Mcm_301 Important Mcq's File For Final Term
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Question # 1 of 10 (Start time: 09:15:34 PM) Total Marks: 1
Which of the following method of outlining speech is generally preferred for negative news messages?
Select correct option:

Direct method
Indirect method

Question # 2 of 10 (Start time: 09:16:20 PM) Total Marks: 1
Bpc is an abbreviation of which of the following?
Select correct option:

Blind photo copy
Blind paper copy
Blind person copy
Blind pasted copy

Question # 3 of 10 (Start time: 09:17:43 PM) Total Marks: 1
All of the following are the elements of effective written communication, EXCEPT:
Select correct option:

Courtesy
Correctness
Conciseness
Cleanliness

Question # 4 of 10 (Start time: 09:18:15 PM) Total Marks: 1
In a direct request letter, request can be presented in:
Select correct option:

Closing paragraph
Closing sentence
First sentence
None of the given options

Question # 5 of 10 (Start time: 09:19:33 PM) Total Marks: 1
_____ is the language of business correspondence written for a general readership.
Select correct option:

Informal English
Formal English
Common English
African English

Question # 6 of 10 (Start time: 09:20:29 PM) Total Marks: 1
Which of the following is not a guideline for courteous writing?
Select correct option:

Respond late
Exclude irritating expressions
Include meaningful apologies
Omit discourteous wording

Question # 7 of 10 (Start time: 09:21:04 PM) Total Marks: 1
Bcc stands for:
Select correct option:

Blind carbon copy
Blind compiled copy
Branded carbon copy
Branded compiled copy

Question # 8 of 10 (Start time: 09:21:31 PM) Total Marks: 1
Writing a letter to inquire about people involve two considerations. First is the need to respect the rights – legal and moral; second is:
Select correct option:

The need to structure the questions around the job involved
The need to structure the questions according to your own personality and frame of mind
The need to structure the questions keeping in mind the organization you are writing to
The need to structure the questions with heavy vocabulary

Question # 9 of 10 (Start time: 09:22:58 PM) Total Marks: 1
Which of the following method of outlining topic involves presenting a general statement first, followed by specific supporting statements?
Select correct option:

Direct method
Indirect method
Supporting method
Sustaining method

Question # 10 of 10 (Start time: 09:24:11 PM) Total Marks: 1
Which of the following is NOT the stage of effective business writing?

Select correct option:

Planning Stage
Organizing Stage
Drafting Stage
Theater Stage

All of the following steps are essential to an effective response of questions EXCEPT:

Select correct option:

Listen

Discern

Anticipation

Answer

Question # 2 of 20 (Start time: 12:56:08 PM) Total Marks: 1

When applied to business messages 'correctness' means all of the following, EXCEPT:

Select correct option:

Use the right level of language

Check accuracy of words, information and data

Use correct grammar and punctuation

Check font style

Question # 3 of 20 (Start time: 12:57:00 PM) Total Marks: 1

Which of the following is NOT among the drawbacks of using computerized design programs?

Select correct option:

Poorly conceived messages

Simplistic presentations

Design over content

Overly complex presentations

Question # 4 of 20 (Start time: 12:57:35 PM) Total Marks: 1

Supporting material can serve which of the following functions?

Select correct option:

Apply clarity

Increase interest

Provide proof

All of the given options

Question # 5 of 20 (Start time: 12:58:01 PM) Total Marks: 1

How can the credibility of a presenter be increased?

Select correct option:

Being well dressed and well groomed

Complimenting the audience

Demonstrating your sincerity

All of the given options

Question # 6 of 20 (Start time: 12:58:16 PM) Total Marks: 1

Which of the following are central features of a group?

Select correct option:

Interaction

Mutual influence

Interdependence

All of the given options

Question # 7 of 20 (Start time: 12:59:01 PM) Total Marks: 1

All of the following are the types of comments from an audience EXCEPT:

Select correct option:

Agreement

Addition

Objection

Arbitrate

Question # 9 of 20 (Start time: 01:00:28 PM) Total Marks: 1

Suppose there is a group meeting and in the end all the group members agree on the final decision through discussion and debate. What kin d on solution is it?

Select correct option:

Consensus

Compromise

Arbitration

Majority vote

Question # 10 of 20 (Start time: 01:01:58 PM) Total Marks: 1

Which of the following is not a guideline for courteous writing?

Select correct option:

Respond late

Exclude irritating expressions

Include meaningful apologies

Omit discourteous wording

Question # 11 of 20 (Start time: 01:02:53 PM) Total Marks: 1

Writing with a you-attitude shows sincere _____ for the reader.

Select correct option:

Apathy

Concern

Sympathy

Curiosity

Question # 12 of 20 (Start time: 01:03:15 PM) Total Marks: 1

All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?

Select correct option:

Resistance to change

Resentment of the presenter

Repetition of behavior that is successful for the detractor

Reappearance of the presenter

Question # 13 of 20 (Start time: 01:03:35 PM) Total Marks: 1

Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?

Select correct option:

U-formation

Modified T-formation

Conventional classroom style

Conventional theater style

Question # 14 of 20 (Start time: 01:04:38 PM) Total Marks: 1

Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?

Select correct option:

Theater-style arrangement

Conventional classroom style

Modified T-formation

V-formation

Question # 16 of 20 (Start time: 01:05:25 PM) Total Marks: 1

Which one of the following is suitable for both promotional and informational es?

Select correct option:

V-formation

Modified T-formation

T-formation

U-formation

Question # 18 of 20 (Start time: 01:06:33 PM) Total Marks: 1

A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:

Select correct option:

Informative speech

Ceremonial speech

Persuasive speech

None of the given options

Question # 20 of 20 (Start time: 01:07:17 PM) Total Marks: 1

While using a flip board in presentation, 6x6 formula is used. What does it refers to?

Select correct option:

6 sentences with 6 different colors on one chart

6 words in every sentence written in 6 different colors

6 sheets on flip board

6 lines, each having 6 words on a sheet

Question # 1 of 20 (Start time: 01:10:21 PM) Total Marks: 1

Visual aids perform which of the following functions?

Select correct option:

Emphasizing important points

Illustrating how things work

Illustrating how things related to one another

All of the given options

Question # 2 of 20 (Start time: 01:10:54 PM) Total Marks: 1

Business associates can be a helpful source for:

Select correct option:

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

Question # 3 of 20 (Start time: 01:12:01 PM) Total Marks: 1

Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

Question # 4 of 20 (Start time: 01:12:42 PM) Total Marks: 1

When do you think groups, rather than individuals working alone, should be used to solve a problem?

Select correct option:

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

Question # 5 of 20 (Start time: 01:13:22 PM) Total Marks: 1

Which one of the following information is true about bar charts, simple column charts and multi-column charts?

Select correct option:

All can be used effectively for the same purpose

Can be used to illustrate varied values

Are usually illegal for visual aids

Are usually not good visual aids

Question # 6 of 20 (Start time: 01:14:45 PM) Total Marks: 1

What is the basic requirement of Coordinating behavior?

Select correct option:

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

Question # 7 of 20 (Start time: 01:15:47 PM) Total Marks: 1

Which one of the following is not required to keep conciseness in writing?

Select correct option:

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

Question # 8 of 20 (Start time: 01:16:54 PM) Total Marks: 1

If your objective is to try to change what an audience thinks or does, what should be your general goal or general purpose?

Select correct option:

To inform

To persuade

To teach

To entertain

When considering objects or models as visual aids, the presenter should consider which of the following point?

Select correct option:

Objects and models are too big to use in a presentation

Audience-members can easily learn as much from other visual aides

The object or model needs to be passed around the audience during the speaker's presentation so the audience-members can get a look at it while it is described

There are situations in which the object being discussed or a realistic model makes the best support

Diagrams are excellent for conveying all of the following, except :

Select correct option:

Information about size

Information about shape

Information about structure

Information about audience

Question # 12 of 20 (Start time: 01:19:35 PM) Total Marks: 1

When using visuals in a presentation, which of the following should be avoided?

Select correct option:

Taking time to explain the visual.

Fitting the visual to the material being discussed.

Talking to the visual.

None of the given options

Question # 13 of 20 (Start time: 01:20:07 PM) Total Marks: 1

Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?

Select correct option:

V-formation

Modified T-formation

T-formation

U-formation

Question # 14 of 20 (Start time: 01:20:37 PM) Total Marks: 1

In which stage of Group formation Members work to solve conflicts and recognize acceptable kinds of conduct?

Select correct option:

Forming

Storming

Norming

Performing

Question # 15 of 20 (Start time: 01:21:44 PM) Total Marks: 1

_____ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.

Select correct option:

Compromise

Compulsion

Impulsion

Perception

Question # 17 of 20 (Start time: 01:22:56 PM) Total Marks: 1

With a limited time frame available for presentation, the Q & A session is conducted:

Select correct option:

At the end of a presentation

During a presentation

Before a presentation

Not at all

Question # 18 of 20 (Start time: 01:23:23 PM) Total Marks: 1

Which one of the following group often meets face to face with a common purpose in mind?

Select correct option:

Informal group

Formal group

Universal group

Standard group

All of the following are the benefits of handouts EXCEPT:

Select correct option:

Handouts eliminate the need for note taking.

Handouts provide an accurate record of the information being presented.

Handouts can be used with all types of presentation media.

Handouts passed out in advance tend to cause attendees to prejudge the presenter and/or the presentation.

Which one of the following seating is more common for proactive presentation delivered to large audiences?

Conventional theatre style.

Conventional classroom style

Modified T- formation

V-formation

Business associates can be helpful for

Identifying probable questions & objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the above options

A presenter who speaks too loudly may perceived as

Bombastic

Aggressive

Insensitive to listeners

All of the above options

Which one of the following is most appropriate when using problem/solution method?

Chronological

Topical

Logical

Spatial

Which types of speaking relies on speaking notes

Manuscript

Memorized

Impromptu

Extemporaneously

Which of the following is the skill of speaking in distinct syllables

Articulations

Fillers

Inflection

Monotone delivery

Which one of following is the most formal type of speech delivery

Manuscript

Memorized

Impromptu

Extemporaneous

In a comfortable setting, people in the audience can do all of the following, EXCEPT

See clearly

Hear on edge

Sit comfortably

Focus attentively

Which one of the following is method of arranging information by dividing it into parts

Spatial pattern

Chronological pattern

Topical pattern

Logical pattern

What is the average rate of the speech

130 words/minute

140 words/minute

150 words/minute

160 words/minute

When applied to business messages 'correctness' means all of the following, EXCEPT:

Select correct option:

Use the right level of language

Check accuracy of words, information and data

Use correct grammar and punctuation

Check font style

All of the following are considered as the core values of correctness, except:

Select correct option:

Proper grammar

Punctuation

Spelling

Loudness

Which of the given sentences is bias free?

Select correct option:

Please share this report with your supervisor.He will find it interesting.

Mr. Usman, aged 55, has just joined our Technical Department.

Mr. Umer is an unusually tall Asian.

Workers with physical disabilities face many barriers on the job.

All of the following are the benefits of handouts EXCEPT:

Select correct option:

Handouts eliminate the need for note taking.

Handouts provide an accurate record of the information being presented.

Handouts can be used with all types of presentation media.

Handouts passed out in advance tend to cause attendees to prejudge the presenter and/or the presentation.

Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

All of the following statements about groups are true, EXCEPT:

Select correct option:

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

All of the following statements about groups are true

All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?

Select correct option:

Resistance to change

Resentment of the presenter

Repetition of behavior that is successful for the detractor

Reappearance of the presenter

A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:

Select correct option:

Informative speech

Ceremonial speech

Persuasive speech

None of the given options

A presenter can prepare effective responses by which of the following?

Select correct option:

Anticipating

Answering

Revising

All of the above

Effective writers visualize the _____ before starting to write.

Select correct option:

Story

Reader

Colours

Publisher

Which of the following are central features of a group?

Select correct option:

Interaction

Mutual influence

Interdependence

All of the given options

Which of the following can help the presenter to avoid a computer catastrophe?

Select correct option:

Have a contingency plan

Have back-up technical support available

Use the Internet in real-time

Have a contingency plan and back-up technical support available

Business associates can be a helpful source for:

Select correct option:

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

Suppose there is a group meeting and in the end all the group members agree on the final decision through discussion and debate. What kin d on solution is it?

Select correct option:

Consensus

Compromise

Arbitration

Majority vote

With a limited time frame available for presentation, the Q & A session is conducted:

Select correct option:

At the end of a presentation

During a presentation

Before a presentation

Not at all

When do you think groups, rather than individuals working alone, should be used to solve a problem?

Select correct option:

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

Which one of the following group often meets face to face with a common purpose in mind?

Select correct option:

Informal group

Formal group

Universal group

Standard group

All of the following are considered as some basic truths about human nature that help us humanize our business messages, EXCEPT:

Select correct option:

People are self-centered

People are defensive

People are perfect

People expect courtesy

When does a presentation begin?

Select correct option:

The moment you begin speaking.

The moment you are asked to give a presentation.

The moment you are in view of your listeners.

The moment you decide on a topic for your presentation.

Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?

Select correct option:

U-formation

Modified T-formation

Conventional classroom style

Conventional theater style

Which of the following is the most appropriate definition of group communication?

Select correct option:

Two or more persons who are interacting with one another during which mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

All of the following tactics can be employed for dealing with disruptive incidents EXCEPT:

Select correct option:

Detour

Delay

Dismiss

Drag

In which stage of Group formation Members work to solve conflicts and recognize acceptable kinds of conduct?

Select correct option:

Forming

Storming

Norming

Performing

Where does immediacy come from during a presentation?

Select correct option:

Looking at your notes

Standing

Dressing with authority

Making eye contact

If your objective is to try to change what an audience thinks or does, what should be your general goal or general purpose?

Select correct option:

To inform

To persuade

To teach

To entertain

All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?

Select correct option:

Resistance to change

Resentment of the presenter

Repetition of behavior that is successful for the detractor

Reappearance of the presenter

Select which sort of information you will include in your statement when you need to answer concisely:

Select correct option:

Include all information

Include irrelevant information too

Include authentic statement

To the point information

All of the following are the elements of effective written communication, EXCEPT:

Select correct option:

Courtesy

Correctness

Conciseness

Cleanliness

Which of the following are central features of a group?

Select correct option:

Interaction

Mutual influence

Interdependence

All of the given options

To keep a sentence effective, the suggested average sentence length is:

Select correct option:

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

Which of the given sentences is bias free?

Select correct option:

Please share this report with your supervisor.He will find it interesting.

Mr. Usman, aged 55, has just joined our Technical Department.

Mr. Umer is an unusually tall Asian.

Workers with physical disabilities face many barriers on the job.

Q&A is an abbreviation of which of the following?

Select correct option:

Quest and availability

Question and answer

Question and anticipation

Query and audience

Quiz Start Time: 06:41 PM

Time Left 87

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Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

“His black assistant speaks more clearly than he does”. Which kind of biasness this sentence shows?

Select correct option:

Gender biasness

Racial biasness

Age biasness

Disability biasness

When do you think groups, rather than individuals working alone, should be used to solve a problem?

Select correct option:

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

Which one of the following group often meets face to face with a common purpose in mind?

Select correct option:

Informal group

Formal group

Universal group

Standard group

Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?

Select correct option:

Theater-style arrangement

Conventional classroom style

Modified T-formation

V-formation

Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?

Select correct option:

V-formation

Modified T-formation

T-formation

U-formation

Which of the following is not a guideline for courteous writing?

Select correct option:

Respond late

Exclude irritating expressions

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Repetition of behavior that is successful for the detractor

Reappearance of the presenter

Which of the following is the appropriate response to a comment of agreement?

Select correct option:

I agree with it.

That's a very good point

Thank you

That’s not right

Effective writers visualize the _____ before starting to write.

Select correct option:

Story

Reader

Colours

Publisher

With a limited time frame available for presentation, the Q & A session is conducted:

Select correct option:

At the end of a presentation

During a presentation

Before a presentation

Not at all

Which of the following is NOT among the drawbacks of using computerized design programs?

Select correct option:

Poorly conceived messages

Simplistic presentations

Design over content

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Select correct option:

V-formation

Modified T-formation

T-formation

U-formation

Which one of the following is not required to keep conciseness in writing?

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

Supporting material can serve which of the following functions?

Select correct option:

Apply clarity

Increase interest

Provide proof

All of the given options

Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

_____ is the language of business correspondence written for a general readership.

Select correct option:

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Formal English

Common English

African English

Visual aids perform which of the following functions?

Select correct option:

Emphasizing important points

Illustrating how things work

Illustrating how things related to one another

All of the given options

A presenter can prepare effective responses by which of the following?

Select correct option:

Anticipating

Answering

Revising

All of the above

Tributes, acceptance, inspiration, speaking after-dinner, & master of ceremonies are examples of:

Select correct option:

Informative speech

Ceremonial speech

Informative speech

None of the above

Which one of the following arrangement is a modification of conventional classroom seating?

Select correct option:

U-formation

T-formation

Modified T-formation

V-formation

Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?

Select correct option:

U-formation

Modified T-formation

Conventional classroom style

Conventional theater style

How can the credibility of a presenter be increased?

Select correct option:

Being well dressed and well groomed

Complimenting the audience

Demonstrating your sincerity

All of the given options

Which of the following is not a guideline for courteous writing?

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Dismiss

Drag

Effective writers visualize the _____ before starting to write.

Story

Reader

Colours

Publisher

All of the following are considered as the core values of correctness, except:

Proper grammar

Punctuation

Spelling

Loudness

Which of the following is NOT used in oral speaking style?

Mostly long sentences

Personal pronouns freely

Active voice

Contractions often

Supporting material can serve which of the following functions?

Apply clarity

Increase interest

Provide proof

All of the given options

Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?

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Concern

Sympathy

Curiosity

Tributes, acceptance, inspiration, speaking after-dinner, & master of ceremonies are examples of:

Informative speech

Ceremonial speech

Informative speech

None of the above

Diversity is important to the success of groups. What does it mean?

Group members should tolerate diversity

Group members should encourage and support diversity

Group members should be honest in their personal views toward diversity

Co-cultures can contribute to group dysfunction if differences dominate group goals

Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?

Theater-style arrangement

Conventional classroom style

Modified T-formation

V-formation

How can the credibility of a presenter be increased?

Being well dressed and well groomed

Complimenting the audience

Demonstrating your sincerity

All of the given options

Which of the following is the most appropriate definition of group communication?

Two or more persons who are interacting with one another during which mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

_____ is the language of business correspondence written for a general readership.

Informal English

Formal English

Common English

African English

A presenter can prepare effective responses to questions by following all of the given steps EXCEPT one. Which one is that?

Anticipating

Answering

Recording

Rehearsing

All of the following are the types of comments from an audience EXCEPT:

Agreement

Addition

Objection

Arbitrate

"His black assistant speaks more clearly than he does". Which kind of biasness this sentence shows?

Gender biasness

Racial biasness

Age biasness

Disability biasness

All of the following steps are essential to an effective response of questions EXCEPT:

Listen

Discern

Anticipation

Answer

Which of the following can help the presenter to avoid a computer catastrophe?

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Have back-up technical support available

Use the Internet in real-time

Have a contingency plan and back-up technical support available

When do you think groups, rather than individuals working alone, should be used to solve a problem?

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

With a limited time frame available for presentation, the Q & A session is conducted:

At the end of a presentation

During a presentation

Before a presentation

Not at all

Which one of the following seating is most common for proactive presentation delivered to large audiences?

Conventional theater style

Conventional classroom style

Modified T-formation

V-formation

1.Which one of the following is not required to keep conciseness in writing?

Select correct option:

Including only relevant material
Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

2 Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?

Select correct option:

V-formation

Modified T-formation

T-formation
U-formation

3._____ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.

Select correct option:
Compromise

Compulsion

Impulsion

Perception

4.When applied to business messages 'correctness' means all of the following, EXCEPT:

Select correct option:

Use the right level of language

Check accuracy of words, information and data

Use correct grammar and punctuation
Check font style
5.All of the following are the elements of effective written communication, EXCEPT:

Select correct option:

Courtesy

Correctness

Conciseness
Cleanliness

6.

To keep a sentence effective, the suggested average sentence length is:

Select correct option:
17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

7.Which one of the following arrangement is a modification of conventional classroom seating?

Select correct option:

U-formation

T-formation

Modified T-formation
V-formation

8.Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

Select correct option:
Conciseness

Correctness

Consideration

Courtesy

9.Which one of following is the most formal type of speech delivery
Manuscript

Memorized

Impromptu

Extemporaneous

10. Business associates can be helpful for
Identifying probable questions & objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the above options

All of the following are the purposes of introduction except

Select correct option:
- Getting the audience's attention
- Introducing your thesis
- Establishing your rapport or credibility with the audience
- Avoid to the audience

Question # 2 of 15
All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?

Select correct option:
- Resistance to change
- Resentment of the presenter
- Repetition of behavior that is successful for the detractor
- Reappearance of the presenter

Question # 3 of 15
At what point does an introduction begin?

Select correct option:
- It begins the moment you address the audience.
- It begins at the middle of your speech.
- It begins at any moment during your speech.
- All of the given options

Question # 4 of 15
Q&A is an abbreviation of which of the following?

Select correct option:
- Quest and availability
- Question and answer
- Question and anticipation
- Query and audience

Question # 5 of 15
A presenter can prepare effective responses by which of the following?

Select correct option:
- Anticipating
- Answering
- Revising
- All of the given options

Question # 6 of 15
An effective presenter uses pitch changes to indicate a change in the message. At the end of a sentence, raising the pitch signifies which of the following?

Select correct option:
- A question
- Statement
- Speech
- Confess

Question # 7 of 15
Visual aids perform which of the following functions?

Select correct option:
- Emphasizing important points
- Illustrating how things work
- Illustrating how things related to one another
- All of given option

Question # 8 of 15
Where does immediacy come from during a presentation?

Select correct option:

- Looking at your notes (not much sure)
- Standing
- Dressing with authority
- Making eye contact

Question # 10 of 15
How can the credibility of a presenter be increased?

Select correct option:
- Being well dressed and well groomed
- Complimenting the audience
- Demonstrating your sincerity
- All of the given options

Question # 11 of 15
A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:

Select correct option:
- Informative speech
- Ceremonial speech
- Persuasive speech
- None of the given options

Question # 12 of 15
Which of the following option of anticipating part of speech can reveal questions and concerns that may be raised during presentation?

Select correct option:
- Previous experience
- Common concerns
- Planning
- Input from associates

Question # 13 of 15
Which of the following refers to the degree of highness or lowness of a sound?

Select correct option:
- Pitch
- Speed
- Volume
- Rate

Question # 14 of 15
Business associates can be a helpful source for:

Select correct option:
- Identifying probable questions and objections
- Can reveal questions and concerns
- It is helpful to recall the questions
- None of the given options

Question # 15 of 15
A presenter who consistently speaks at a rapid rate may be perceived as:

Select correct option:
- To be nervous
- Impatient
- Hurried
- All of given option

Question # 1 of 10
All of the following steps are found in the planning stage of business writing, EXCEPT:

Select correct option:
- Determine your purpose
- Consider your reader
- Choose your idea
- Proofreading

Question # 2 of 10
Which of the following is NOT the stage of effective business writing?

Select correct option:
- Planing Stage
- Drafting Stage
- Organizing Stage
- Theater Stage

Question # 3 of 10
Which of the following is the most appropriate opening for an invitation to a fund-raising event?

Select correct option:
- Explain the purpose of the event. (I think)
- Give details of the event.
- Extend the invitation
- Remind the recipient to bring a checkbook

Question # 4 of 10
Which of the following are central features of a group?

Select correct option:
- Interaction
- Mutual influence
- Interdependence
- All of the given options

Question # 5 of 10
Letters of invitation include:

Select correct option:
- Speaking invitations
- Informal social invitation

- Formal social invitations
- All of the given options

Question # 6 of 10
The direct plan can be used for which one of the following?

Select correct option:
- Sales messages
- Request refusals
- Claims
- None of the given options (I think)

Question # 7 of 10
Which of the following type of letter is used to request general information rather than answers to specific questions?

Select correct option:
- Driect Request
- Indirect request (Indirect – Inquiry Letters)
- Claim
- Order

Question # 8 of 10
Which of the following is not a part of writing plan of a reservation letter?

Select correct option:
- A fast-start opening which identifies the type of room desired and the days needed
- A section which mentions arrival and departure times
- A section describing the quality of the room you booked in the other hotel
- A courteous, action-oriented closing, which mentions your desire for a confirmation

Question # 9 of 10
In a direct request letter, request can be presented in:

Select correct option:
- Closing paragraph
- Closing sentence
- First sentence
- None of the given options

Question # 10 of 10
Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?

Select correct option:
-V-formation
- Modified T-formation
- T-formation
- U-formation

Question # 1 of 15
In a direct request letter, request can be presented in:

Select correct option:
- Closing paragraph
- Closing sentence
- First sentence
- None of the given options

Question # 2 of 15
Types of media used to direct information upward are:

Select correct option:
- Reports, interoffice memos and supervisor subordinate conferences
- Letters, newspapers and radio
- Newspapers, books and interoffice memos
- TV, radio and wall chalking

Question # 3 of 15
While writing a letter to inquire about the people, one should keep in mind all of the following, except:

Select correct option:
- Respect human rights, both legal and moral
- Ask only for info related to the job
- Stress unrelated information/ facts
- Structure the questions around the job

Question # 4 of 15
All of the following are the elements of communication process. EXCEPT:

Select correct option:
- Sender
- Message
- Channel
- Creativity

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
- Interpersonal communication
- Interchange communication

Question # 6 of 15
All of the following statements about groups are true, EXCEPT:

Select correct option:
- Group members strive to achieve some common purpose
- Group members influence and are influenced by one another
- Group members are interdependent

- Group members must interact face-to-face.

Question # 7 of 15
Nonverbal messages are extremely important because _____.

Select correct option
- They comprise well over half of our communication in face-to-face settings.
- They are often more reliable because they are hard to fake.
- In a number of situations, we rely on them more than on verbal cues.
- Of all of the given reasons (I think)

Question # 8 of 15
Diversity is important to the success of groups. What does it mean?

Select correct option:
- Group members should tolerate diversity
- Group members should encourage and support diversity
- Group members should be honest in their personal views toward diversity
- Co-cultures can contribute to group dysfunction if differences dominate group goals

Question # 9 of 15
Which of the following is the most appropriate opening for an invitation to a fund-raising event?

Select correct option:
- Explain the purpose of the event.
- Give details of the event.
- Extend the invitation
- Remind the recipient to bring a checkbook.

Question # 10 of 15
Which of the following would be a negative result of failing to analyze the audience properly?

Select correct option:
- Assuming that gender stereotypes still hold true
- Offending audience members with a position that is contrary to their religious/moral beliefs
- Using jargon or vocabulary that is inappropriate for the audience's educational level
- All of given options (I think)

Question # 11 of 15
In which process two people i.e. sender and the receiver are thinking at the same time?

Select correct option:
- Listening
- Hearing
- Writing
- Speaking

Question # 12 of 15
In a disappointing newsletter:

Select correct option:

- It is important to apologize.
- Apology can be made with reason.
- No apology is offered for the decision.
- None of the given options

Question # 13 of 15
The degree to which you and others share common meanings for words will depend on:

Select correct option:
- The diversity of your backgrounds
- The extent to which you share common backgrounds and experiences
- The extent to which you share common approaches
- None of the given options

Question # 14 of 15
While preparing for effective business writing Planning Stage involves all of the following, EXCEPT:

Select correct option:
- Choosing appropriate clothes
- Considering your reader
- Determining the appropriate content
- Determining your purpose

Question # 15 of 15
Which of the following is(are) the example of public(s) that organizations communicate with, in external communication?

Select correct option:
- Consumers
- Stockholders
- Government agencies
- All of the given options

Question # 1 of 10
"His GPA in 2000(MBA) was 3.9 on a four point scale." Which of the following is a correct and more concrete example of above statement?

Select correct option:
- His GPA was 3.9 on a four point scale (I think)
- His GPA was good in 2000.
- He got a good score in his MBA Program.
- All of the given options

Question # 2 of 10
When applied to business messages 'correctness' means all of the following, EXCEPT:

Select correct option:
-Use the right level of language
- Check accuracy of words, information and data
- Use correct grammar and punctuation

- Check font style

Question # 3 of 10
Which of the following cannot result from incomplete messages?

Select correct option:
- Loss of goodwill
- Loss of valued customers
- Loss of sales
- Gaining good name

Question # 5 of 10
Which of the following method of outlining topic presents the specific information first, followed by conclusion?

Select correct option:
- Direct method
- Indirect method
- Supporting method
- Sustaining method

Question # 6 of 10
While preparing for effective business writing Planning Stage involves all of the following, EXCEPT:

Select correct option:
- Choosing appropriate clothes
- Considering your reader
- Determining the appropriate content
- Determining your purpose

Question # 7 of 10
Writing a letter to inquire about people involve two considerations. First is the need to respect the rights – legal and moral; second is:

Select correct option:
- The need to structure the questions around the job involved
- The need to structure the questions according to your own personality and frame of mind
- The need to structure the questions keeping in mind the organization you are writing to
- The need to structure the questions with heavy vocabulary

Question # 8 of 10
Effective writers visualize the _____ before starting to write.

Select correct option:
- Story
- Reader
- Colours
- Publisher

Question # 9 of 10
Which of the following is not a guideline for courteous writing?

Select correct option:
- Respond late
- Exclude irritating expressions
- Include meaningful apologies
- Omit discourteous wording

Question # 10 of 10
Which of the following is the informal report used to communicate with individuals outside of an organization?

Select correct option:
- Letter (I think)
- Memo
- Periodical
- Magazine

Mcm 301 final term quiz file
Lec 1 to 45
4 august 2010

1. Which of the following is NOT used in oral speaking style?

Select correct option:
Mostly long sentences (I think)
Personal pronouns freely
Active voice
Contractions often

1. Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

Select correct option:
Conciseness
Correctness
Consideration
Courtesy

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

Select correct option:
Listening
Hearing
Filtering
Speaking

3. Effective communication benefits the organization by:

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

4. When using visuals in a presentation, which of the following should be avoided?

Select correct option:
Taking time to explain the visual.
Fitting the visual to the material being discussed.
Talking to the visual.
None of the given options (I think)

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

6. Effective writers visualize the _____ before starting to write.

Select correct option:
Story
Reader
Colours
Publisher

7. What does communication breakdown mean?

Select correct option:
We have been ineffective in communication.
We have been effective in communication.
We have been helpful in communication.
We physically broke communication.

8. Which one of the following is not required to keep conciseness in writing?

Select correct option:
Including only relevant material
Adding extra and unrelated information
Eliminating wordy expressions
Avoiding unnecessary repetition

9. Which one of the following pattern is especially effective if the audience already knows that the problem exists?

Select correct option:
Problem/solution order
Cause/effect order
Deductive order
Inductive order
Question # 2 of 10 (Start time: 03:36:23 PM) Total M - 1
Diversity is important to the success of groups. What does it mean?

Select correct option:
Group members should tolerate diversity
Group members should encourage and support diversity
Group members should be honest in their personal views toward diversity
Co-cultures can contribute to group dysfunction if differences dominate group goals

12. In a well planned presentation where there is no need to record information that comes up on the spot, there may be no need for:

Select correct option:
Photographic slides
Chalk or dry-erase boards
Transparencies
CD-ROM or DVD

13. _____ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.

Select correct option:
Compromise
Compulsion
Impulsion
Perception

14. How can the credibility of a presenter be increased?

Select correct option:
Being well dressed and well groomed
Complimenting the audience
Demonstrating your sincerity
All of the given options

15. Which of the following would be the least helpful source when conducting audience research?

Select correct option:
The program planner of the occasion where you are speaking
The website of the organization that has invited you to speak
Interviews of former members of the organization to whom you are invited to speak
News releases highlighting the organization to whom you will be speaking

16. Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?

Select correct option:
U-formation
Modified T-formation
Conventional classroom style
Conventional theater style

17. Which type of communication it would be when co-workers decide to meet to deal

with a problem?

Select correct option:
Upward
Horizontal
Downward
Intrapersonal

18. Types of media used to direct information upward are:

Select correct option:
Reports, interoffice memos and supervisor subordinate conferences
Letters, newspapers and radio
Newspapers, books and interoffice memos
TV, radio and wall chalking

19. All of the following statements are the purposes of forming an outline for a speech EXCEPT one. Which one is it?

Select correct option:
It helps put order to the information.
It serves as a model to check your work.
It serves as a guide from which to deliver your speech.
It helps to build confusion for the listeners.

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

Select correct option:
Listener barrier
Sender barrier
Physical barrier
Resistance

21. In general, there are _____of newspaper indexes:

Select correct option:
Two kinds
Three kinds
Many kinds
None of the given option

22. Diagrams are excellent for conveying all of the following, except :

Select correct option:
Information about size
Information about shape
Information about structure
Information about audience (I think)

23. When centering on the audience, you start by finding _____that

enable you to identify with them.

Select correct option:
Rare traits
Common traits
Extraordinary character

24. Speaking notes for speech should be:

Select correct option:
Legible
Unobtrusive
Detailed
Legible and unobtrusive

1. Careful outlining of topics is helpful for all of the given reasons EXCEPT:
- It improves the clarity of message
- It saves writing time
- It enables to emphasize properly the various topics in the message
- It keeps the suspense in message ✔

2. All of the following statements about groups are true, EXCEPT:
- Group members strive to achieve some common purpose
- Group members influence and are influenced by one another
- Group members are interdependent
- Group members must interact face-to-face ✔

3. While determining the order of the topics, one should review the outline, keeping all of the following questions in mind. EXCEPT:
- Are the ideas of equal importance presented in a parallel manner?
- Is the sequence of the topics appropriate for the development method I am using?
- Is the sequence of the topics likely to add clarity to my message?
- Are related topics properly shuffled? ✔

4. Writing with you-attitude shows sincere ___ for the reader.
- Apathy
- Concern ✔
- Sympathy
- Curiosity

5. When do you think groups, rather than individuals working alone, should be used to solve a problem?
- When the task requires a limited amount of information and skills
- When a quick resolution is essential
- When commitment to the decision is important ✔
- When the task is fairly simple and straightforward

6. Which of the following is NOT the stage of effective business writing?
- Planning Stage
- Organizing Stage
- Drafting Stage
- Theater Stage ✔

7. Which one of the following would not be interpreted to mean brevity which will result in an incomplete message?
   - Conciseness ✔
   - Correctness
   - Consideration
   - Courtesy
8. When applied to business messages 'correctness' means all of the following EXCEPT:
   - Use the right level of language
   - Check accuracy of words, information, and data
   - Use correct grammar and punctuation
   - Check font style ✔
9. What is the basic requirement of Coordinating behavior?
   - It requires that group members be in the same geographic area
   - It requires the use of verbal communication only
   - It requires the use of nonverbal communication only
   - It requires the exchange of messages whether verbal or nonverbal ✔
10. ___ is the language of business correspondence written for a general readership.
   - Informal English ✔
   - Formal English
   - Common English
   - African English
11. While writing a letter to inquire about the people, one should keep in mind all of the following except:
   - Respect human rights, both legal and moral
   - Ask only for info related to the job
   - Stress unrelated information/facts ✔
   - Structure the questions around the job
12. Bcc stands for:
   - Blind carbon copy ✔
   - Blind compiled copy
   - Branded carbon copy
   - Branded compiled copy
13. While you plan to make a good speech, you must be engaged in which of the following?
   - Audience-centered approach ✔
   - Self-centered approach
   - Theme or idea of the subject
   - Results
14. When people ask you for information and you can't honor the request, you may answer with:
   - Direct approach only
   - Indirect approach only
   - None
   - Both direct and indirect approach ✔
15. In a well written disappointing newsletter all of the following points are important, except:
   - Enough detail to make the reason for the refusal logically acceptable
   - Explaining the company's policy as logical rather than rigid
   - Offering an apology for the decision ✔

- Avoiding negative personal expressions

16. Which of the following is not a part of the writing plan of a reservation letter?
    - A fast-start opening which identifies the type of room desired and the days needed
    - A section which mentions arrival and departure times
    - A section describing the quality of the room you booked in the other hotel ✔
    - A courteous, action-oriented closing, which mentions your desire for a confirmation
17. The letters written to book some place like room, hall etc. are called
    - Informal social invitation letters
    - Reservation letters ✔
    - Claim letters
    - Order letters
18. Which of the following is not suggested for an appropriate ending of business writing (request letters)?
    - Keep the ending paragraph as long as circumstances allow ✔
    - State who is to perform the desired action if the action is to be performed by someone other than the reader
    - Include reader-benefit material, if appropriate
19. In a direct request letter, request can be presented in:
    - Middle paragraph
    - Closing paragraph
    - First sentence ✔
    - Closing paragraph
20. Which of the following is NOT the stage of effective business writing?
    - Planning stage
    - Organizing stage
    - Drafting stage
    - Body composition stage ✔
21. While preparing for effective business writing Drafting stage involves all of the following EXCEPT:
    - Develop appropriate beginning paragraph
    - Compose the body
    - Develop appropriate ending paragraph
    - Editing ✔
22. Which of the following is NOT a result of incomplete messages?
    - Loss of goodwill
    - Loss of valued customers
    - Loss of sales
    - Gaining the good name ✔
23. "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
24. The vocabulary of informal writing is:
    - Less difficult ✔

- Tricky
- Intricate
- All of given

25. Which of the following is not a fallacy about resume?
    - The purpose of a resume is to list all your skills and abilities
    - The more good information you present about yourself in your resume, the better
    - If you want a really good resume, have it prepared by a resume service
    - The objective of a resume is to kindle the employer interest and generate an interview ✔
26. The suggested plan for a sales letter includes all of the following elements, EXCEPT:
    - An opening that could detract the reader's attention ✔
    - A section that captures the reader's interest in the product or service you are selling
    - A section designed to establish desire and conviction on the part of the reader
    - A courteous, action-oriented closing
27. Where do cultural styles of audience in persuasion tend to differ?
    - Differ in their responses to persuasive appeals
    - Differ in their levels of visible emotion
    - Differ in how they regard supporting materials
    - All of given ✔
28. 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 explicit refusal
    - Capitalize on what you can do for the reader rather than what you cannot do
    - Use negative words or phrases ✔
29. All of the following functions are performed by a good buffer, except:
    - Compliments the reader
    - Expresses your appreciation for being thought of
    - Assures the reader of your attention to the request
    - Indicates your lack of understanding of the reader's needs ✔
30. All of the following is achieved by adopting audience centered tone in a disappointing news message, EXCEPT:
    - Accepting that your disappointing-news represents a firm decision
    - Understand that, under the circumstances, your decision was fair and reasonable
    - Remain well disposed toward your business
    - Destroying the receiver's pride ✔
31. Which of the following is true about goodwill messages?
    - Seemingly informative
    - Presented to change attitudes
    - Presented to change behaviors
    - All of the given ✔
32. Which statement would be the best close for an adjustment letter?
    - We regret the trouble that the faulty keyboard caused you
    - Your new keyboard is being air expressed to you ✔
    - Your business is appreciated
    - You may be interested in upgrading your internal memory with our inexpensive chips
33. The direct plan can be used for:

- Sales messages
- Request refusals
- Claims ✔
- None

34. BC is an abbreviation of which of the following?
- Blind copy ✔
- Branded copy
- Begged copy
- Before copy

35. With the use of which of the following, we reason from specific evidence to specific evidence?
- Analogy ✔
- Logic
- Induction
- Deduction

36. All of the following are correct when it comes to writing disappointing news letters EXCEPT:
- Avoid the use of negative words or phrases
- Avoid making suppositions that are not likely to occur
- Avoid a meaningless closing
- Avoid a neutral or buffered opening ✔

37. Which of the following calls on human reason?
- Emotional appeals
- Logical appeals ✔
- Irrational appeals
- Unreasonable appeals

38. Almost every customer who makes a claim is emotionally involved; therefore; the ___ is usually the best approach for a refusal
- Direct method
- Callous method
- Straight method
- Indirect method ✔

39. All of the following are the different types of buffer EXCEPT:
- Agreement
- Fairness
- Cooperation
- Bad news ✔

40. Which of the following is to make a neutral, non-controversial statement that is closely related to the point of the message?
- Buffer ✔
- Feedback
- Communication
- Talk

41. With the use of which of the following, we reason from a generalizing to a specific conclusion?
- Analogy
- Logic

- Induction
- Deduction ✔

42. To say a clear no or writing a straight refusal in a disappointing news letter; all of the following techniques are useful EXCEPT:
    - De-emphasize the disappointing news
    - Use a conditional statement
    - Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do, or will not do
    - Use a non-courteous tone ✔

43. Which of the following is the most correct statement about the interest section of the indirect plan for persuasion?
    - Downplay any negative points
    - Be positive and brief
    - Make action easy
    - Show benefits to receiver ✔

44. Which type of goodwill message is most likely to use an RSVP?
    - Condolence ✔
    - Invitation
    - Appreciation
    - Holiday greeting

45. Which of the following is NOT true about a congratulatory message?
    - The message may be sent to a company relocating to a new building
    - The message may be sent to an individual for being elected to an office in a social organization
    - The message should focus on the receiver from start to finish
    - The message may close by referring to the writer's assistance to the receiver in his or her achievement ✔

46. Which of the following is the characteristic of good news letter?
    - Begin with good news ✔
    - Use slow opening
    - Begin with explanatory details or information
    - Don't incorporate a you-viewpoint

47. Which of the following method is the best approach for refusing a claim?
    - Direct method
    - Callous method
    - Straight method
    - Indirect method ✔

48. Which of the following calls on human feeling, basing the argument on audience needs or sympathies?
    - Emotional appeals ✔
    - Logical appeals
    - Irrational appeals
    - Unreasonable appeals

49. Checking for the accuracy of dated figures, amounts and numbers, misspelled words, topographic errors etc. is done in which stage of writing?
    - Organizing
    - Drafting
    - Editing

- Proofreading ✔

50. Which of the following is the informal report used to communicate with individuals outside of organization?
    - Letter ✔
    - Memo
    - Periodical
    - Magazine

51. Letters of invitation include:
    - Speaking invitations
    - Informal social invitations
    - Formal social invitations
    - All of the given ✔

52. All of the following are Essential parts of a letter EXCEPT:
    - Letterhead
    - Salutation
    - Subject line ✔
    - Signature

53. The courteous close of a direct request letter contains all of the following EXCEPT:
    - A specific request
    - Information about how you can reached
    - An expression of appreciation or goodwill
    - Information about your city ✔

54. "Would you please send me information about points of interest and scheduled events for families visiting Murree?" Which kind of letter would be suitable for the given information?
    - Direct request letter
    - Indirect inquiry letter ✔
    - Claim letter
    - Order letter

55. In routine requests, it is advised to use direct approach which means:
    - Placing the main idea in opening ✔
    - Placing the main idea in middle
    - Placing the main idea in the end
    - Placing the main idea anywhere according to writer's choice

56. Which of the following is the most appropriate opening for an invitation to a fund raising event?
    - Explain the purpose of the event ✔
    - Give details of the event
    - Extend the invitation
    - Remind the recipient to bring a checkbook

57. To begin a disappointed newsletter with a negative information, ___ a negative situation
    - Eases
    - Reduces
    - Complicates ✔
    - Relieves

58. Which one of the following options refers to complimentary close?
    - Dear Sir/Madam

- Yours sincerely, ✔
- Confidential
- Head, Communication Dept.

59. Which of the following is not suggested to improve the effectiveness of the opening paragraph of business writing?
- Use a U-viewpoint in the opening
- Use a fast-start beginning rather than slow beginning
- Use a U-viewpoint and I-viewpoint together in the opening ✔
- Keep the beginning paragraph fairly short

60. Order letters are usually written, when ___ are not available
- Order reports
- Order blanks ✔
- Purchase reports
- Purchase slips

61. All of the following are non essential parts of letter EXCEPT:
- Addressee notation
- Attention line
- Complimentary close ✔
- Subject line

62. All of the following are qualities of effective claim letters EXCEPT:
- An effective claim letter contains you attitude material
- An effective claim letter presents all the facts pertinent to the situation
- An effective claim letter contains threat ✔
- An effective claim letter makes a definite request

63. Like all routine messages, routine requests have all of the following EXCEPT:
- An opening
- A body
- A close
- A center ✔

64. All of the following suggestions help improve the effectiveness of the opening paragraph EXCEPT:
- Make sure the beginning is appropriate for the reader
- Make sure the beginning is inappropriate for the situation ✔
- Use a fast-start beginning rather than a slow beginning
- Keep the beginning paragraph fairly short

65. Due to which one of the following reason the claim letter differs from other positive and neutral messages using the direct plan
- Contains a sales appeal
- Have its explanation omitted
- Places blame on the receiver
- Contains negative information ✔

66. Bpc is an abbreviation of which of the following?
- Blind photo copy ✔
- Blind paper copy
- Blind person copy
- Blind pasted copy

67. Writing a letter to inquire about people involve two considerations. First is the need to respect the rights - legal and moral; second is:

- The need to structure the questions around the job involved ✔
- The need to structure the question according to your own personality and frame of mind
- The need to structure the question keeping in mind the organization you are writing to
- The need to structure the questions with heavy vocabulary

68. All of the following are Important details to include in the letter of invitation EXCEPT:

- The topic of the presentation
- The date and time of presentation
- The venue of the presentation
- The menu of lunch to be given in the end of presentation ✔

69. Order letters are comprised of all of the following distinct content components except:

- Pertinent information about the items being ordered
- Directions for shipping the merchandize
- Quality report of the items ✔
- Method of payment

70. Which of the following type of letter is used to request general information rather than answers to specific questions?

- Direct request
- Indirect request ✔
- Claim
- Order

71. How can the credibility of a presenter be increased?

- Being well dressed and well groomed
- Complimenting the audience
- Demonstrating your sincerity
- All of the given ✔

72. Which one of the following is not required to keep conciseness in writing?

- Including only relevant material
- Adding extra and unrelated information ✔
- Eliminating wordy expressions
- Avoiding unnecessary repetition

73. All of the following steps are found in the planning stage of business writing, EXCEPT:

- Determine your purpose
- Consider your reader
- Choose your idea
- Proofreading ✔

74. Which one of the following information is true about bar charts, simple column charts and multi-column charts?

- can be used effectively for the same purpose ✔
- can be used to illustrate varied values
- Are usually illegal for visual aids
- Are usually not good visual aids

75. To find the right media for your presentation you need to first determine which one of the following?

- The size of your audience
- Equipment and supply limitations

- The presentation budget
- All of the given ✔

76. All of the following are the characteristics of concrete writing EXCEPT:
- Specific
- Definite
- Vivid
- Vague ✔

77. All of the following are considered as some basic truths about human nature that helps us humanize our business messages, EXCEPT:
- People are self-centered
- People are defensive
- People are perfect ✔
- People expect courtesy

78. All of the following are the elements of effective written communication EXCEPT:
- Courtesy
- Correctness
- Conciseness
- Cleanliness ✔

79. All of the following factors bring the element of completeness in a message EXCEPT:
- Providing all necessary information
- Answering all questions asked
- Giving something extra, when desirable
- Using vivid, image-building tools ✔

80. Which of the following method of outlining speech is generally preferred for negative news messages?
- Direct method
- Indirect method ✔
- Supporting method
- Sustaining method

81. "His black assistant speaks more clearly than he does". Which kind of biasness this sentence shows?
- Gender biasness
- Racial biasness ✔
- Age biasness
- Disability biasness

82. Which one of the following group often meets face to face with a common purpose in mind?
- Informal group ✔
- Formal group
- Universal group
- Standard group

83. ___ is often regarded as an undesirable thing, which prevents the best ideas from being adopted
- Compromise ✔
- Compulsion
- Impulsion
- Perception

84. While using a flip board in presentation, 6x6 formula is used. What does it refers to?

- 6 sentences with 6 different colors on one chart
- 6 words in every sentence written in 6 different colors
- 6 sheets on flip board
- 6 lines, each having 6 words on a sheet ✔

85. The sender analyzes the receiver's knowledge so that he/she could:
- Compose the message at the proper level
- Emphasize receiver benefits
- Choose the approach to use in the message
- Avoid making a negative impression ✔

- All of the following steps are essential to an effective response of questions EXCEPT:
- Select correct option:
- Listen
- **Discern**
- Anticipation
- Answer
-
- Question # 2 of 20 (Start time: 12:56:08 PM) Total Marks: 1
- When applied to business messages 'correctness' means all of the following, EXCEPT:
- Select correct option:
- Use the right level of language
- Check accuracy of words, information and data
- Use correct grammar and punctuation
- **Check font style**
-
- Question # 3 of 20 (Start time: 12:57:00 PM) Total Marks: 1
- Which of the following is NOT among the drawbacks of using computerized design programs?
- Select correct option:
- Poorly conceived messages
- **Simplistic presentations**
- Design over content
- Overly complex presentations
-
- Question # 4 of 20 (Start time: 12:57:35 PM) Total Marks: 1
- Supporting material can serve which of the following functions?
- Select correct option:
- Apply clarity
- Increase interest
- Provide proof
- **All of the given options**
-
- Question # 5 of 20 (Start time: 12:58:01 PM) Total Marks: 1
- How can the credibility of a presenter be increased?
- Select correct option:
- Being well dressed and well groomed
- Complimenting the audience

- Demonstrating your sincerity
- **All of the given options**
-
- Question # 6 of 20 (Start time: 12:58:16 PM) Total Marks: 1
- Which of the following are central features of a group?
- Select correct option:
- Interaction
- Mutual influence
- Interdependence
- **All of the given options**
-
- Question # 7 of 20 (Start time: 12:59:01 PM) Total Marks: 1
- All of the following are the types of comments from an audience EXCEPT:
- Select correct option:
- Agreement
- Addition
- Objection
- **Arbitrate**
-
-
- Question # 9 of 20 (Start time: 01:00:28 PM) Total Marks: 1
- Suppose there is a group meeting and in the end all the group members agree on the final decision through discussion and debate. What kin d on solution is it?
- Select correct option:
- **Consensus**
- Compromise
- Arbitration
- Majority vote
-
- Question # 10 of 20 (Start time: 01:01:58 PM) Total Marks: 1
- Which of the following is not a guideline for courteous writing?
- Select correct option:
- **Respond late**
- Exclude irritating expressions
- Include meaningful apologies
- Omit discourteous wording
-
- Question # 11 of 20 (Start time: 01:02:53 PM) Total Marks: 1
- Writing with a you-attitude shows sincere _____ for the reader.
- Select correct option:
- Apathy
- Concern
- **Sympathy**
- Curiosity
-
- Question # 12 of 20 (Start time: 01:03:15 PM) Total Marks: 1

- All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?
- Select correct option:
- Resistance to change
- Resentment of the presenter
- Repetition of behavior that is successful for the detractor
- **Reappearance of the presenter**
-
- Question # 13 of 20 (Start time: 01:03:35 PM) Total Marks: 1
- Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?
- Select correct option:
- U-formation
- Modified T-formation
- Conventional classroom style
- **Conventional theater style**
-
- Question # 14 of 20 (Start time: 01:04:38 PM) Total Marks: 1
- Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?
- Select correct option:
- **Theater-style arrangement**
- Conventional classroom style
- Modified T-formation
- V-formation
-
- Question # 16 of 20 (Start time: 01:05:25 PM) Total Marks: 1
- Which one of the following is suitable for both promotional and informational es?
- Select correct option:
- V-formation
- Modified T-formation
- T-formation
- **U-formation**
-
- Question # 18 of 20 (Start time: 01:06:33 PM) Total Marks: 1
- A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:
- Select correct option:
- Informative speech
- Ceremonial speech
- **Persuasive speech**
- None of the given options
-
- Question # 20 of 20 (Start time: 01:07:17 PM) Total Marks: 1
- While using a flip board in presentation, 6x6 formula is used. What does it refers to?
- Select correct option:
- 6 sentences with 6 different colors on one chart
- 6 words in every sentence written in 6 different colors

- 6 sheets on flip board
- **6 lines, each having 6 words on a sheet**
-
- Question # 1 of 20 (Start time: 01:10:21 PM) Total Marks: 1
- Visual aids perform which of the following functions?
- Select correct option:
- Emphasizing important points
- Illustrating how things work
- Illustrating how things related to one another
- **All of the given options**
-
- Question # 2 of 20 (Start time: 01:10:54 PM) Total Marks: 1
- Business associates can be a helpful source for:
- Select correct option:
- **Identifying probable questions and objections**
- Can reveal questions and concerns
- It is helpful to recall the questions
- None of the given options
-
- Question # 3 of 20 (Start time: 01:12:01 PM) Total Marks: 1
- Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?
- Select correct option:
- **Conciseness**
- Correctness
- Consideration
- Courtesy
-
- Question # 4 of 20 (Start time: 01:12:42 PM) Total Marks: 1
- When do you think groups, rather than individuals working alone, should be used to solve a problem?
- Select correct option:
- When the task requires a limited amount of information and skills
- **When a quick resolution is essential**
- When commitment to the decision is important
- When the task is fairly simple and straightforward
-
- Question # 5 of 20 (Start time: 01:13:22 PM) Total Marks: 1
- Which one of the following information is true about bar charts, simple column charts and multi-column charts?
- Select correct option:
- **All can be used effectively for the same purpose**
- Can be used to illustrate varied values
- Are usually illegal for visual aids
- Are usually not good visual aids
-
- Question # 6 of 20 (Start time: 01:14:45 PM) Total Marks: 1

- What is the basic requirement of Coordinating behavior?
- Select correct option:
- It requires that group members be in the same geographic area
- It requires the use of verbal communication only
- It requires the use of nonverbal communication only
- **It requires the exchange of messages whether verbal or nonverbal**
-
-
- Question # 7 of 20 (Start time: 01:15:47 PM) Total Marks: 1
- Which one of the following is not required to keep conciseness in writing?
- Select correct option:
- Including only relevant material
- **Adding extra and unrelated information**
- Eliminating wordy expressions
- Avoiding unnecessary repetition
-
- Question # 8 of 20 (Start time: 01:16:54 PM) Total Marks: 1
- If your objective is to try to change what an audience thinks or does, what should be your general goal or general purpose?
- Select correct option:
- To inform
- **To persuade**
- To teach
- To entertain
-
- When considering objects or models as visual aids, the presenter should consider which of the following point?
- Select correct option:
- Objects and models are too big to use in a presentation
- **Audience-members can easily learn as much from other visual aides**
- The object or model needs to be passed around the audience during the speaker's presentation so the audience-members can get a look at it while it is described
- There are situations in which the object being discussed or a realistic model makes the best support
-
- Diagrams are excellent for conveying all of the following, except :
- Select correct option:
- Information about size
- Information about shape
- Information about structure
- **Information about audience**
-
- Question # 12 of 20 (Start time: 01:19:35 PM) Total Marks: 1
- When using visuals in a presentation, which of the following should be avoided?
- Select correct option:
- Taking time to explain the visual.
- Fitting the visual to the material being discussed.

- **Talking to the visual**.
- None of the given options
-
- Question # 13 of 20 (Start time: 01:20:07 PM) Total Marks: 1
- Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?
- Select correct option:
- V-formation
- Modified T-formation
- T-formation
- **U-formation**
-
- Question # 14 of 20 (Start time: 01:20:37 PM) Total Marks: 1
- In which stage of Group formation Members work to solve conflicts and recognize acceptable kinds of conduct?
- Select correct option:
- Forming
- Storming
- **Norming**
- Performing
-
- Question # 15 of 20 (Start time: 01:21:44 PM) Total Marks: 1
- _____ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.
- Select correct option:
- **Compromise**
- Compulsion
- Impulsion
- Perception
-
- Question # 17 of 20 (Start time: 01:22:56 PM) Total Marks: 1
- With a limited time frame available for presentation, the Q & A session is conducted:
- Select correct option:
- **At the end of a presentation**
- During a presentation
- Before a presentation
- Not at all
-
- Question # 18 of 20 (Start time: 01:23:23 PM) Total Marks: 1
- Which one of the following group often meets face to face with a common purpose in mind?
- Select correct option:
- **Informal group**
- Formal group
- Universal group
- Standard group
-

- All of the following are the benefits of handouts EXCEPT:
- Select correct option:
- Handouts eliminate the need for note taking.
- Handouts provide an accurate record of the information being presented.
- Handouts can be used with all types of presentation media.
- **Handouts passed out in advance tend to cause attendees to prejudge the presenter and/or the presentation.**
-
- Which one of the following seating is more common for proactive presentation delivered to large audiences?
- **Conventional theatre style.**
- Conventional classroom style
- Modified T- formation
- V-formation
-
-
-
- Business associates can be helpful for
- **Identifying probable questions & objections**
- Can reveal questions and concerns
- It is helpful to recall the questions
- None of the above options
-
- A presenter who speaks too loudly may perceived as
-
- Bombastic
- Aggressive
- Insensitive to listeners
- **All of the above options**
-
- Which one of the following is most appropriate when using problem/solution method?
- Chronological
- Topical
- **Logical**
- Spatial
-
-
- Which types of speaking relies on speaking notes
- **Manuscript**
- Memorized
- Impromptu
- Extemporaneously
-
- Which of the following is the skill of speaking in distinct syllables
- **Articulations**
- Fillers

- Inflection
- Monotone delivery
-
- Which one of following is the most formal type of speech delivery
- **Manuscript**
- Memorized
- Impromptu
- Extemporaneous
-
- In a comfortable setting, people in the audience can do all of the following, EXCEPT
- See clearly
- **Hear on edge**
- Sit comfortably
- Focus attentively
-
- Which one of the following is method of arranging information by dividing it into parts
- Spatial pattern
- Chronological pattern
- **Topical pattern**
- Logical pattern
-
- What is the average rate of the speech
- 130 words/minute
- **140 words/minute**
- 150 words/minute
- 160 words/minute
-
- When applied to business messages 'correctness' means all of the following, EXCEPT:
- Select correct option:
- Use the right level of language
- Check accuracy of words, information and data
- Use correct grammar and punctuation
- **Check font style**
-
-
- All of the following are considered as the core values of correctness, except:
- Select correct option:
- Proper grammar
- Punctuation
- Spelling
- **Loudness**
-
- Which of the given sentences is bias free?
- Select correct option:
- Please share this report with your supervisor.He will find it interesting.
- Mr. Usman, aged 55, has just joined our Technical Department.

- Mr. Umer is an unusually tall Asian.
- **Workers with physical disabilities face many barriers on the job.**
-
-
- All of the following are the benefits of handouts EXCEPT:
- Select correct option:
- Handouts eliminate the need for note taking.
- Handouts provide an accurate record of the information being presented.
- Handouts can be used with all types of presentation media.
- **Handouts passed out in advance tend to cause attendees to prejudge the presenter and/or the presentation.**
-
-
- Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?
- Select correct option:
- **Conciseness**
- Correctness
- Consideration
- Courtesy
-
- All of the following statements about groups are true, EXCEPT:
- Select correct option:
- Group members strive to achieve some common purpose
- Group members influence and are influenced by one another
- **Group members are interdependent**
- Group members must interact face-to-face.
- All of the following statements about groups are true
-
- All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?
- Select correct option:
- Resistance to change
- Resentment of the presenter
- Repetition of behavior that is successful for the detractor
- **Reappearance of the presenter**
-
- A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:
- Select correct option:
- Informative speech
- Ceremonial speech
- **Persuasive speech**
- None of the given options
-
- A presenter can prepare effective responses by which of the following?
- Select correct option:
- Anticipating

- Answering
- Revising
- **All of the above**
-
- Effective writers visualize the _____ before starting to write.
- Select correct option:
- Story
- **Reader**
- Colours
- Publisher
-
-
-
-
- Which of the following are central features of a group?
- Select correct option:
- Interaction
- Mutual influence
- Interdependence
- **All of the given options**
-
-
- Which of the following can help the presenter to avoid a computer catastrophe?
- Select correct option:
- Have a contingency plan
- **Have back-up technical support available**
- Use the Internet in real-time
- Have a contingency plan and back-up technical support available
-
- Business associates can be a helpful source for:
- Select correct option:
- **Identifying probable questions and objections**
- Can reveal questions and concerns
- It is helpful to recall the questions
- None of the given options
-
- Suppose there is a group meeting and in the end all the group members agree on the final decision through discussion and debate. What kin d on solution is it?
- Select correct option:
- **Consensus**
- Compromise
- Arbitration
- Majority vote
-
- With a limited time frame available for presentation, the Q & A session is conducted:
- Select correct option:

- **At the end of a presentation**
- During a presentation
- Before a presentation
- Not at all
-
- When do you think groups, rather than individuals working alone, should be used to solve a problem?
- Select correct option:
- When the task requires a limited amount of information and skills
- **When a quick resolution is essential**
- When commitment to the decision is important
- When the task is fairly simple and straightforward
-
-
-
- Which one of the following group often meets face to face with a common purpose in mind?
- Select correct option:
- **Informal group**
- Formal group
- Universal group
- Standard group
-
- All of the following are considered as some basic truths about human nature that help us humanize our business messages, EXCEPT:
- Select correct option:
- People are self-centered
- People are defensive
- **People are perfect**
- People expect courtesy
-
-
- When does a presentation begin?
- Select correct option:
- The moment you begin speaking.
- The moment you are asked to give a presentation.
- The moment you are in view of your listeners.
- **The moment you decide on a topic for your presentation.**
-
- Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?
- Select correct option:
- U-formation
- Modified T-formation
- Conventional classroom style
- **Conventional theater style**
-
- Which of the following is the most appropriate definition of group communication?

- Select correct option:
- **Two or more persons who are interacting with one another during which mutual influence is taking place**
- Any interaction between two or more persons
- Any time two or more persons influence each other
- Any collection of two or more persons
- All of the following tactics can be employed for dealing with disruptive incidents EXCEPT:
- Select correct option:
- Detour
- Delay
- Dismiss
- **Drag**
-
-
-
- In which stage of Group formation Members work to solve conflicts and recognize acceptable kinds of conduct?
- Select correct option:
- Forming
- Storming
- **Norming**
- Performing
-
- Where does immediacy come from during a presentation?
- Select correct option:
- Looking at your notes
- Standing
- Dressing with authority
- **Making eye contact**
-
- If your objective is to try to change what an audience thinks or does, what should be your general goal or general purpose?
- Select correct option:
- To inform
- **To persuade**
- To teach
- To entertain
-
- All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?
- Select correct option:
- Resistance to change
- Resentment of the presenter
- Repetition of behavior that is successful for the detractor
- **Reappearance of the presenter**
-
- Select which sort of information you will include in your statement when you need to answer concisely:

- Select correct option:
- Include all information
- Include irrelevant information too
- Include authentic statement
- **To the point information**
-
- All of the following are the elements of effective written communication, EXCEPT:
- Select correct option:
- Courtesy
- Correctness
- Conciseness
- **Cleanliness**
-
-
-
- Which of the following are central features of a group?
- Select correct option:
- Interaction
- Mutual influence
- Interdependence
- **All of the given options**
-
- To keep a sentence effective, the suggested average sentence length is:
- Select correct option:
- **17 to 20 words**
- 20 to 30 words
- 30 to 40 words
- More than 40 words
-
- Which of the given sentences is bias free?
- Select correct option:
- Please share this report with your supervisor.He will find it interesting.
- Mr. Usman, aged 55, has just joined our Technical Department.
- Mr. Umer is an unusually tall Asian.
- **Workers with physical disabilities face many barriers on the job.**
-
- Q&A is an abbreviation of which of the following?
- Select correct option:
- Quest and availability
- **Question and answer**
- Question and anticipation
- Query and audience
-
-
- Quiz Start Time: 06:41 PM
- Time Left 87

- sec(s)
-
- Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?
- Select correct option:
- **Conciseness**
- Correctness
- Consideration
- Courtesy
-
- “His black assistant speaks more clearly than he does”. Which kind of biasness this sentence shows?
- Select correct option:
- Gender biasness
- **Racial biasness**
- Age biasness
- Disability biasness
- When do you think groups, rather than individuals working alone, should be used to solve a problem?
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- When the task is fairly simple and straightforward
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- Which one of the following group often meets face to face with a common purpose in mind?
- Select correct option:
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- Formal group
- Universal group
- Standard group
-
- Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?
- Select correct option:
- **Theater-style arrangement**
- Conventional classroom style
- Modified T-formation
- V-formation
-
- Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?
- Select correct option:
- V-formation
- Modified T-formation
- T-formation
- **U-formation**
-

- Which of the following is not a guideline for courteous writing?
- Select correct option:
- **Respond late**
- Exclude irritating expressions
- Include meaningful apologies
- Omit discourteous wording
-
- All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?
- Select correct option:
- Resistance to change
- Resentment of the presenter
- Repetition of behavior that is successful for the detractor
- **Reappearance of the presenter**
-
-
-
- Which of the following is the appropriate response to a comment of agreement?
- Select correct option:
- I agree with it.
- That's a very good point
- **Thank you**
- That’s not right
-
- Effective writers visualize the _____ before starting to write.
- Select correct option:
- Story
- **Reader**
- Colours
- Publisher
-
- With a limited time frame available for presentation, the Q & A session is conducted:
- Select correct option:
- **At the end of a presentation**
- During a presentation
- Before a presentation
- Not at all
-
- Which of the following is NOT among the drawbacks of using computerized design programs?
- Select correct option:
- Poorly conceived messages
- **Simplistic presentations**
- Design over content
- Overly complex presentations
-
- When does a presentation begin?
- Select correct option:

- The moment you begin speaking.
- The moment you are asked to give a presentation.
- The moment you are in view of your listeners.
- **The moment you decide on a topic for your presentation.**
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- Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?
- Select correct option:
- V-formation
- Modified T-formation
- T-formation
- **U-formation**
-
- Which one of the following is not required to keep conciseness in writing?
- Including only relevant material
- Adding extra and unrelated information
- **Eliminating wordy expressions**
- Avoiding unnecessary repetition
- Supporting material can serve which of the following functions?
- Select correct option:
- Apply clarity
- Increase interest
- Provide proof
- **All of the given options**
-
- Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?
- Select correct option:
- **Conciseness**
- Correctness
- Consideration
- Courtesy
-
- _____ is the language of business correspondence written for a general readership.
- Select correct option:
- Informal English
- **Formal English**
- Common English
- African English
-
- Visual aids perform which of the following functions?
- Select correct option:
- Emphasizing important points
- Illustrating how things work
- Illustrating how things related to one another
- **All of the given options**

-
- A presenter can prepare effective responses by which of the following?
- Select correct option:
- Anticipating
- Answering
- Revising
- **All of the above**
-
- Tributes, acceptance, inspiration, speaking after-dinner, & master of ceremonies are examples of:
- Select correct option:
- Informative speech
- **Ceremonial speech**
- Informative speech
- None of the above
-
-
-
-
-
-
- Which one of the following arrangement is a modification of conventional classroom seating?
- Select correct option:
- U-formation
- T-formation
- Modified T-formation
- **V-formation**
-
- Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?
- Select correct option:
- U-formation
- Modified T-formation
- Conventional classroom style
- **Conventional theater style**
-
- How can the credibility of a presenter be increased?
- Select correct option:
- Being well dressed and well groomed
- Complimenting the audience
- Demonstrating your sincerity
- **All of the given options**
-
-
- Which of the following is not a guideline for courteous writing?
- Select correct option:
- **Respond late**
- Exclude irritating expressions

- Include meaningful apologies
- Omit discourteous wording
-
- Which one of the following group often meets face to face with a common purpose in mind?
- Select correct option:
- **Informal group**
- Formal group
- Universal group
- Standard group
-
- All of the following tactics can be employed for dealing with disruptive incidents EXCEPT:
- Select correct option:
- Detour
- Delay
- Dismiss
- **Drag**
-
-
-
-
-
-
- Effective writers visualize the _____ before starting to write.
- Story
- **Reader**
- Colours
- Publisher
-
- All of the following are considered as the core values of correctness, except:
- Proper grammar
- Punctuation
- Spelling
- **Loudness**
-
- Which of the following is NOT used in oral speaking style?
- **Mostly long sentences**
- Personal pronouns freely
- Active voice
- Contractions often
-
- Supporting material can serve which of the following functions?
- Apply clarity
- Increase interest
- Provide proof
- **All of the given options**
-

- Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?
- U-formation
- Modified T-formation
- Conventional classroom style
- **Conventional theater style**
-
- Writing with a you-attitude shows sincere _____ for the reader.
- Apathy
- Concern
- **Sympathy**
- Curiosity
- Tributes, acceptance, inspiration, speaking after-dinner, & master of ceremonies are examples of:
- Informative speech
- **Ceremonial speech**
- Informative speech
- None of the above
-
- Diversity is important to the success of groups. What does it mean?
- Group members should tolerate diversity
- **Group members should encourage and support diversity**
- Group members should be honest in their personal views toward diversity
- Co-cultures can contribute to group dysfunction if differences dominate group goals
- Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?
- **Theater-style arrangement**
- Conventional classroom style
- Modified T-formation
- V-formation
-
- How can the credibility of a presenter be increased?
- Being well dressed and well groomed
- Complimenting the audience
- Demonstrating your sincerity
- **All of the given options**
-
- Which of the following is the most appropriate definition of group communication?
- **Two or more persons who are interacting with one another during which mutual influence is taking place**
- Any interaction between two or more persons
- Any time two or more persons influence each other
- Any collection of two or more persons
-
- _____ is the language of business correspondence written for a general readership.
- Informal English
- **Formal English**

- Common English
- African English
-
- A presenter can prepare effective responses to questions by following all of the given steps EXCEPT one. Which one is that?
- Anticipating
- Answering
- **Recording**
- Rehearsing
-
- All of the following are the types of comments from an audience EXCEPT:
- Agreement
- Addition
- Objection
- **Arbitrate**
-
- "His black assistant speaks more clearly than he does". Which kind of biasness this sentence shows?
- Gender biasness
- **Racial biasness**
- Age biasness
- Disability biasness
-
-
-
- All of the following steps are essential to an effective response of questions EXCEPT:
- Listen
- **Discern**
- Anticipation
- Answer
-
- Which of the following can help the presenter to avoid a computer catastrophe?
- Have a contingency plan
- **Have back-up technical support available**
- Use the Internet in real-time
- Have a contingency plan and back-up technical support available
-
- When do you think groups, rather than individuals working alone, should be used to solve a problem?
- When the task requires a limited amount of information and skills
- **When a quick resolution is essential**
- When commitment to the decision is important
- When the task is fairly simple and straightforward
-
- With a limited time frame available for presentation, the Q & A session is conducted:
- **At the end of a presentation**
- During a presentation
- Before a presentation

- Not at all
-
- Which one of the following seating is most common for proactive presentation delivered to large audiences?
- **Conventional theater style**
- Conventional classroom style
- Modified T-formation
- V-formation