

MCM301 Quiz 1

Mccqs

Lecture 1 to 10

Spring 2022

#Mid-Term

ORANGE

MONKEY

TEAM

Important NOTE:-

Maybe toppers are successful in school or college carrier but backbenchers are successful in their life because toppers run according to books while backbenchers don't follow rules and regulation that is why backbenchers are successful. For life, there are no books and another reason why toppers can't succeed because they fear failure and don't try anything new. Backbenchers don't fear failure as they have faced the failure in their school or college carrier so that is the reason they try new things and at last gain success.

As Abdul Kalam nicely quoted, "The best brains of the nation may be found on the last benches of the classroom"

Translation into Urdu:

ہوسکتا ہے کہ ٹاپر اسکول یا کالج کیریئر میں کامیاب ہوں لیکن بیک بینچر اپنی زندگی میں کامیاب ہوتے ہیں کیونکہ ٹاپر کتابوں کے مطابق چلتے ہیں جبکہ بیک بینچر قواعد و ضوابط پر عمل نہیں کرتے ہیں اسی وجہ سے بیک بینچر کامیاب ہوتے ہیں۔ زندگی کے لیے، کوئی کتابیں نہیں ہیں اور ایک اور وجہ ہے کہ ٹاپرز کامیاب نہیں ہو پاتے کیونکہ وہ ناکامی سے ڈرتے ہیں اور کچھ نیا کرنے کی کوشش نہیں کرتے۔ بیک بینچر ناکامی سے نہیں ڈرتے کیونکہ انہوں نے اپنے اسکول یا کالج کیریئر میں ناکامی کا سامنا کیا ہے یہی وجہ ہے کہ وہ نئی چیزیں آزما رہے ہیں اور آخر کار کامیابی حاصل کرتے ہیں۔

جیسا کہ عبدالکلام نے اچھی طرح سے نقل کیا ہے، "قوم کے بہترین دماغ کلاس روم کے آخری بینچوں پر مل سکتے ہیں۔"



1. Which type of communication it would be when subordinates update their superiors by telling them about problems at the workplace?

Upward.....confirm

Which type of communication it would be when subordinate **update their superior** by telling them about problems at the workplace?

Select correct option:

- Upward
- Horizontal
- Downward
- Group

2. A company arranges a trip for its employees. Which of the following objective is depicted by this incentive?

Motivationconfirm

An incentive trip is a **reward to motivate and reward the employees of a company** or its clients. It is a planned activity which seeks to create and

3. Film, direct mail campaign , pamphlet, brochure etc, are the modes of

Mass communication

Mass Communication

Mass communication includes messages sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer. The instruments include electronic (for example, radio, television, tape, and film) and print (for example, newspaper, magazine, book, pamphlet, **brochure**, direct-mail campaign). The restricted opportunity for feedback is the most serious barrier to effective mass communication.

4. Following are the main categories of feedback: Except.

Filtering....confirm

5. Which of the following is (are) the examples of public(s) that organizations communicate with, in external communication

All options....confirm

External Communication

Because most modern organizations have close ties with various publics – in fact they often depend on these publics for economic survival - **external communication** plays a significant role in their operations. Examples of publics that organizations communicate with are consumers, **stockholders, governmental agencies, foreign suppliers, wholesalers, and retailers.**

- 6. Intrapersonal communication processes depend upon communicator's all of the following qualities; EXCEPT**

Dull approach

- 7. Which of the following is not considered as a Public Relation function?**

Creative Support.....confirm

The **public relations** function takes many forms in different organizations, including public information, investor relations, public affairs, corporate communications, employee relations, marketing or product publicity, and consumer service or customer relations.

- 8. All of the following are the examples of touching EXCEPT;**

Drawing the eyebrow down.....confirm

Touching

This involves the use of touch to impart meaning as in a **handshake, a pat on the back, an arm around the shoulder, a kiss, or a hug.** Touch can communicate many different things, such as affection, **pleasurability, hostility, decisiveness, solidarity, assurance and urgency, to name just a few.** There are four

- 9. Self-confident individuals usually stand more erect than those**

Who lack confidence.....confirm

Self-confident individuals usually **stand more** erect than those lacking confidence.

- 10. Select the correct type of communication which occurs when two or a few people talk face to face:**

Interpersonal communication.....confirm

Interpersonal Communication

Interpersonal communication occurs when two (or a few) **people talk** face to face.

- 11. Which one of the following is an interpersonal need to establish identity with others?**

Inclusion.....confirm

Interpersonal Needs

Finally, we engage in interpersonal communication because we need to express and receive interpersonal needs.

The three identified needs are:

1. **Inclusion:** the need to establish identity with others.
2. **Control:** the need to exercise leadership and prove one's abilities. Groups provide outlets for this

12. Which one of the following is an interpersonal need to exercise leadership and prove one's abilities

Control.....confirm

Control: the need to exercise leadership and prove one's abilities.

13. Which one of the following is an interpersonal need to develop relationship with people.

Affection....confirm

Affection: the need to develop relationships with people.

14. _____ is a process which demands that full attention be paid to the spoken material.

Listening.....confirm

instances he is sure to misunderstand the intent of the spoken material. Listening is a process which demands that full attention be paid to the spoken material. Any kind of noise or distraction may make the

15. Studies show that job applicants are more likely to make a favorable impression and get a job offer when:

They let the interviewer do most of the talking....confirm

Don't talk–listen. Studies show that job applicants are more likely to make a favorable impression and get a job offer when they let the interviewer do most of the talking. This demonstrates that people appreciate a good listener more than they do a good talker. Why is this so? Because people want a chance

16. Which of the following is the process of giving symbols meanings through the unique contents of each person's mind?

Filtering...confirm

2. Filtering.

Filtering is the process of giving symbols meanings through the unique contents of each person's mind.

17. Letters, reports, stackholder reports, proposals, stackholder meetings, telephone conversations, and conferences are types of media used by an organization to communicate;

Externally.....confirm

Types of media used to communicate externally are: letters, reports, stockholder reports, proposals, stockholder meetings, telephone conversations, and conferences.

While informal reports tend to be used commonly within the organizations, formal reports are more commonly use externally. Employees in many organizations are now finding that their responsibility for

18. Which of the following statement has biased language

Most germans are direct in their communication

Question 5: Which of the following statement has biased language?



Most Germans are direct in their communication .

19. All of the following are the tips to become a better listener. EXCEPT

Creating interruptions.....confirm

The following tips can help you become a better listener:

Don't talk—listen. Studies show that job applicants are more likely to get a job offer when they let the interviewer do most of the talking. They appreciate a good listener more than they do a good talker. They want to get their own ideas and opinions across. A good listener listens without putting limitations on your listening time, the speaker will get more out of what he is saying—even if you are. So be courteous and give the speaker your full attention.

Keep an open mind. Don't just listen for statements that confirm your beliefs, or for certain parts that interest you. The point of listening is to be willing to listen to someone else's point of view and ideas. What you hear at first can turn out to be fascinating, if you listen with an open mind.

Don't jump to conclusions. Many people tune out a speaker because they assume they know what he's going to say next. Assuming you're not following the same train of thought that you are, or is not. If you don't listen, you may miss the real point the speaker is making.

20. Which type of communication it would be when co-workers decide to meet to deal with a problem

Horizontal....confirm

17. Which type of communication it would be when co-workers decide to deal with a problem?

- Upward
- Horizontal

21. Which of the following are the factors involved in nonverbal communication?

All options....confirm

Q7: Which of the following are the factors involved in nonverbal communication?

- A) Appearance, facial expressions**
- B) Eye contact, gestures, touch**
- C) Posture, voice, silence, time, and space**
- D) All of the given options (page27) (100% Sure)**

22. Farah was doubtful about Saman's intentions when she was trying to convince her to invest in the new project. Which form of listening it is?

Active listening....confirm

Farah was doubtful about Saman's intentions when she was trying to convince her to invest in the new project. Which form of listening it is?

- Empathic listening
- Critical listening
- Active listening ✓

23. If a modern organization uses the mediums like reports, conferences or interoffice memos to communication with the people working in the organization what will be

Internal communication.....confirm

Internal Communication

Each of the communication mediums discussed earlier in the downward, upward, and lateral communication sections is also classified as an internal medium. Interoffice memos, reports, and conferences are the most commonly used internal mediums within the modern organization.

24. Select which of the following is example for paralanguage

All options.....confirm

Context is the way the message is delivered and is known as **Paralanguage** - tone of voice, the look in the sender's eye's, body language, hand gestures, state of emotion (anger, fear, uncertainty, confidence, etc.). **Paralanguage** causes messages to be misunderstood as we believe what we see more than what we hear; we trust the accuracy of nonverbal behaviors more than verbal behaviors.

25. What does communication breakdown mean?

We have been ineffective in communication.....confirm

Communication breakdowns

The idea that communication can break down is widely accepted. Generally, people assume that communication has broken down when one person has failed to accurately interpret the communication behavior of another person. While this frequently happens, it does not mean communication has physically broken down. Rather, it means that we have been ineffective in communicating.

26. Mediated communication occurs through;

Letters, reports forms and interoffice memoranda.....confirm

Examples include the telephone, closed-circuit television, radio, mail, and the communication. Mediated communication also occurs through letters, reports, forms, and interoffice memoranda.

27. How many components do self-concept has?

Two....confrim

Self-concept is made up of two components, **self-image**, and **self-esteem**.

28. In order to listen more effectively, you should;

All options.....confirm

5. In order to listen more effectively, you should:

Select correct option:

Minimize distractions

Talk less

Pay attention to verbal and nonverbal cues

All of the given options

29. Types of media used to direct information upward are

Reports, interoffice memos and supervisor subordinate conferences....confirm

Types of media used to direct information upward are reports, interoffice memos, supervisor subordinate conferences, suggestion systems, and grievance procedures.

30. Motivation is the process of:

Satisfying internal needs through actions and behaviors.....confirm

2. Motivation

Motivation is the process of satisfying internal needs through actions and behaviors. | something a person is born with or without, but rather is something that can be enhanced

31. Non verbal messages are extremely important because _____.

Of all of the given reasons.....confirm

Q4: Non verbal messages are extremely important because

- A) They comprise well over all of our communication in face-to-face settings
- B) They are often more reliable because they are hard to face
- C) In a number of situations, we rely on them more than on verbal cues.
- D) All of the given reasons

32. Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Listening.....confirm

what, is meant. Listening involves grasping what the speaker means by seeing the ideas and information from his/her point of view.

33. The word intrapersonal means

Within the person.....confirm

The word - "Intrapersonal" - means within the person.

34. On the average how faster a person can think than the listener can talk

Four time....confirm

Q5: On the average, how faster a person can think than the listener can talk?

- A) Ten times
- B) Five times
- C) Four times (page26) (100% Sure)
- D) Three times

35. Which type of communication occupies the most amount of time?

Listening.....confirm

Which type of communication occupies the most amount of time.

- ☐ Writing
- ☐ Speaking
- ☒ Listining
- ☐ Reading

36. Poor retention either on the part of the sender or on the part of the receiver can create problems or lead to.

Misunderstanding.....confirm

Poor Retention: Poor retention either on the part of the sender or on the part of the receiver can create problems or lead to misunderstanding. If it is the speaker he might posit contradictory points of view

37. Which one of the following is an interpersonal need to establish identity with others?

Inclusion.....confirm

Q2: Which one of the following is an interpersonal need to establish identity with others?

A) Inclusion (page11) (100% Sure)

B) Control

38. Each morning Anna decides how to dress? What to eat? Where to go? Etc. This refers to which of the following level of communication?

Intrapersonal communicationconfirm

Intrapersonal Communication

When you think, you use intrapersonal communication. You initiate, receive, and process messages within yourself. You are playing both the roles of: sending & receiving. Human growth depends on this internal communication. Through it you know yourself and develop your self-concept, self-determination, and self-motivation.

For example, each morning you decide how to dress, what to eat, where to go, etc. This kind of internal communication forms the foundation for the other four levels of communication.

39. The process by which individuals resolve issues in an informal or formal atmosphere, or when issues are resolved as part of the ongoing interaction between individuals is known as.

Conflict resolution.....confirm

Conflict resolution is a process whereby individuals resolve issues in an informal or formal atmosphere, or where issues are resolved as part of the ongoing interaction between individuals.

40. Needs, desire, values, personality etc. are the examples of;

Psychological context.....confirm

Psychological context, which is who you are and what you bring to the interaction. Your needs, desires, values, personality, etc., all form the psychological context. ("You" here refers to both participants in the interaction.)

41. Which one of the following statement defines situational context of interpersonal communication?

It deals with the psycho-social where your are communicating.....confirm

Situational context deals with the psycho-social "where" you are communicating. An interaction that takes place in a classroom will be very different from one that takes place in a restaurant.

42. Which of the following is correct about human memory?

Reconstructive.....confirm

Which of the following is correct about **human memory**?

- ☒ Not very sharp
- ☒ Reconstructive
- ☒ Poorly developed
- ☒ All of the given options

43. _____ itself is probably the most common barrier to effective communication

Language differences.....confirm

Language Differences: Language itself is **probably** the most common barrier to effective communication. Among the problems in the use of language for communication are *differences in interpretation of expressions*. We have all said things that we thought were perfectly clear and simple.

44. Partial or marginal listening can distort the intent of which of the following?

Message.....confirm

Inattentive Listening: **Partial** or marginal listening can distort the intent of the message.

45. What does frequent eye contact show?

Liking.....confirm

Question 2: What does frequent eye contact show?

- ☐ Tension
- ☒ Liking
- ☐ Rejection
- ☐ Boredom

46. What does limited eye contact signal?

Dishonesty.....confirm

Q10: What does limited eye contact signal?

- A) Control
- B) Dishonesty (Confirm) (100% Sure)
- B) Intimidation
- B) Playfulness

47. _____ can also seriously impede the transmission of ideas.

Prejudices....confirm

Prejudices: Prejudice can also seriously impede the transmission of ideas.

48. Mediated communication occurs through;

Letter, reports, forms and interoffice memoranda.....confirm

Examples include the telephone, closed-circuit television, radio, radar, and the communication satellite. Mediated communication also occurs through letters, reports, forms, and interoffice memoranda.

49. Which of the following is/are example(s) of interpersonal exchange?

All options....confirm

72. Which of the following is/are example(s) of interpersonal exchange?

Select correct option:

- Conversations
- Dialogues
- Small group discussions
- All of the given options

50. Which one of the following defines interpersonal communication as communication that occurs between people who have known each other for some time?

Developmental View.....confirm

communication. This is called the developmental view. From this view, interpersonal communication is defined as communication that occurs between people who have known each other for some time.

51. Which of the following is not the function of interpersonal communication?

Creating isolation.....confirm

Q3: Which of the following is **not the function** of interpersonal communication?

- A) Gaining Information
- B) Building context of understanding
- B) Establishing Identity
- B) Creating Isolation (page11) (100% Sure)

52. How many categories do feedback has?

5.....confirm

five main categories

There are **five** main categories of feedback. T

53. Evaluate listening is successful when we:

Make critical assessments of the accuracy of the facts in a message....confirm

4. **Correct.** You answered: c. make critical assessments of the accuracy of the facts in a message..

54. Communication is derived from the _____ word.

Latin.....confirm

Communication
Communication is derived from the Latin word 'Communico' which means "to share".

55. Communication means?

Process of sharing....confirm

Communication

Communication is **derived** from the Latin word 'Communico' which means "to share". Hence the word "communication" means: the process of sharing. One may ask, sharing what? Obviously – sharing information, which could be facts, ideas, thoughts, feelings, needs, etc. This sharing takes place from one

56. _____ occurs when two or more people talk face to face.

Interpersonal Communication.....confirm

Interpersonal Communication

Interpersonal communication **occurs when** two (or a few) people talk face to face.

57. _____ occurs when two (or a few) people use some intermediate means for carrying their messages.

Mediated communication.....confirm

use the same word exactly above.

Mediated communication

This level of communication occurs when two (or a few) people use some intermediate means for carrying their messages. They do not communicate face to face and thus do not have direct feedback. Mediated communication often uses a mechanical or electrical device to transmit or receive messages.

58. The process of satisfying internal needs through actions and behaviors is called?

Motivation....confirm

2. Motivation

Motivation is the process of satisfying internal needs through actions and behaviors.

59. There are _____ types of communication?

5.....confirm

There are five levels of communication:

1. Intrapersonal Communication
2. Interpersonal Communication
3. Mediated Communication
4. Person-to-Group Communication
5. Mass Communication

60. A space closer than _____ feet is normally considered to be for intimate communication.

1.5.....confirm

A space closer than 1.5 feet is normally considered to be for intimate communication.

61. Allows a distance of ____ to _____ feet for closer interpersonal contact only.

1.5 , 4.0.....confirm

Allow a distance of 1.5 to 4.0 feet for close interpersonal contact only.

62. Allow a distance of ____ to ____ feet for most business transactions or consultations.

4.0 , 12.0.....confirm

Allow a distance of 4.0 to 12.0 feet for most business transactions or consultations. 1

52. Communicate only briefly or formally at a distance beyond _____ feet.

12.0....confirm

Communicate only briefly or formally at a distance beyond 12.0 feet.

63. The most common barrier to effective communication is?

Language....confirm

Language Differences: Language itself is probably the **most common** barrier to effective communication. Among the problems in the use of language for communication are *differences in*

64. Choose the _____ language when you communicate with others.

Proper....confirm

Remember also to choose the *proper level* of language **when you** communicate with others.

65. _____ is the stage at which you learn what the speaker means.

Understanding....confirm

3. Understanding.

Understanding is the stage at which **you learn** what the speaker means.

66. Probing is:

Attempting to gain additional information, continue the discussion, or clarify a point.....confirm

Probing: Attempting to gain additional information, continue the discussion, or clarify a point.

67. Evaluation is:

Making a judgement about the worth, goodness, or appropriateness of the sender's statement....confirm

Evaluation: Making a judgment about the worth, goodness, or appropriateness of the sender's statement.

68. Interpretation is:

Paraphrasing-attempting to explain what the sender's statement means

Interpretation: Paraphrasing - attempting to explain what the sender's statement means.

69. Support is:

Attempting to assist or support the sender.....confirm

Support: Attempting to assist or support the sender.

70. Understanding is:

Attempting to discover completely what the sender means by his/her statement.....confirm

Understanding: Attempting to discover completely what the sender means by his/her statement.

71. Understanding is the stage at which you learn:

What the speaker means.....confirm

Understanding is the stage at which you learn what the speaker means.

72. Conflicting information develops:

Mental turbulence....confirm

Question 1: Conflicting information develops:



Mental turbulence



Good understanding

73. All of the following are the barriers to communication. EXCEPT

Composing message at proper level....confirm

Some of the barriers to communication are:

- **Over-communication:** The quantum of much of it can confuse the receiver. amount of information to be transmitted what is commonly termed as "information" absorb only a certain amount of information ongoing proceedings. Therefore, if one delivering the spoken material. This will

Conflicting Information: The receiver already has an idea after his communication with the speaker. If the information diametrically opposite the receiver is left with the current piece of information. He can definitely sorting them out with the current speaker. thoroughly convinced with his existing knowledge.

Language Differences: Language itself is a barrier to communication. Among the problems in interpretation of statements. We have all sorts of language differences.

74. All of the following are the levels of communication EXCEPT:

ORANGE MONKEY TEAM

Frame Communication....confirm

There are five levels of communication:

1. Intrapersonal Communication
2. Interpersonal Communication
3. Mediated Communication
4. Person-to-Group Communication
5. Mass Communication

75. All of the following are the categories of feedback except:

Noise....confirm

Q1: All of the following are the categories of feedback, except:

- A) Evaluation
- D) Interpretation
- D) Probing
- D) Noise (pages) (100% Sure)

76. What do we call to the person who transmits the message?

Sender...confirm

Q2: What do we call to the person who transmits the message?

- A) Sender (page4) (100% Sure)
- B) Channel
- B) Receiver

77. Effective communication benefits the organization by:

All options.....confirm

3. Effective communication **benefits the** organization by:

Select correct option:
Creating positive image
Reducing cost
Increasing employee productivity
All of the given options

78. How many words is average speaker's rate per minute?

100 to 150.....confirm

Another factor in hearing is the speaker's rate. The average speaker's rate is between 100 to 150 words

79. Which of the following is not a form of nonverbal communication?

A radio interview.....confirm

The nonverbal element of the communication process is comprised of several factors including appearance, facial expressions, eye contact, gestures, touch, posture, voice, silence, time, and space.

80. All of the following are the examples of touching. EXCEPT:

Drawing the eyebrow down.....confirm

Touching

This involves the use of touch to impart meaning as in a handshake, a pat on the back, an arm around the shoulder, a kiss, or a hug. Touch can communicate many different things, such as affection, playfulness, hostility, decisiveness, solidarity, assurance and urgency, to name just a few. There are four

81. It is always easier to communicate at the _____.

Peer level or with friends.....confirm

Differing Status, Position and Self-expression: It is always easier to communicate at the peer level or with friends. The primary reason for this is that the mental faculties or the levels of experience of the

82. All of the following are the levels of listening except:

Critical Listening....confirm

Q2: All of the following are the level of listening except:

- A) Active Listening
- B) Protective Listening
- B) Partial Listening
- B) Critical Listening (page22) (100% Sure)

83. Excitement is communicated by:

All options.....confirm

Voice mannerism also communicates messages about the sender's emotional state. Excitement is communicated by a high-pitched voice and rapid rate of speaking. Messages communicated in anger are often accompanied by a loud speaking voice, while seriousness and sadness are communicated by a low-pitched voice. Pauses may indicate uncertainty on the part of the sender.

84. What is involved in communication process?

Idea-encoding-channel-decoding-feedback....confirm

1. **Idea:** Informative information, or feel

2. **Encoding:** The sender sends it to a receiver

The message is the message. When we use the expressions of

3. **The Channel:** transmit the message

4. **Decoding:**

5. **Feedback:**

85. Which of the following is a form of communication in which messages are sent to large, public, dissimilar, anonymous distant audiences using some intermediate instrument of transfer?

Mass communication.....confirm

Mass communication includes messages sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer. The instruments include electronic (for example, radio, television, tape, and film) and print (for example, newspaper, magazine, book, pamphlet, brochure, direct

86. What do the clothes we wear communicate?

Status.....confirm

What do the clothes we wear communicate?

- ☒ Affection
- ☒ Status
- ☒ Rejection
- ☒ Boredom

87. Words don't mean people mean. What does this statement mean?

Meanings are subjective....confirm

"Words don't mean – people mean." This is to say, meaning can be subjective.

88. Which type of communication it would be when superiors provide directions to their subordinates regarding what to do?

Upward....confirm

Upward Communication

Upward communication travels from subordinates to superiors and continues up the organizational ladder.

Upward communication is extremely important, as upper management needs to know specifically about:

Production performance, marketing information, financial data, what lower level employees are thinking

89. Intrapersonal communication processes depend on how many qualities of the communicator?

Four.....confirm

Intrapersonal communication processes depend upon communicators':

1. Frame of reference
2. Creativity
3. Self-talk
4. Risk-taking behavior

90. The quality of speech which makes you easier to understand while speaking is known as:

Articulation.....confirm

Articulation – Speaking each word clearly makes you easier to understand.

91. In USA maintaining eye contact while talking with elders show confidence in Pakistan it shows disrespect. What does this example depict?

The interpretation of body language is not universal.....confirm

In USA, maintaining eye contact while talking with elders show confidence, in Pakistan, it shows disrespect. What does this example depict?

- ☒ The interpretation of body language is not universal.
- ☐ The interpretation of body language is universal.
- ☐ The interpretation of body language is same worldwide.
- ☐ The interpretation of body language is global.

Check (True)

Answer

92. Which of the following is a strategy for better listening?

Listen for feelings as well as facts

93. In verbal communication one's physical appearance affects the _____.

Message.....confirm

In verbal communication one's physical appearance affects the message.

94. While talking to your friend underneath an elm tree you hear the sounds of birds singing and this distracts you from your conversation. What would you call it?

Physical Noise....confirm

Q3: While talking to your friend underneath an elm tree, you hear the sounds of birds singing and this distracts you from your conversation. What would you call it?

- A) Feedback
- B) Psychological noise
- B) Physical noise (Confirm) (100% Sure)
- B) Physiological noise

95. Which type of speaking relies on speaking notes?

Manuscript.....confirm

Question 2: Which type of speaking relies on speaking notes?

- ☒ Manuscript
- ☐ Memorized
- ☐ Impromptu
- ☐ Extemporaneous

96. Which of the following must not be adopted in preparing disappointing news messages?

Use negative words or phrases.....confirm

Question 1: Which of the following must NOT be adopted in preparing disappointing news messages?

- ☐ Use sales-promotion material whenever appropriate.
- ☐ Consider using an implicit refusal rather than an explicit refusal.
- ☐ Capitalize on what you can do for the reader rather than what you cannot do.
- ☒ Use negative words or phrases.

97. Which of the following is usually related to environmental factors that affect the communication?

Physical barrier.....confirm

Q1: Which of the following is usually related to environmental factors that affect communication?

- A) Listener barrier
- B) Sender barrier
- C) Physical barrier (page37) (100% Sure)
- D) Resistance

98. His GPA in 2000(MBA) was 3.9 on a four-point scale. Which of the following is a correct and more concrete form of this statement?

All options....confirm

Question 1: His GPA in 2000 (MBA) was 3.9 on a four point scale. Which of the following is a correct and more concrete form of this statement?

- ☐ His GPA was 3.9 on a four point scale.
- ☐ His GPA was good in 2000.
- ☐ He got a good score in his MBA Program.
- ☒ All of the given options

99. When centering on the audience your start by finding _____ that enable you to identify with them.

Common traits.....confirm

When centering on the audience, you **start by finding** common traits that enable you to identify with them.

100. Which of the following pattern is not a specific organizational pattern?

Deductive.....confirm

Next you need to select a specific **organizational pattern**. !
create meaning for your audience are:

- Spatial
- Chronological
- Topical
- Logical

101. How many purposes your introduction should have:

Three.....confirm

How many purposes your introduction should have:

Select correct option:

☐

Two

☒

Three

TRUE

102. Which of the following process is the automatic psychological process of receiving aural stimuli?

Hearing....confirm

1. Receiving/Hearing

The first element in the listening process is hearing, which is the automatic psychological process of receiving aural stimuli.

103. The medium which is used by the sender to transmit his message to the receiver during communication process is known as:

channel....confirm

3. The Channel: The channel in the communication process is the medium that the sender uses to transmit the message to the receiver. Care needs to be exercised in selecting the most effective channel for

104. Which is less likely to generate defensiveness?

Being honest.....confirm

simple honesty is
less likely to

generate defensiveness

105. Being resistant to issues which are contrary to already existing ideas hampers the process of:

Communication....confirm

ineffective. Being resistant to issues which are contrary to already existing ideas hampers the process of communication.

106. The degree to which you and other share common meaning for words will depend on:

The extent to which you share common backgrounds and experiences....confirm

you communicate. The degree to which you and others share common meanings for words will depend on the extent to which you share common backgrounds and experiences.

107. While talking to your friend underneath an elm tree, you hear the sounds of birds singing and this distracts you from your conversation. What would you call it?

Physical noise.....confirm

Q3: While talking to your friend underneath an elm tree, you hear the sounds of birds singing and this distracts you from your conversation. What would you call it?

- A) Feedback
B) Psychological noise
B) Physical noise (Confirm) (100% Sure)
B) Physiological noise

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108. Select the correct reason which contribute towards the formation of I-Syndrome

Too much usage of I-attitude....confirm

"I" Attitude: Too much usage of "I" can lead to an "I-syndrome"

109. In modern organization uses the mediums like reports, conferences or interoffice to communicate with the people working in the organization, what type of communication it will be?

Internal communication....confirm

Question # 5 of 15

If a **modern organization uses the mediums like** reports, conferences or interoffice memos to communication with the people working in the organization, what type of communication it will be?

Select correct option:

- Internal communication
- External communication

110. The characteristics which enables us to distinguish one voice from another is known as

Quality....confirm

Quality – This is the characteristic that permits you to differentiate **one voice** from another.