) Twitter
- 115.** Support App of Facebook.
(A) Viber
(B) WeChat
(C) Messenger
(D) WhatsApp
- 116.** Social media is important for young people because:
(A) It limits their connections
(B) It decreases access to information
(C) It empowers them with self-confidence and support networks
(D) It prevents them from socializing
- 117.** What role did social media play in the 2011 Arab Spring uprisings and the 2013-2014 Euromaidan protests?
(A) It had no significant impact.
(B) It was a major tool in disseminating information and framing protest claims.
(C) It was primarily used for entertainment during the events.
(D) It hindered communication among protesters.
- 118.** It is an example of Social networking.
(A) Schoology
(B) Big blue button
(C) Facebook
(D) None of above
- 119.** Groups of people who use internet services such as e-mail, chat systems, discussion boards, and social networking sites to communicate and collaborate with one another.
(A) Conferencing
(B) E-groups
(C) Telecommunication
(D) Video-conferencing
- 120.** What is the primary function of a Facebook Page?
(A) Speed up email sending.
(B) Delete old messages.
(C) Promote information and connect users.
(D) Automatically save images to the computer.
- 121.** What is the primary purpose of social networks as described in the image?
(A) To play online games
(B) To connect with other people with similar interests or backgrounds
(C) To shop for products online
(D) To watch movies and TV shows
- 122.** We usually use social ____.
(A) Media
(B) Video
(C) Note
(D) Telepathy Edit
- 123.** A website that is collaborative in nature
(A) Google
(B) Wiki
(C) Yahoo
(D) Firefox

124. The message sent through Twitter is known as ____
(A) Post
(B) Blog
(C) Tweet
(D) Text
125. Social media communication is mainly
(A) One-way
(B) Two-way and interactive
(C) Formal only
(D) Offline
126. What social network is used to send photos?
(A) Youtube.
(B) LInked in.
(C) Instagram.
(D) Skype.
127. When you make content for Instagram, you should focus on
(A) Long articles
(B) Selfies
(C) Interesting images
(D) None of above
128. Social media sites are especially useful in learning about current trends and can provide ideas for speech topics.
(A) True
(B) False
129. People use blogs to express their what?
(A) Knowledge
(B) Experiences
(C) Opinions
(D) All of these
130. Complete the strategy statement: Don't ____
(1) ____ social media, but don't ____ (2) ____ on it either.
(A) Purpose; 2) sponsor
(B) Balanced; 2) views
(C) Varied; 2) technical
(D) Discount; 2) rely
(E) Purpose; 2) target population
131. What do we call people who write on blogs?
(A) Administrators
(B) Techies
(C) Bloggers
(D) Web Designers
132. Social media has become essential in political mobilization.
(A) True
(B) False
133. It is a social networking website where people can construct profile, share photos and pictures and do audio-video conferencing.
(A) Viber
(B) WhatsApp
(C) Facebook
(D) Twitter
134. How do social media platforms target users with ads?
(A) Ads are placed on the most prominent parts of your screen
(B) Content you post is matched to ads you might be interested in
(C) The more money you spend in online stores, the more ads you see
(D) Real life ads are posted
135. Alice uses Facebook to connect with her friends.
(A) Bookmarking Sites
(B) Rich User Experience
(C) Microblogging
(D) Mass Participation
(E) Social Networks
136. A zoo uses Twitter to announce the birth of a baby Giraffe. Which describes this method of digital communication?
(A) Video conferencing
(B) Social media
(C) Text
(D) Email

- 137.** What is one of the main benefits of using social media on the Internet?
- (A) It allows you to create websites
 - (B) It helps you connect and build communities online
 - (C) It is the only way to send emails
 - (D) It provides a way to physically meet people
- 138.** Which is an example of ICT in socializing?
- (A) Post mail
 - (B) Facebook
 - (C) Bulletin boards
 - (D) Public announcements
- 139.** A presidential candidate called John Smith sends most of his messages through Twitter. He also tries to maintain an active account on Facebook. These are his two main ways of communicating with voters. This means that he primarily relies on which of the following?
- (A) Print media
 - (B) Internet media
 - (C) Broadcast media
 - (D) Social media
- 140.** The Supreme Student Government of KNCHS organized a successful unity run for a cause called KapatirUN. Everyone especially the official page of KapatirUN had included #KapatirUN2020 on their social media posts. They categorize the information on their page by the use of tags.
- (A) Folksonomy
 - (B) Rich User Experience
 - (C) User Participation
 - (D) Mass Participation
 - (E) Software as a Service
- 141.** It is NOT example of social networking.
- (A) Wikipedia
 - (B) Twitter
 - (C) Instagram
 - (D) None of above
- 142.** Which activity makes up a digital footprint?
- (A) Joining an after-school club.
 - (B) Playing on a sports team.
 - (C) Posting messages or comments on social media.
 - (D) Writing in a journal.
- 143.** Which type of digital communication is most effective for engaging and interacting with a large audience?
- (A) Audio
 - (B) Collaboration Tools
 - (C) Social Media
 - (D) Video
- 144.** Which of the following is a positive way that social media can affect students?
- (A) Multi-tasking reduces academic performance
 - (B) Social media creates a non-proper attitude towards spelling and grammar
 - (C) Social networking has increased the rate and quality of collaboration for students
 - (D) The more time students spend on social sites; the less time they spend socializing in person
- 145.** With the influx of technology in the 21st century, how can students be best re-educated on the ethical use of social media, such as Facebook and mobile texting?
- (A) Punishment for violators
 - (B) Students monitoring of peers
 - (C) Integrate social media competencies in the curriculum
 - (D) Seminar on social media
- 146.** Nowadays many young people are addicted to using ____ such as Facebook, Twitter and Instagram.
- (A) Social media
 - (B) Face-to-face
 - (C) Using telepathy
 - (D) Video conference

147. How does social media impact software teams?
- (A) Facilitates communication but can distract
 - (B) Replaces testing tools
 - (C) Designs algorithms
 - (D) Improves coding speed
148. Social Media Posts
- (A) Machine generated data
 - (B) Human generated data
 - (C) Business generated data
 - (D) None of above
149. YouTube is a
- (A) Message Sharing Platform
 - (B) Image Sharing Platform
 - (C) Online video sharing and social media platform
 - (D) Food Sharing Platform
150. What is an advantage of using social media for communications and public relations?
- (A) Low cost
 - (B) Requires a printing press and distribution channels
 - (C) Structured with hierarchy
 - (D) Limited audience
151. It is a social group tool that caters professionals, executives, and business owners.
- (A) Facebook Groups
 - (B) LinkedIn Groups
 - (C) Google+ Communities
 - (D) None of above
152. Who writes for Blogs?
- (A) Kids
 - (B) Adults
 - (C) Almost anyone can write for a blog.
 - (D) None of above
153. Which of these is valuable data for a social media platform to share with companies?
- (A) The photos and comments you post
 - (B) Any users the platforms suggests you follow
 - (C) The ads that appear in your feed
 - (D) Your password
154. What type of classification is Social Media?
- (A) Information
 - (B) Communication
 - (C) Communication and Information
 - (D) None of above
155. What is the main advantage of using social media as a communication tool?
- (A) Direct contact with a large audience
 - (B) Limited by location
 - (C) Expensive to make
 - (D) Reliant on internet connection
156. Which feature is not found on Facebook?
- (A) Story
 - (B) Live
 - (C) Messenger
 - (D) Facebook Classroom
157. Social media can be leveraged for ___ and career development opportunities.
- (A) Networking
 - (B) Isolation
 - (C) Entertainment
 - (D) Shopping
158. Facebook is an online ___ website.
- (A) Chatting
 - (B) Gmail
 - (C) Free social network
 - (D) None of above
159. Media balance
- (A) When someone poses as an institution, like a bank or a school, and sends you a personalized message asking you to provide private information
 - (B) Using media in a way that feels healthy and in balance with other life activities (family, friends, school, hobbies, etc.)

- (C) To select, organize, and look after a collection (e.g., content posted to a social media profile)
(D) None of above
- 160.** What is the role of “Social Networks” in digital communications?
(A) Uses cellular airwaves and protocols to send messages from one cell phone to another
(B) Provide places for individuals to communicate with one another through social media platforms
(C) Transfer of text, sounds, images, videos, etc. sent via electronic device
(D) To prepare language, images, sound or video for production or presentation
- 161.** Which is not a positive of social media?
(A) Increases Socializing
(B) Decreases spelling and grammar efficiency
(C) Increases technology awareness
(D) Increases connections in the real world
- 162.** Is a blend of blogging and instant messaging that allows users to create a short messages to be posted and shared with an audience online.
(A) Blogs
(B) Microblogs
(C) Multimedia
(D) Wikis
- 163.** Websites used to share, post and exchange information in an informal format through several differing channels
(A) Social Media
(B) Firewall
(C) Server
(D) Network
- 164.** Types of websites or services that allow you to interact with friends and family online and to find other people online who have similar interest or hobbies.
(A) Social Networking Sites.
(B) Personal data.
(C) Search Engine.
(D) Electrical Overload.
- 165.** I should ask my parent or guardian if it's okay before ____
(A) To create a social media account.
(B) Making a webpage.
(C) Posting anything online.
(D) All Of The Above.
- 166.** Instagram is a social media website that can be classified as:
(A) Bookmarking site
(B) Media sharing
(C) Microblogging
(D) Blogs and forums
- 167.** People can use their social media, such as YouTube, Twitter, and Facebook, to partake in citizen journalism.
(A) True
(B) False
- 168.** My class connects with each other through a(n) ____ called Instagram.
(A) Social network
(B) Speciality shop
(C) Club activity
(D) Sports competition
- 169.** What is the main function of TikTok?
(A) Internet browsing
(B) Exchanging messages
(C) Photo and video sharing
(D) Creating short videos
- 170.** Which one of these is a pro of social media?
(A) Anyone can see what you post
(B) You are able to communicate with others easily
(C) Facebook's location setting means people can always see where you are
(D) There is no filter for comments sections

171. When various stories are posted on social media Those messages may have a negative impact on the poster's image except which of the following?

- (A) Complaining about the traffic police who set up checkpoints to catch people breaking

traffic laws.

- (B) Post teasing your friend's weaknesses.
(C) Criticizing the content of newly released books, both their pros and cons.
(D) Venting anger when being overtaken in line in front of a movie theater

1.7 Communication Theories

1.7.1 Agenda Setting Theory

- Which term best describes the media's role in determining which news stories and issues receive public attention?
(A) Entertainment
(B) Watchdog
(C) Agenda Setter
(D) Gatekeeper
- Agenda Setting Theory was developed by:
(A) Judee Burgoon
(B) George Gerbner
(C) Maxwell McCombs and Donald Shaw
(D) Everett Rogers
- TRUE or FALSE-Journalists help shape our perception of reality.
(A) TRUE
(B) FALSE
- Which of the following is a key assumption of the Agenda Setting Theory?
(A) Media tells people what to think.
(B) Media influences the issues people think about.
(C) Media has no effect on public opinion.
(D) Media only informs without influencing opinions.
- The ability to influence the importance placed on the topics of the public.
(A) Agenda Setting
(B) Preference Shaping
(C) Decision Making
(D) Politics
- The media are active in defining political "reality" through the processes of news gathering, explaining, and production.
(A) True
(B) False
- The issues that the media covers influence the public and policy maker's agenda
(A) The issues that the media covers influence the public and policy maker's agenda
(B) Public and policymakers can impact the news media agenda
- The agenda-setting theory suggests that media:
(A) Reflects public opinion as it is.
(B) Shapes public discussion by focusing on specific issues.
(C) Directly influences individuals' behavior.
(D) Encourages self-expression only.
- Which media effects theory states that mass media determine the issues that concern the public rather than the public's views?
(A) Agenda-Setting Theory
(B) Direct Effects Model
(C) Uses and Gratifications Theory
(D) Symbolic Interactionism
- True or false:Media can persuade you to do something?
(A) True
(B) False

11. What was the main objective of Agenda 21?
 - (A) Resource planning
 - (B) Global peace
 - (C) Sustainable development
 - (D) Protect depletion of ozone layer
12. What is the third level of agenda setting?
 - (A) Media shapes what we think about/sets the agenda
 - (B) Framing (also sometimes called attribute agenda setting)
 - (C) Media shapes the way we think issues are inter-related
 - (D) None of above
13. ____ describes media's role in deciding which topics to cover and consequently which topics the public deems important.
 - (A) Watch dogs
 - (B) Pseudo-events
 - (C) Agenda setting
 - (D) Surveillance
14. Voters who watched television were most likely to be influenced solely by candidate's 'image'
 - (A) True
 - (B) False
15. Media decides which subject to highlight and hence
 - (A) MEMORANDUM
 - (B) REPORT
 - (C) SETS THE AGENDA
 - (D) MEETING
16. What role does media play in determining which topics gain public attention?
 - (A) Influences public opinion
 - (B) Provides entertainment
 - (C) Sets the agenda
 - (D) Reports the news

1.7.2 Gatekeeping Theory

1. A gatekeeper is best described as someone who ____
 - (A) Directly informs the researcher about the community.
 - (B) Helps the researcher at all times.
 - (C) Constantly allows researchers in the community.
 - (D) Has formal or informal authority to control the site.
2. The concept of proximity suggests that a news organization is likely to carry a story about a murder, if that crime
 - (A) Involved a well-known person.
 - (B) Was committed locally.
 - (C) Occurred within the last 24 hours.
 - (D) Was unusually gruesome.
3. Who creates media messages?
 - (A) People who work for large corporations that own the media we use
 - (B) People who use media to text, tweet, post or share information online
 - (C) Both A & B
 - (D) None of above
4. What does the term "gatekeeper" refer to in the media context?
 - (A) The security personnel at a media company
 - (B) The person who writes articles for newspapers
 - (C) The media's role in deciding what stories and information are given to the public
 - (D) The technician who operates the broadcasting equipment
5. Gatekeeping is a form of ____
 - (A) Regulation
 - (B) Representation
 - (C) Audience interaction
 - (D) Newspaper genre

6. Editors, producers, publishers, and other managers who filter the information they obtain from reporters are called ____
- (A) Correspondents
 - (B) Keymasters
 - (C) Gatekeepers
 - (D) Mean
7. Managers who decide what stories are published or broadcast are?
- (A) Editors
 - (B) Reporters
 - (C) Muckrakers
 - (D) Gatekeepers
8. What is the role of a watchdog in the context of media?
- (A) A person who creates content for newspapers and TV
 - (B) Someone who monitors the government and is known as a watchdog
 - (C) An individual who repairs and maintains media equipment
 - (D) A character in a television show about the media
9. Gatekeeper audiences are the audience with ____
- (A) Power to decide which messages are produced.
 - (B) Political, social, and economic power.
 - (C) Power to influence the primary audience's decision.
 - (D) None of the above.
10. Who decides what should be in a newspaper or magazine?
- (A) Head journalist
 - (B) Editor
 - (C) Reporter
 - (D) News analyst
11. What is one way that news organizations can affect public opinion?
- (A) Report the facts
 - (B) Withhold certain facts from the news story
 - (C) Report only local news
 - (D) None of above
12. One limitation of the press is its proneness to be manipulated by the powerful, the elite, and the politicians.
- (A) TRUE
 - (B) FALSE
13. What is a significant influence on the content produced by journalists?
- (A) The journalists' personal preferences
 - (B) Editorial desks and news routines
 - (C) Public opinion polls
 - (D) The competitors' media strategies
14. What is the role of a 'gatekeeper' in media organizations?
- (A) Managing financial operations
 - (B) Deciding which news items get published
 - (C) Monitoring social media activity
 - (D) Drafting corporate policies
15. What is a common criticism of mainstream media?
- (A) They provide too much factual information.
 - (B) They are often biased based on ownership.
 - (C) They encourage open debate.
 - (D) They prioritize public interest over profit.
16. Who is the person who decides what news goes into the paper?
- (A) Reporter
 - (B) Publisher
 - (C) Editor
 - (D) Copy editor
17. Individuals who determine which stories will be in the news
- (A) Audience
 - (B) Goalkeepers
 - (C) Gatekeepers
 - (D) None of above

1.7.3 Two-Step Flow Theory

1. What name is given to the process of sending a message you have received to someone else?
(A) Replying
(B) Sending
(C) Forwarding
(D) Replicating
2. You are considered a/an ____ when you are

highly exposed to and actively using media. In doing so, you become a source of a viable interpretation of messages for lower-end media users.
(A) Reporter
(B) Citizen Journalist
(C) Opinion Leader
(D) Social Media Influencer

1.7.4 Uses and Gratifications Theory

1. Which theory provides an explanation as to why people use the types of mass media they do, to fulfill specific goals?
(A) Social presence theory
(B) Media richness theory
(C) Uses and gratifications theory
(D) Social information processing theory
2. Users who use media for their own ends are identified as
(A) Active audience
(B) Passive audience
(C) Positive audience

(D) Negative audience

3. As Vanessa walked into the library, Jeremy and Sam were just closing a drawer on the librarian's desk. Later, Vanessa described the incident to the librarian-and included her own conclusion that the boys had probably stolen something. Vanessa's account is an example of which of the following:
(A) Framing
(B) Input
(C) Logic
(D) Style

1.7.5 Cultivation Theory

1. Which theory studies the influence of media on perceptions of reality?
(A) Semiotics

(B) Cultivation Theory
(C) Uses and Gratifications Approach
(D) Diffusion of Innovation

1.7.6 Diffusion of Innovation Theory

1. The process of spreading the technologies and information from agency to another; from one person to another person; from one group to another group; from generation to generation is called
(A) Adoption
(B) Diffusion
(C) Learning
(D) Teaching
2. How to measure the success of the Re-

search Development and Diffusion Development Model?

- (A) Measure the number of employees involved in the project
(B) Measure the number of reports produced by the development team
(C) Measure the amount of money spent on research and development
(D) Measuring the level of adoption, implementation, positive impact, and dissemination of information and technology.

1.7.7 Spiral of Silence Theory

1. Echo chambers limit critical thinking by exposing people only to similar beliefs.
- (A) True
(B) False