BUSINESS COMMUNICATION

Question:- The Audience may resist an information which is:
Answer:- Completely new

Question:- Audience may resist a message containing
Answer:- Bad news

Question:- Work Enjoyment values might include
Answer:- Creativity, • Knowledge, • Recognition

Question:- The purpose for formats
Answer:- Consistency

Question:- Gestures and expressions mean different things in different cultures:
Answer:- TRUE

Question:- _____ can make the meeting futile
Answer:- Absence of key players

Question:- Application Conclusion
Answer:- Win an interview

Question:- Work Enjoyment Values
Answer:- Creativity

Question:- Work Condition Values
Answer:- Time Freedom

Question:- Traditional Resume
Answer:- Reverse Chronological order

Question:- You need to provide enough _____ to be convincing
Answer:- Support

Question:- Direct request use direct _____:
Answer:- Approach

Question:- Downward written communication takes the form of:
Answer:-   Memos, Manuals

Question:- The process of filtering out relevant details is:
Answer:- Encapsulation

Question:- Conflict is the very essence of group interaction
Answer:- TRUE

Question:- House journals are used by organizations for public circulations:
Answer:- FALSE

Question:- The different types of barriers that can come in the way of effective communication are
Answer:- Physical , Cultural , Mechanical

Question:- _____ documents require more of an introduction then a periodic report:
Answer:- Non-recurring

Question:- _____ is useful and the sender may have control over the communication:
Answer:- Feedback

Question:- _____ enables the employees to complete their task with ease:
Answer:- Technology

Question:- In persuasive interviews one person hides a new idea from another person:
Answer:- FALSE

Question:- Some common norms adopted during meetings are:
Answer:- Negative criticism is unacceptable, First name should not be used

Question:- Pre-writing involves _____ of the main idea:
Answer:- Determination

Question:- Make reader action as easy as possible
Answer:- TRUE

Question:- Secondary source give a form of reference to research which is:
Answer:- Theoretical, Conceptual

Question:- You need to make sure that the staff follows instruction. This is example of:
Answer:- 'We' attitude

Question:- Persuasive letter are used to attract _____ audience:
Answer:- Contentious

Question:- The _____ phase brings audience close to the speaker's views:
Answer:- Purpose

Question:- While composing one must use:
Answer:- You attitude

Question:- Denotive meaning:
Answer:- Dictionary Meaning

Question:- A functional resume is appropriate if you are
Answer:- Changing career, No relevant work history, Returning to job market

Question:- The model that enables us to understand communication process in terms of information being transmitted from sender to receiver is called :*
Answer:- Transmission Model

Question:- Conditions giving rise to group thinking are:
Answer:- Being out of order, Being out of resources, Being overruled

Question:- When more than one message is sent on the same subject, there is a good possibility of contradictions
Answer:- TRUE

Question:- Email is the method of communicating electronically with other users of the network
Answer:- TRUE

Question:- One advantage of using electronic trail is that organization can:**
Answer:- Track worker productivity, Monitor email content, Monitor web usage

Question:- Statement of attention should be
Answer:- Personalized, Relevant

Question:- A well-organized message helps the audience:
Answer:- To understand the message

Question:- A well-organized message helps the audience:
Answer:- `accept the message`

Question:- Oral approach is useful when presenting a controversial information
Answer:- TRUE

Question:- Its better to discuss the details of salary at the time of _____
Answer:- Interview

Question:- Audience analysis is the process by which business communicators analyze
Answer:- Needs and knowledge of listeners

Question:- .... is the process by which business communicators analyse the need and knowledge of their listeners
Answer:- Audience analysis

Question:- Listeners job is as active as the:*
Answer:- Speakers

Question:- A positive message of colour green is:
Answer:- envy

Question:- Stating only once will help the audience:
Answer:- FALSE

Question:- Transmission Model has features like:**
Answer:- Linear, NO Noise

Question:- Groupware
Answer:- Aid to productivity

Question:- Database Management
Answer:- Access Database

Question:- Project Planning
Answer:- Manage Projects

Question:- Multimedia
Answer:- Design Presentation

Question:- A complementary close is rude way of ending the letter
Answer:- FALSE

Question:- Physiological noise may appear in the form of
Answer:- Hearing disorders, Illness

Question:- Preparing for meeting includes
Answer:- Setting agenda, Meeting facilities

Question:- Good listening requires the command over:
Answer:- The language

Question:- Communication between and within groups is vital to an organization:
Answer:- TRUE

Question:- The agenda serves as the _____ within which the group leader organizes time and topics:
Answer:- Framework

Question:- Maslow's Self -actualization
Answer:- Need to help others

Question:- Negative criticism of other group members is acceptable:
Answer:- FALSE

Question:- _____ are often used by organization to make their search easier:
Answer:- Application Form

Question:- Impatience is born out of
Answer:- Overconfidence

Question:- Data based factors that can be discovered by consulting databases.B167:
Answer:- TRUE

Question:- Non-verbal communication often accompanies
Answer:- Eye contact OR verbal (oral) communication

Question:- Communication can take place when both _____ to each other
Answer:- Listen

Question:- In case of a problem an employee can approach a third party often referred to as _____
Answer:- Ombudsman

Question:- The skill that is imperative for a profession of research and investigation is
Answer:- Analysis & research

Question:-The guidelines to be followed while designing and managing internet are:
Answer:- Know your audience, o Deliver work Productivity, Colloquial labeling

Question:- From the very start of our education, we are taught
Answer:- To think in a sequential manner

Question:- One of the reasons for people submitting to conformity is that its difficult to act with complete independence
Answer:- TRUE

Question:- When the reader is likely to agree, the material is presented in _____ order
Answer:- Direct

Question:- Communication reduces the morale of the employees
Answer:- FALSE

Question:- Email can be used for
Answer:- Saving of cost, Reduction of time, b) Electronic filing

Question:- The technology that facilitates increased collaboration among employees in the organization is called:
Answer:- Intranet

Question:- The most commonly used manuals for documentation and citations are
Answer:- Chicago Manuals of style, Publication manual of the APA

Question:- A typical resume should contain
Answer:- job objectives, past employment, education detail

Question:- A typical resume should contain
Answer:- education detail

Question:- Listening is a skill of:*
Answer:- Building a bridge

Question:- Helan Ewald describes the communication process as
Answer:- Imparting information, Sharing Information, o Assumption

Question:- Statement of interest must be
Answer:- Benefit Specific, Concerned to the reader

Question:- Interview is a face-to-face verbal exchange which aims to discover as much information as possible in a short span of time
Answer:- TRUE

Question:- _____ are aimed at collaboration with physically distant people:
Answer:- Groupware

Question:- The various styles of punctuations are:
Answer:- Open, mixed, closed

Question:- In writing communication opening in US
Answer:- Request action

Question:- Style
Answer:- Short sentences

Question:- Closing
Answer:- Specific Request

Question:- Values
Answer:- Efficiency

Question:- Audience would believe more if they see
Answer:- Sincerity, Enthusiasm, Expertise

Question:- Mintzberg Proposed his theory for managerial jobs in the year:*
Answer:- 1973

Question:- Oral communication can have forms like
Answer:- Interviews, Seminars, Workshops

Question:- A _____ software is used to manage the bulk of data in an organization:
Answer:- Database Management

Question:- While asking a closed-ended question, the interviewer expects
Answer:- A yes or no

Question:- Inside address consists of the name and address of the sender :
Answer:- FALSE

Question:- Emotional Appeal in Japan
Answer:- Company Success

Question:- Recognition based on
Answer:- Group Achievement

Question:- Material Awards
Answer:- Annual Bonus

Question:- Threats
Answer:- Loss of group membership

Question:- Pre-printed form
Answer:- Fill in the blank reports

Question:- Letter
Answer:- Outside the organization

Question:- Memo
Answer:- Short Letters

Question:- Manuscript
Answer:- Formal approach

Question:- Open-ended questions
Answer:- Offer an opinion

Question:- Direct open-ended question
Answer:- Suggest response

Question:- Closed-ended questions
Answer:- Say yes or no

Question:- Restatement questions
Answer:- Expand the answer

Question:- Argumentativeness
Answer:- Fondness for arguing

Question:- Content goals
Answer:- Obvious reasons for disputes

Question:- Verbal aggressiveness
Answer:- Tendency to attack

Question:- Cohesiveness
Answer:- degree to which group hangs together

Question:- Norms
Answer:- standards for appropriate behaviours

Question:- Communication competence
Answer:- strengths and weaknesses you possess conflict situation

Question:- Group thinking
Answer:- Tendency to seek agreement

Question:- Positioning
Answer:- Moving the focus of negotiation

Question:- Physical noise
Answer:- The external sounds that distract the communicator

Question:- Noise
Answer:- One of the greatest sources of communication failure

Question:- Relational Message
Answer:- indicates how sender and receiver feel about each other

Question:- Motivation
Answer:- and communication are two sides of the same coin

Question:- Purpose of introduction in Arab
Answer:- Personal rapport

Question:- Image of individual
Answer:- Rich culture

Question:- Information
Answer:- Personal

Question:- Use of language
Answer:- Formal

Question:- Father takes care
Answer:- Paternalism

Question:- Mother takes care
Answer:- Materialism

Question:- Uncle Sam takes care
Answer:- Socialism

Question:- You take care of yourself
Answer:- Americanism

Question:- AMS – Simplified format
Answer:- Administrative management society , • Simplified format

Question:- APA
Answer:- American Psychological Association, documentation

Question:- Writing style
Answer:- Block style

Question:- Punctuation style
Answer:- Closed

Question:- C's of communication
Answer:- Consistent

Question:- Ten Commandments
Answer:- American Management Association

Question:- Interference in communication could be due to
Answer:- Noise

Question:- Feedback
Answer:- Openness

Question:- Sender has an Idea
Answer:- Abstraction

Question:- Idea becomes message
Answer:- Encoding

Question:- Message is sent
Answer:- Channel

Question:- Receiver comprehends it
Answer:- Feedback

Question:- Downward communication
Answer:- Superior to subordinates

Question:- Upward communication
Answer:- Subordinates to superiors

Question:- Crosswise Communication
Answer:- Diagonal and horizontal

Question:- Informal Network
Answer:- Grapevine

Question:- Information gives incorrect understanding of authority
Answer:- FALSE

Question:- Sometimes it is possible to accomplish several related purposes with one single message
Answer:- TRUE

Question:- AMS is synonymous to simplified format
Answer:- TRUE

Question:- Justification reports focuses on what needs to be done
Answer:- FALSE

Question:- When people's needs are not met they are bound to respond emotionally
Answer:- TRUE

Question:- Appendices are listed after the table of contents
Answer:- TRUE

Question:- Any application letter must include introduction, body and conclusion
Answer:- TRUE

Question:- The specific purpose presentation should contain multiple ideas
Answer:- FALSE

Question:- Vision has nothing to do with prediction but everything to do with hope
Answer:- FALSE

Question:- The basic function of any business organization is planning, organizing, staffing, directing and controlling
Answer:- TRUE

Question:- Decision making meetings are conserved with persuasion
Answer:- TRUE

Question:- Videos have the disadvantage of easy recording and instant playback
Answer:- FALSE

Question:- Conflict means that a meeting is disorderly, wild or rude
Answer:- FALSE

Question:- Cohesive nature of a group enables it to meet challenges and overcome obstacles
Answer:- TRUE

Question:- A core disadvantage of email has been in the field of information transmission
Answer:- TRUE

Question:- Effective communication requires no time in the act of delivering a message
Answer:- FALSE

Question:- Job interviews are fairly informed and instructed
Answer:- FALSE

Question:- Communication is not a continuous process
Answer:- FALSE

Question:- The content of the letter is the voice of the people
Answer:- TURE

Question:- Business communication is always goal oriented
Answer:- TURE

Question:- Trading firms may require information site with feedback and contact options
Answer:- TURE

Question:- Trading firms and banks may require transaction tools because of high level of interaction needed
Answer:- TURE

Question:- Information stored on a website is safer than traditional filing system
Answer:- TURE

Question:- Information technology has made the decision making process slower
Answer:- FALSE

Question:- Information about the topic under discussion is called "content message"
Answer:- TRUE

Question:- Make reader action as easy as possible
Answer:- TRUE

Question:- Increase in the cost is one of the compelling motives in the introduction of new technology
Answer:- FALSE

Question:- In government departments, the letters addressed by the name are semi-official letters
Answer:- TRUE

Question:- Electronic bulletin boards are used as new technologies
Answer:- TRUE

Question:- Memorandums are usually initiated by the writer rather than signed
Answer:- TRUE

Question:- Usually direct messages try to overcome reader's resistance
Answer:- TRUE

Question:- Job inquiry letters are intended to keep your file active in the organization for future
Answer:- FALSE

Question:- Sometimes it is possible to accomplish several related purposed with one single message
Answer:- TRUE

Question:- Detailed outline serves well when you are one of the several people working on the assignment
Answer:- TRUE

Question:- The leader is responsible for controlling the agenda
Answer:- TRUE

Question:- Follow ups are not that necessary in communication
Answer:- FALSE

Question:- The goal of developing a report is to make information complex
Answer:- FALSE

Question:- Persuasive messages appeal to the reader's sense of
Answer:- Reasoning, Credibility, Needs of customer

Question:- To find a job relevant to you
Answer:- Consider your skills

Question:- There is no perfect communication free of all barriers
Answer:- TRUE

Question:- The complimentary close of a letter must agree in tone with salutation.
Answer:- TRUE

Question:- Communication between and within groups is vital to an organization
Answer:- TRUE

Question:- ……………. between and within groups is vital to the organization
Answer:- Communication

Question:- Gulick suggested seven functional areas including directing and reporting
Answer:- TRUE

Question:- A solicited letter responds to a specific job opening publishes in a news paper
Answer:- TRUE

Question:- A ……... letter responds to a specific job opening publishes in a news paper
Answer:- solicited

Question:- Negative criticism of other group members is acceptable
Answer:- FALSE

Question:- Verbs are the powerful words because they mean some kind of action
Answer:- TRUE

Question:- Informal meetings do not require written agenda
Answer:- TRUE

Question:- Administration is an integral part of organization management profession
Answer:- TRUE

Question:- Better Human relations can be established through informal communication and exchanging views
Answer:- TRUE

Question:- One of the reasons for people submitting to conformity is that its difficult to act with complete independence
Answer:- TRUE

Question:- Tele prospecting is calling customers to maintain and nurture key account relationships.
Answer:- FALSE

Question:- Tele coverage means taking order from catalogue or ads and outbound calling
Answer:- FALSE

Question:- Written communication is a two way process
Answer:- TRUE

Question:- Policies and directives are more formal than other internal communication
Answer:- TRUE

Question:- Positive meaning of color purple is prosperity
Answer:- FALSE

Question:- Visual impairment does not hinder the reception of message
Answer:- FALSE

Question:- When more than one message is sent on the same subject, there is a good possibility of contradictions
Answer:- TRUE

Question:- Oral approach is useful when presenting controversial information
Answer:- TRUE

Question:- The discontinuities in your job profile is not evident if you use a traditional resume
Answer:- FALSE

Question:- Negative meaning of red is devil
Answer:- TRUE

Question:- For willing and co-operative audience, your message should follow
Answer:- Vote of thanks

Question:- Whatever we feel is immediately reflected in the
Answer:- Face

Question:- _____ in cost is one of the compelling motives in the introduction of new technology for organizational communication
Answer:- Reduction

Question:- The process of communication is
Answer:- Irreversible, Two way

Question:- _____ is essential for communication and persuasion
Answer:- Leadership

Question:- In general, information is lost or distorted in _____ communication
Answer:- Downward

Question:- The most difficult part is _____ the opening paragraph
Answer:- Writing

Question:- Writing process deals with
Answer:- Organizing the message

Question:- A report which is based on facts is
Answer:- Informational report

Question:- A decision-oriented document prepared for top management is called
Answer:- Troubleshooting Report

Question:- The internal report used to persuade top management to approve a project is
Answer:- Justification report

Question:- Mechanical barriers in communication include
Answer:- Bad telephone connection, Whistling loudspeakers

Question:- _____ is considered a barrier to communication
Answer:- Noise

Question:- _____ is an example of psychological noise
Answer:- Egotism

Question:- Back orders refers to orders like
Answer:- No order sent, Partial order sent

Question:- _____ could be a hindrance in understanding a message
Answer:- Physical impairment

Question:- One of the big hindrances in the communication process is
Answer:- Noise

Question:- Writing is _____.
Answer:- An Art

Question:- _____ communication is the exchange of information and feeling in which people communicate when together
Answer:- Personal

Question:- Negotiation is the most effective communication strategy when there is
Answer:- Coherency

Question:- The various types of enclosure styles are
Answer:- Enclosure, Enclosures (3), Enclosures: resume

Question:- Following The don'ts of conducting an interview are
Answer:- Ask a series of question, Put same question to different candidate, Loose your temper

Question:- The things you must do while conducting an interview is
Answer:- Ask only one question at a time

Question:- Following The do's for conducting an interview are
Answer:- Ask only one question at a time, Use plain language, Listen carefully to candidate

Question:- _____ interviews discuss progress towards predetermined standards or goals
Answer:- Evaluation

Question:- …………....stage carries out the final details of communication
Answer:- Execution

Question:- A problematic job in communication is
Answer:- Developing messages

Question:- American Management Association suggested
Answer:- Examine true purpose, Follow up, Clarify ideas

Question:- Good reports have
Answer:- Accurate information, Good judgment, Responsive format, style and organization

Question:- The mind enables us to
Answer:- Interpret the sound

Question:- Children are sensitive to
Answer:- Face-to-face conversation

Question:- The firm may also delegate the authority of signing letters to an officer by executing a legal instrument called   Answer:- Power of attorney

Question:- If _____ line is used, place date line immediately below address
Answer:- standard address

Question:- Lack of reflection is
Answer:- Disorganized communication

Question:- In the process of Business communication, _____ is the third step
Answer:- Revising

Question:- To become a better communicator
Answer:- One must analyze situation, Provide logical reasoning, Resolve conflicts

Question:- Our brain is capable of processing …………. Words a minute
Answer:- 500 to 750 words a minute

Question:- The different types of questions asked in an interview are
Answer:- Open-ended questions, Direct open-ended questions, Close-ended questions

Question:- _____ is the core of business communication as it is an action-oriented affair.
Answer:- Feedback

Question:- The situations calling for authoritarian decision making are
Answer:- Crisis, Lack of knowledge

Question:- Outline will guide you to ____ in a systematic way
Answer:- Communicate

Question:- American Management Association prepared the
Answer:- Ten Commandments of Effective Communication

Question:- Arrangement of documents is
Answer:- Formatting

Question:- Middle information section expresses
Answer:- Interest in the request

Question:- Long reports are used by
Answer:- engineers, scientists, business executives

Question:- Looking at a trend would indicate whether a person is
Answer:- progressing, regressing, steady

Question:- The goal of the meeting is to get all the participants to
Answer:- Share Information

Question:- The acronym www stands for
Answer:- World Wide Web

Question:- Elements of a communication process are
Answer:- Channel, Decoding, Communicator

Question:- The purposes solved by defining the structure of interviews are
Answer:- Informational Purpose, Analytical purpose, Persuasive Purpose

Question:- Building rapport can take the forms of
Answer:- Language, Capture attention

Question:- Rapport could be built by
Answer:- Complimenting, Anecdotes, Quotations

Question:- The medium that enables message transfer is
Answer:- Channel

Question:- _____ messages with direct approach are easiest to write
Answer:- positive

Question:- Achieving better organization of the message is
Answer:- two-step process:

Question:- Employee morale can be studied periodically by
Answer:- Informal meetings, Questionnaires

Question:- While searching for a job, one must ask himself
Answer:- Where do I want to live?, What do I want to do in life?, Who do I want to work for?

Question:- Values that effect career choice includes
Answer:- Work enjoyment, Work condition, Work of importance to others

Question:- The staff may need guidance in following instruction. This is an example of
Answer:- You' attitude

Question:- _____ is a part of psychographics
Answer:- Attitude

Question:- Direct statement of the request refers to
Answer:- Main Idea, b) Necessary details

Question:- Executive letter head bears the _____ of the person who is within the organization
Answer:- Name

Question:- Non-verbal communication using eye movements is
Answer:- coalesces

Question:- A report is a formal statement which is written for a _____ audience
Answer:- Specific

Question:- A positive message conveyed to the receiver is _____
Answer:- Good news

Question:- Functions of a manager include
Answer:- Planning, Organizing, Staffing

Question:- The middle part of a message is typically
Answer:- the longest section of a routine

Question:- _____ are provided so that the visitors can navigate specific areas of interest
Answer:- Hyperlink

Question:- In direct approach the reaction of the audience is
Answer:- Receptive

Question:- In direct approach
Answer:- The main idea comes first followed by the evidence

Question:- Complimentary close is a _____ way of ending the letter
Answer:- Polite

Question:- Secondary sources are _____ reports
Answer:- Second hand

Question:- Secondary source give a form of reference to research which is
Answer:- Theoretical, Conceptual

Question:- Sending message to an unknown audience requires the knowledge of
Answer:- Needs of receiver

Question:- A channel is the
Answer:- Method for delivering message , Medium of delivering message

Question:- Be conscious of other people's _____
Answer:- Customs

Question:- To be a successful communicator, one should know
Answer:- Needs of people

Question:- The communication process has forms like
Answer:- Transmission Model, Reciprocal Model, Assumption Model

Question:- According to Joseph De Vito, functions of silence are
Answer:- To allow the speaker time to think, To isolate one's self, To hurt someone, To prevent further communication, To communicate emotional responses, To say nothing

Question:- During planning for career path
Answer:- Consider your skills, Consider your interests, Consider your work

Question:- Business communication involves
Answer:- Organization and external members

Question:- A Report includes _____
Answer:- Judgment

Question:- Universalisms believe what is good can be applied
Answer:- Everywhere

Question:- While dealing with Universality one should
Answer:- Be rational, Seek fairness

Question:- Universal facial expressions are used to show
Answer:- Happiness, Fear, Sorrow

Question:- Business organization communicates internally to its workers as
Answer:- Job assignments, Understanding of authority, Decision making powers

Question:- Communication is a revolution due to information superhighway, according to
Answer:- Gates

Question:- A formal work plan may include
Answer:- Statement of problem, Statement of purpose, Discussion

Question:- A _____ communication establishes and builds lasting relationships between people
Answer:- Two way

Question:- The process of testing variables involves
Answer:- Quantifying

Question:- The various types of averages are
Answer:- mean, median, mode.

Question:- The form of communication which include horizontal and diagonal flow of information can be termed as   Answer:- Crosswise communication

Question:- Low context culture refers to
Answer:- Direct verbal communication

Question:- Data based factors include
Answer:- Audience age, Income, Marital status

Question:- _____ reports are generally less formal than external reports
Answer:- Internal

Question:- According to Barnard the first function of an executive is
Answer:- Communication

Question:- Hand written note gives a
Answer:- Personal touch

Question:- Various ways of building buffers are
Answer:- Agreement, Appreciation, Co-operation

Question:- If a message proposes radical shift of ideas then it should be presented in
Answer:- A meeting

Question:- In business, communication often occurs between people with differences in
Answer:- function, status, allegiance

Question:- _____ close ends the message in a prosperous role
Answer:- Positive

Question:- _____ is a statement by a credible person
Answer:- Testimony

Question:- A _____ message helps the audience to understand the message
Answer:- Well-organized

Question:- Indian approach towards work is believed to be
Answer:- Informal

Question:- _____ is the capacity and degree to which the group remains together
Answer:- Cohesiveness

Question:- Cohesiveness is the capacity and degree to which the group remains together.
Answer:- TRUE

Question:- Conclusion includes the following except
Answer:- Humor

Question:- _____ is typically used when there is a need to organize numeric data
Answer:- Microsoft excel

Question:- The e-commerce facility that facilitates the links among the members of organization is termed as
Answer:- Intraorganizational

Question:- General purpose of a message is
Answer:- To inform, To collaborate, To persuade

Question:- Attention line is generally
Answer:- Underlined

Question:- Summarizing the main points includes
Answer:- Restating the main points, Outlining the next steps, Ending on a positive note

Question:- Meetings are useful to
Answer:- Help in decision making, Trigger new ideas, Diversity and cross fertilization

Question:- Proof reading involves checking of
Answer:- Content, Typographical errors, Format errors

Question:- Some important e-communication tools are
Answer:- e-commerce, Email, Internet

Question:- Message centered negative response
Answer:- Conveying bad news about goods, Providing negative information, Revealing bad news about operations

Question:- Competitive communication demands the use of the methods of _____
Answer:- Negotiation

Question:- Formal bargaining situations are developed when issues require
Answer:- deliberation and confrontation over time

Question:- Most organizations recognize that documents appearance acts as an
Answer:- Expression of company's image

Question:- An effective introduction includes
Answer:- Humor

Question:- Objectives of business communication are
Answer:- Advice, Counseling

Question:- A report that gives the person a set of options based on analysis and relevant
Answer:- Decision report

Question:- A bad quality paper can be _____
Answer:- Counter productive

Question:- Information technology has increased the dependency of business on technology and has made the decision making process
Answer:- Faster

Question:- In corporate world work and personal lives are
Answer:- Separated

Question:- One should avoid saying 'NO' at the
Answer:- Beginning

Question:- Participants share some common goal, interest or benefit by holding _____ in the group
Answer:- Membership

Question:- _____ extends the form of communication to external stakeholders
Answer:- extranet

Question:- Phases of communication are
Answer:- The Sender has an Idea, Idea Becomes a Message, Message is transmitted, 4. Reception of the Message, 5. Feedback

Question:- Preparing for meeting includes
Answer:- Determining the Purpose, Selecting the Participants, Setting Agenda, Preparing the Location,

Question:- Various ways of viewing a leader are
Answer:- Style, Situational, Functional

Question:- Objectives of communication are
Answer:- Information, Motivation, Education

Question:- The steps of planning formal reports are
Answer:- Identify the problem, Decide on areas to investigate, Determine the scope of the report, Plan the research or data gathering, Develop a preliminary outline, Collect the data, Analyze data, draw conclusions, and make recommendations

Question:- Analytic reports contains
Answer:- Interpretation, Analysis, Conclusion

Question:- Content words _____
Answer:- Multidimensional

Question:- A message channel can be
Answer:- Oral, Written

Question:- The most commonly used presentation software is
Answer:- Microsoft Power point

Question:- During oral communication one should be open minded
Answer:- TRUE

Question:- The people who are directly addressed are called …………….. Audience.
Answer:- Primary

Question:- Audience participation often takes the form of comments and questions
Answer:- TRUE

Question:- Audience participation often takes the form ………….
Answer:- comments and questions

Question:- To ensure attention a letter is addresses to a particular person
Answer:- By name, By post

Question:- Dependence on words for communication in U.S.
Answer:- High Text

Question:- Agreement made orally in Japan
Answer:- Binding

Question:- Agreement made in writing in U.S.
Answer:- Binding

Question:- Attention to detail U.A.E.
Answer:- Low

Question:- Another name for non-directive communication is ………..
Answer:- Upward

Question:- The central advantage of e-mail is that it enables the instant transfer of messages
Answer:- TRUE

Question:- Hearing disorders or illness etc fall into the category of _____ noise
Answer:- Physiological

Question:- For short or routine size letters, we may use ………. Paper.
Answer:- A5

Question:- For short and routine letters we may use A4 size paper
Answer:- FALSE

Question:- Under proxemic categories public space is
Answer:- 12 feet

Question:- A Message in a communication should be
Answer:- Brief

Question:- The basis for selling any ongoing service is
Answer:- Continuance

Question:- writer-reader relationship depends on the factors such as
Answer:- Relative status, Distance, Interpersonal relations

Question:- Research and investigation profession requires negotiation
Answer:- FALSE

Question:- Important C's of communication are
Answer:- Candid, credible, coherent

Question:- An application letter is another form of a sales letter.
Answer:- TRUE

Question:- The purpose of counseling interviews is to deal with
Answer:- personal problems

Question:- The conflict may arise due to
Answer:- Difference in goals, diverse financial interest, Contradictory group loyalities

Question:- What is needed is not mere information but
Answer:- relevant information

Question:- A reader's stance can be
Answer:- resistant and cooperative

Question:- One way to determine the most effective emotional appeal is to analyse readers according to the ………. of needs.
Answer:- hierarchy

Question:- The causes for techno stress can be
Answer:- Challenge to learn new technology, Changes to existing work routine, Meeting deadlines

Question:- A receiver of a message has to encode the message
Answer:- FALSE

Question:- The attributes of human thinking can be
Answer:- Existence, Desirability, Feasibility

Question:- What does a Letters carry from one person to another
Answer:- Communication

Question:- While talking We want to demonstrate our
Answer:- Knowledge base

Question:- Routine or neutral messages could be in the form of
Answer:- announcements

Question:- ……… is a form of routine or neutral message
Answer:- announcements

Question:- The ………….. of the application letter should contain information that would help develop the interest of the prospective employer
Answer:- body

Question:- .... is the very essence of group interaction
Answer:- Conflict

Question:- ……………… is the relation of causes to effects and effects to causes
Answer:- Causality

Question:- The basic types of communication are
Answer:- Formal, informal

Question:- Work Condition values might include :
Answer:- Time Freedom

Question:- ………… repots are prepared in response to unique situation
Answer:- Special

Question:- The …………….. you provide, the more conclusive your case would be
Answer:- Evidence

Question:- Routine reports are prepared
Answer:- Annually, Daily, Weekly

Question:- Man can only speak
Answer:- 120 to 150 words a minute

Question:- A negative message of colour blue is
Answer:- Doubt

Question:- If a message contain too much information, the receiver can get confused
Answer:- TRUE

Question:- The characteristics that an employee looks in a jobs are:
Answer:- Job security, Interesting work, Opportunity to learn and grow

Question:- Written communication is a direct communication
Answer:- FALSE

Question:- The barrier to communication is called_____
Answer:- Noise

Question:- When the answer is positive, do not use a direct plan
Answer:- FALSE

Question:- Feedback message is
Answer:- the core part of business communication which is an action oriented affair

Question:- Two way communication
Answer:- establishes and builds lasting relationships

Question:- One way communication
Answer:- informs the receiver

Question:- Effective communication is dependent on
Answer:- the knowledge level of the receiver

Question:- Editing is the process of modifying a document to increase …………
 Answer:- effectiveness

Question:- The characteristics of Cohesiveness of a group are
Answer:- more extensive, greater influence over members, Effective goal achievement

Question:- House journals are a type of oral communication
Answer:- FALSE

Question:- Middle informational section express
Answer:- interest in the request

Question:- Courteous close express
Answer:- Goodwill

Question:- Recommendation letter includes only
Answer:- factual information

Question:- writing a letter to the successful candidate is a
Answer:- Pleasure

Question:- Topical system uses a small set of headings to identify standard ways of thinking about any subject.
Answer:- TRUE

Question:- Our minds are always
Answer:- closed

Question:- …………… is the established way of approaching an occasion for speaking or writing
Answer:- Communication convention

Question:- Document planning is affected by
Answer:- Physical and Emotional distance

Question:- When the answer is positive, use
Answer:- Direct plan

Question:- One common aim of all analytical reports is to guide the reader toward a ……..
Answer:- decision.

Question:- Reader centered message give details about an organization's operation
Answer:- FALSE

Question:- The reasons for verbal aggressiveness are
Answer:- Psychopaths, • Desperation, • Dislike of others

Question:- Advertising materials like leaflets,giveaways,labels are included in house journals.
Answer:- FALSE

Question:- To motivate means
Answer:- to cause to act

Question:- The reports in the form of brief names that describes the decision during meeting is called
Answer:- Personal activity reports

Question:- According to a Chinese sage, Speech is difficult but Silence is
Answer:- impossible

Question:- Initial audience is the people who first receive the message
Answer:- TRUE

Question:- "you" attitude sentence sound
Answer:- empathy with audience

Question:- The reports can have components like
Answer:- Title page, table of content

Question:- In business communication one must communicate
Answer:- Individual and representative

Question:- a statement that puts the audience at ease is called
Answer:- Buffer

Question:- Qualities desirable in a communication and persuasion profession are
Answer:- Training, Negotiation, teaching

Question:- Support materials includes
Answer:- Static's, Explanation, Visual aids

Question:- Logical structure is used for Informational assignments
Answer:- TRUE

Question:- The Expectations of the Employers met by the interview are
Answer:- Aptitude, Attitude

Question:- Maslow's Social Affiliation means
Answer:- Need to belong

Question:- A Topical system uses
Answer:- A small set of heading

Question:- Audience need a
Answer:- Frame of Reference

Question:- Related to the idea of belonging is alienation
Answer:- FALSE

Question:- In the West ………. policy is widely use
Answer:- hire-n-fire

Question:- The pull strategy can be implemented by
Answer:- Regular e-mail contact, Prompt response to queries, Provide a medium for personal contact

Question:- The function of conclusion are
Answer:- Summaries message, Broader context, Specific future action

Question:- Positive side of your message will show
Answer:- Your senility

Question:- The impact of bad news can be reduced by
Answer:- Limiting space devoted to it

Question:- The Internet differs from other forms of customer communication in that it requires the individual to make the first move, this is called as
Answer:- pull strategy

Question:- Emotionally appeals can also focus on
Answer:- hope, pride, honors

Question:- A Ceremonial presentation includes
Answer:- Tribute, Inspiration, Celebration

Question:- In ……….. The listener tends to listen to some topics and omits others
Answer:- Abstracting

Question:- Repeat the context of the visual when you comment on it
Answer:- FALSE

Question:- Highlight Assumptions model is also known as
Answer:- Cooperative Principle

Question:- The disadvantage of using slides is
Answer:- Technical needed

Question:- …………….. are essential management tool
Answer:- Reports

Question:- Hand written note gives a
Answer:- Personal touch

Question:- As per Newman and Summer Communication is the Exchange of
Answer:- Facts , Opinion , Emotions

Question:- Circulating the minutes is the task of the chairperson.
Answer:- TRUE

Question:- Group norms are standards that define appropriate behavior of its members as well as that of the outsiders
Answer:- TRUE

Question:- To convey the bad news about orders the overall strategy should be
Answer:- Direct plan

Question:- The purposes of presentation are
Answer:- general, specific

Question:- One should hide behind company's policy
Answer:- FALSE

Question:- A report describing things, people and events is called
Answer:- status report

Question:- …………. Is the act of making a subject comprehensible
Answer:- Explanation

Question:- A …….. Style of decision making is one in which there is minimal involvement by the group leader
Answer:- laissez

Question:- An Authoritarian Style of decision making is one in which a leader hands down a decision to a group
Answer:- TRUE

Question:- c's of communication
Answer:- consistent

Question:- Ten Commandments
Answer:- American Management Association

Question:- interferences in communication could be due
Answer:- Noise

Question:- Feedback
Answer:- openness

Question:- Specific purpose of a business message can be
Answer:- Presenting sales figures

Question:- Disciplinary interviews are aimed to
Answer:- Comply the employee by rules

Question:- One major type of goal can be
Answer:- Relational Goals

Question:- …………...is a French word meaning to summarize
Answer:- Resume

Question:- An alternate suggestion in a close is
Answer:- Action close

Question:- Poor listening is the result of
Answer:- psychological barriers

Question:- Poor listening is the result of
Answer:- Narrow range of vocabulary

Question:- The functions of manager are
Answer:- Planning , Organizing , Staffing

Question:- In the West nepotism is higher than India
Answer:- FALSE

Question:- Various layers of communication are called
Answer:- filters

Question:- Letters of application and their accompanying resumes can be
Answer:- solicited or unsolicited

Question:- Letter of application can be
Answer:- solicited or unsolicited

Question:- Observations make use of our five senses.
Answer:- TRUE

Question:- The participants in a group share some common goal or interest by holding membership in the group
Answer:- TRUE

Question:- With information our listing becomes
Answer:- Distractive

Question:- Crossing one's ankles is considered rude in
Answer:- Indonesia, Thailand, Syria

Question:- managers like
Answer:- Facts, Whole story, Understandable language

Question:- Informal bargaining is prevalent when situations are
Answer:- not often repeated

Question:- The purpose of question and answer chain is to clarify
Answer:- main idea of the report

Question:- ……………. Require the interviewee to offer an opinion
Answer:- Open-ended questions

Question:- Problem are identified and resolved by applying …………
Answer:- problem-solving techniques

Question:- ………… is the use of electronic information technology for business transactions
Answer:- E-commerce

Question:- E-commerce is the use of electronic information technology for business transactions
Answer:- TRUE

Question:- Initial Audience
Answer:- To whom message is directed

Question:- Primary Audience
Answer:- To whom message is addressed

Question:- Secondary Audience
Answer:- Who message doesn't affect

Question:- Other Audience
Answer:- Who are related to the message in some way

Question:- The goals of tone during a negative message delivery is
Answer:- firm decision

Question:- A resume containing your educational background and work experience is called
Answer:- traditional resume

Question:- Feedback is immediate in business organization
Answer:- TRUE

Question:- When bargaining breaks down it develops into a
Answer:- conflict

Question:- Motivational strategies include linking the topic and thesis statement to listener's life.
Answer:- TRUE

Question:- ………..include linking the topic and thesis statement to listener's life.
Answer:- Motivational strategies

Question:- Provide relevant ……….. to prove your claim
Answer:- evidence

Question:- Maslow's Hierarchy of Needs talks about
Answer:- Security, Esteem, Affiliation

Question:- Lack of reflection
Answer:- Illogical results

Question:- Guess work
Answer:- irrelevant information

Question:- Not applying mind
Answer:- Information is ignored

Question:- Not sure of oneself
Answer:- Poor presentation skills

Question:- messages can cause
Answer:- emotional conflict

Question:- While sending only part of the order we can send
Answer:- good news and bad news

Question:- The …….. of the message is continually changed and refined
Answer:- Content

Question:- Effectiveness of a meeting depends upon the …....of the chairperson
Answer:- adept leadership

Question:- characteristics of Informative presentations are
Answer:- accurate, clarity, meaningful, memorable

Question:- PRIDE model DEPICTS FACTORS LIKE
Answer:- Purpose, Impact, Design

Question:- Formal reports are results of
Answer:- Careful Investigation, Sound thinking

Question:- Companies should have resources to deal with extra orders they may receive by way of their website
Answer:- TRUE

Question:- Style is the way using words to achieve
Answer:- Tone and impression

Question:- A …………. lists your educational background and work experience
Answer:- traditional resume

Question:- The …….. resume lists your education and job experience in a more organized manner tan traditional resume
Answer:- functional

Question:- Periodic reports are usually written in
Answer:- memo format

Question:- editing is
Answer:- a craft

Question:- Evaluation interviews require critical and empathic listening skill
Answer:- TRUE

Question:- One of the most critical elements of a survey is …………
Answer:- questionnaire

Question:- The different Styles of Group Participation for Decision-Making are
Answer:- Authoritarian, Laissez-Faire, Participative

Question:- Emotional needs appeal can focus on
Answer:- hope, pride, honors

Question:- Some letter heads contain two lines to indicate …….
Answer:- References

Question:- Exchange of feelings interviews include
Answer:- Evaluation interviews, Counseling interviews

Question:- The most commonly used e-communication tools is
Answer:- email*

Question:- All companies use printed memorandum stationary for processing memorandum.
Answer:- FALSE

Question:- By trying to identify potential problems at the very beginning it is possible to rectify it for future use
Answer:- TRUE

Question:- content words can also be…………… words
Answer:- Abstract

Question:- …………….. orders are given when the nature of the work is very important
Answer:- written

Question:- One should state the bad news
Answer:- negatively

Question:- The major cause for industrial espionage is
Answer:- information

Question:- The dynamic properties that make group and organizational communication valuable are responsible for
Answer:- personal conflict/ potential conflict*

Question:- To the reader positive message conveys
Answer:- Good news

Question:- The Table of content has following Functions
Answer:- Nature of topics, logical arrangement

Question:- Conformity is disagreement with a set of ideas, rules, or principles
Answer:- FALSE

Question:- The Internet not only makes other organizations vulnerable, but also exposes your organization to the competitors
Answer:- TRUE

Question:- Physical movement of arms, legs etc are known as _____
Answer:- Gestures

Question:- F for FCR
Answer:- findings

Question:- C for FCR
Answer:- conclusio

Question:- R for FCR
Answer:- recommendation

Question:- The plan to say NO depends on the relation with the customer
Answer:- FALSE

Question:- Various Problems in understanding the message are
Answer:- Different cultural background, b) Different interpretation of words, emotional reaction

Question:- A Good writer of recommendation letter will avoid value judgement
Answer:- TRUE

Question:- Greeting a person when you meet is analogous in a letter to
Answer:- Salutation

Question:- The process of converting the message into thought is called
Answer:- Decoding

Question:- Poor quality of a paper may ………… a recipient
Answer:- offend

Question:- the most effective way to reach the intended audience in a presentation is
Answer:- face to face communication

Question:- As per Edward Hall culture is
Answer:- communication

Question:- Listening intently
Answer:- raises the level of communication

Question:- Listening intently ……………… the level of communication
Answer:- raises

Question:- RIDE Model was developed by
Answer:- T. Yardman & Patricia B

Question:- The types of software used in business communication are
Answer:- Database management software, • Project planning, • Groupware

Question:- Question could take forms of
Answer:- Scale, Checklist, Ranking

Question:- Informational reports are organized around
Answer:- facts; Conclusion

Question:- Interviews are a planned conversation between two people
Answer:- TRUE

Question:- A conversation between two people is called
Answer:- interpersonal communication

Question:- Direct statement of the request refers to
Answer:- the Main Idea

Question:- For favorable response
Answer:- The tone is important

Question:- your message should follow
Answer:- Direct or deductive plan

Question:- middle section
Answer:- Give details of the request

Question:- The …….. Should indicate the content of the message
Answer:- Body

Question:- Time management is imperative for a …………… job
Answer:- Organization Management

Question:- Do not combine drafting with revising
Answer:- TRUE

Question:- Your ………….. You from the way you write the message
Answer:- Judge

Question:- When you write negative message you can use
Answer:- Inductive approach, Deductive approach

Question:- A common way to conduct research is to interview naives
Answer:- TRUE

Question:- Technology in communication process
Answer:- e-communication

Question:- System of network computers
Answer:- Internet

Question:- Gives cyber presence
Answer:- Static website

Question:- encourage two-way communication
Answer:- interactive website

Question:- Direct approach is
Answer:- deductive, Logically

Question:- The various ways to collect primary data
Answer:- Observation, survey, Experiments

Question:- The different types of E-commerce are
Answer:- inter organizational, retail, intra organizational.

Question:- . Psychologists study
Answer:- individual behaviour

Question:- Educating the Public in the form of advertising can influence customers
Answer:- TRUE

Question:- Resume' is a French word meaning to memories
Answer:- FALSE

Question:- Define the purpose of message is
Answer:- Planning

Question:- Listening is the mother of
Answer:- Speaking

Question:- Communication involving the organization and the external agencies is called ……………..
Answer:- inter-organizational

Question:- One should present hypothetical evidence in a report
Answer:- FALSE

Question:- The essential element for this transmission is a
Answer:- Medium

Question:- The various types of letter formats are
Answer:- Block format, • Modified block format, AMS format

Question:- The information in a message must meet the reader
Answer:- Need

Question:- In western culture relationships are compartmentalized
Answer:- TRUE

Question:- The use of electronic information technology for business transactions is termed as
Answer:- E-commerce

Question:- ……………… also enables some employees to make the decision to work away from the office
Answer:- E-communication

Question:- Issues being governing the use of e-communication are
Answer:- Information flow, Organizational structure, Storage and Retrieval

Question:- Gestures are
Answer:- cultural based

Question:- Positives of colour red are
Answer:- Life, passion, liberty

Question:- ARRANGING MEETINGS include elements such as
Answer:- Purpose, Participants, Location

Question:- A report contains conclusions reached by the writer
Answer:- TRUE

Question:- ………… means common characteristics or distinguishing characteristics of a thing as group of things
Answer:- Genius

Question:- A person's self-interest is dominant as long as one takes care of
Answer:- oneself

Question:- In WASP the alphabet A stands for
Answer:- Acquiring

Question:- The reason to write a report is to answer a main question.
Answer:- TRUE

Question:- ……………… are indispensable when you don't want to do anything
Answer:- Meeting

Question:- Culture is nothing but
Answer:- Understanding of belief

Question:- favorable attitude towards the total transaction can be encouraged by
Answer:- A strong and positive close

Question:- Most people in a business organization ……………
Answer:- pressed for time

Question:- letter of application consists of
Answer:- Opening, body, close

Question:- The Style of decision making in which there is minimal involvement by the group leader is called
Answer:- liaises faire

Question:- Informational reports have uses like
Answer:- Monitoring, controlling

Question:- A number of wordings are available complementary close are
Answer:- faithfully, obediently, respectfully

Question:- Communication can be best achieved by familiar words.
Answer:- TRUE

Question:- Writer-centered negative response is
Answer:- Expressing inability to honors routine requests, Declining invitations, Refusing to write letters of recommendation

Question:- Planning the direct mail package can be done
Answer:- Determining the main idea

Question:- Attention
Answer:- positive opening

Question:- Interest
Answer:- central selling point

Question:- Desire
Answer:- Enlist the appeals

Question:- A face-to-face communication is bester than e-communication when
Answer:- Issues are complex, • Conflict is involved, • Reducing uncertainty

Question:- The best way to control ……………. is to become a better communicator
Answer:- verbal aggressiveness

Question:- The best way to control is to become a better
Answer:- communicator

Question:- If the audience is sceptical or hostile one may adopt
Answer:- indirect approach

Question:- Oral presentation
Answer:- extempore

Question:- caremonial presentation
Answer:- Tribute

Question:- informative presentation
Answer:- Emphasis importance

Question:- Visual presentation
Answer:- single declarative statement

Question:- Written communication is not useful where the people ………
Answer:- Illiterate

Question:- A low cohesive group exerts greater influence over its members that a high cohesive group
Answer:- FALSE

Question:- Member satisfaction is greater in high cohesive than in a low cohesive group
Answer:- TRUE

Question:- Email increases the cost of transfer
Answer:- FALSE

Question:- The ………… should indicate the content of the message
Answer:- Body

Question:- Listening is completely influenced by
Answer:- Internal motivation

Question:- ………… is the most important aspect of arranging meeting
Answer:- Agenda

Question:- Grabbing close customer attention can lead to
Answer:- Promotion

Question:- When you need to know something about to know make a direct request
Answer:- TRUE

Question:- Frame of Reference describes
Answer:- Expectation of audience, outline to audience, Guideline to audience

Question:- Linguistic and cultural barriers are
Answer:- Difference in languages , Difference in Sikhs And Muslims culture

Question:- For smaller print orders of the letter head one should go for
Answer:- screen printing

Question:- The first step in reception of message is
Answer:- decoding

Question:- In indirect approach
Answer:- the evidence comes before the main idea, Only main idea occur

Question:- Portfolios
Answer:- Displays assets

Question:- Follow-up letter
Answer:- keep file active

Question:- Application letter
Answer:- sales letter

Question:- Resume
Answer:- One page information

Question:- Direct approach
Answer:- deductive

Question:- Indirect approach
Answer:- Induductive

Question:- You' attitude
Answer:- Empathy with audience

Question:- Composing process
Answer:- style

Question:- Indirect approach is
Answer:- Inductive

Question:- Kinesis means different things in different cultures
Answer:- TRUE

Question:- Internet is considered as the public face of the organization
Answer:- TRUE

Question:- A management can solve its problems through
Answer:- Permitting open discussion

Question:- For larger print orders of the letter head one should go for
Answer:- Offset printing

Question:- sales letters are considered as legal contracts
Answer:- TRUE

Question:- …………..meetings are mainly concerned with persuasion, analysis, and solving problem
Answer:- Decision making

Question:- The internal reports that describe what has happened in particular period is called
Answer:- Periodic report

Question:- A negative message with indirect approach is
Answer:- deductive

Question:- Reasons to be incorporated in a body should be
Answer:- Positive, individualized, tactful

Question:- Almost all letters are typed
Answer:- single-spaced

Question:- WWW stands for
Answer:- world wide web

Question:- WWW stands for World wide web
Answer:-

Question:- In the process of listing, we ought to include
Answer:- nonverbal symbols

Question:- The types of goals that give rise to conflict are
Answer:- Content Goals, b) Relational Goals,

Question:- interference in communication could be due to
Answer:- developing the message, transmitting message, understanding message

Question:- Exit interviews encourage personal gripes
Answer:- TRUE

Question:- The types of interview can be classified as
Answer:- Exchange of information , Exchange of feelings ,

Question:- Power point
Answer:- Design presentation

Question:- Excel
Answer:- Data computation

Question:- Project
Answer:- Project planning

Question:- Access
Answer:- Manage data

Question:- One must arrange questions in a ………….. Order
Answer:- logical

Question:- Acknowledgement letters do not play a role of fostering goodwill
Answer:- FALSE

Question:- Some messages are disorganized due to their
Answer:- illogical sequence

Question:- Informational report includes
Answer:- Statements of policies and procedures

Question:- PRIDE model
Answer:- Design

Question:- Reciprocal model
Answer:- Sharing information

Question:- Assumptions model
Answer:- Assuming

Question:- Transmission model
Answer:- linear

Question:- Data based factors include
Answer:- audiences age, income, marital status.

Question:- Time goals are announced at the end of a meeting
Answer:- TRUE

Question:- Example of environmental stress is ………….
Answer:- Humidity

Question:- reports play a very important role in business organization especially for checking performance
Answer:- TRUE

Question:- In corporate culture importance is also given to
Answer:- dress codes

Question:- The first step in ………….. is to make an offer within limits acceptable to the other bargaining party
Answer:- negotiation

Question:- repeat the content of visual while commenting on it
Answer:- FALSE

Question:- The function of company style sheets is to make that image
Answer:- consistent

Question:- Oral presentations play important roles in a company's
Answer:- internal and external communication

Question:- When decision-making is participative, the leader makes decision with the group
Answer:- TRUE

Question:- to prevent an action from taking place is achieved by the message of
Answer:- deterrence

Question:- The difference between verbal aggressiveness and argumentativeness is
Answer:- the focus of attack.

Question:- Adopt a ……….. to answer your customer of personal attention.
Answer:- tone

Question:- Various Problems in transmitting the messages are
Answer:- acoustics, contradictions, difficulty to express idea

Question:- Nouns and verbs are the most concrete words in any message
Answer:- TRUE

Question:- The type of interviews can be classified as
Answer:- exchange of information, exchange of feelings

Question:- Reader-centred negative response is
Answer:- Responding to an inquiry with negative answers, Providing negative information, Refusing to grant requested credit

Question:- The legal issues concerned while using e-communication are
Answer:- • Copyright infringement, Corporate espionage,

Question:- Which amoung these is most unlikely to offer an explanation
Answer:- Providing definitions

Question:- Careful listening will help us to understand
Answer:- Message of the speaker

Question:- People don't fail to plan, they plan to fail
Answer:- FALSE

Question:- The factor affecting career choice is
Answer:- Work enjoyment

Question:- straight hint of a sales message should appear in a
Answer:- goodwill message

Question:- goodwill messages have little to do with
Answer:- business transaction

Question:- People often value praise more highly
Answer:- than monetary rewards

Question:- A message returned on the letterhead stationery becomes
Answer:- legally binding

Question:- The main purpose of the letter is to convey
Answer:- message

Question:- The body of the letter is the
Answer:- message

Question:- What does a Letters carry from one person to another
Answer:- communication

Question:- the use of voice mail, email and electronic networks in business world is termed as
Answer:- e-communication

Question:- Direct open-ended question require
Answer:- To suggestion response

Question:- the main purpose of the message is to produce a ………….
Answer:- response

Question:- the major technologies used in the world of business are
Answer:- Teleconferencing, Home Offices , E-mail

Question:- Use ………… when addressing a letter to a general audience
Answer:- Ladies and Gentlemen

Question:- Functional Resume is preferable to traditional resume when there are gaps that you do not want to highlight.
Answer:- TRUE

Question:- relative status depends on
Answer:- job duties, rank, and persona] credibility

Question:- When the problem is to discover causes then studies may be factored on the basis of ………..
Answer:- hypotheses

Question:- The influence that space and proximity have on communication is
Answer:- proxemics

Question:- The process of converting messages into thought is called
Answer:- decoding

Question:- intra-organizational communication is
Answer:-

Question:- Business reports are like bridges spanning time and space
Answer:- TRUE

Question:- The purpose of an analytical report is to convince the reader that the conclusions is valid
Answer:- TRUE

Question:- Written communication is a two way process
Answer:- FALSE

Question:- te term Communication has come from
Answer:- Latin word communicare

Question:- The body of the minutes, which follow the heading, should note the time at which the meeting
Answer:- meeting started and ended

Question:- Request are better put in written form than in spoken words
Answer:- TRUE

Question:- Request are better put
Answer:- in written form

Question:- The important consideration in writing message is to avoid
Answer:- hurting feeling

Question:- Memorandums cannot be structured in email system
Answer:- FALSE

Question:- first draft is not the complete message
Answer:- TRUE

Question:- In an interview Various areas from which questions are usually asked are
Answer:- Academic background, • Co-curricular activities,

Question:- Defining the first draft of the message is
Answer:- Composing

Question:- Circumstances that require citations are when you
Answer:- use an entire visual, use data or information, refer to information

Question:- In …….. All the parts of the letter are left aligned
Answer:- Complete-block style

Question:- The inside address of to letter and the address on the envelop are different
Answer:- FALSE

Question:- Communication can be best achieved by using familiar words
Answer:- TRUE

Question:- The manager implements the rules
Answer:- TRUE

Question:- A number of wordings available for complementary close are
Answer:- faithfully, obediently, respectfully

Question:- In principles of communication psychology are
Answer:- Needs determine behaviour, • Body language, • Verbal language

Question:- the process of influencing or changing view is called
Answer:- Persuasion

Question:- The basic questions answered during introduction include
Answer:- Orientation, b) Motivation, c) Rapport

Question:- The basic function During the process of problem solving is to identify and solve problem
Answer:- TRUE

Question:- The purpose for formats is
Answer:- consistency

Question:- Persuasive messages has the following objective
Answer:- Adoption, Continuance, Discontinuance

Question:- Trend is all about looking for a pattern in the sales performance
Answer:- TRUE

Question:- the level at which Persuasive presentations cannot work is when
Answer:- There is involvement

Question:- High cohesive group achieves its goal more effectively than ………. Group
Answer:- low cohesive

Question:- A message should reflect an organization's
Answer:- priorities

Question:- For longer documents establishing the main idea is not that challenging
Answer:- FALSE

Question:- A Project planning or project management software is
Answer:- Microsoft Project

Question:- Application letter could either be a solicited or an unsolicited one
Answer:- TRUE

Question:- This Expression is an idea put "in-form" to become information. It is also called
Answer:- encoding

Question:- The process of solving problem involves
Answer:- Agenda, prepare for meeting, prepare for managing anxiety

Question:- According to peter Ducker this is the most important of all the skills a person can have
Answer:- ability to express oneself

Question:- A common reason for verbal aggressiveness can be ascribed to
Answer:- Desperation

Question:- While speaking to children we must
Answer:- look at them

Question:- The types of employment related messages are
Answer:- job inquiry letter, application form, follow up letters

Question:- you should rank your information with the most
Answer:- positive ones

Question:- The letter of transmission contains
Answer:- Introduction to report, • Focus on key points, call for action

Question:- The interoffice memos means should be compulsorily typed on the best quality paper
Answer:- FALSE

Question:- Table of Content is a Locating device for the topics
Answer:- TRUE

Question:- The Standard Letter Parts of a business letter are
Answer:- Inside address, 3. Reference,

Question:- The third Wave is written b
Answer:- Alvin Toffler

Question:- one can put the customer at ease by
Answer:- positive active

Question:- there are basically two types of communication network in an organization
Answer:- TRUE

Question:- In the process of writing, ………. is the third step
Answer:- revising

Question:- Internal operation communication is needed to
Answer:- Establish goals of a company, organize resource, to lead, direct and motivate

Question:- The main types of reports are
Answer:- Status and decision report

Question:- typical words used in a business letter are
Answer:- Useful, Beneficial, Advantageous

Question:- Personal zone is space where all our body movements occur
Answer:- FALSE

Question:- information fatigue syndrome
Answer:- Techno stress

Question:- audience don't wants to see you, they want to see your visuals
Answer:- FALSE

Question:- Poor listening is contributed to
Answer:- several factors

Question:- Resume literally means
Answer:- To summaries

Question:- upbeat positive close can
Answer:- builds goodwill, • offers suggestion, look toward the future

Question:- Negative of colour yellow are
Answer:- Impure Love, Cowardice

Question:- Counseling interviews deal with correction of behaviors
Answer:- FALSE

Question:- The measure to reduce anxiety include
Answer:- Bargain is normal, Schedule bargain session, bargaining is not do or die

Question:- According Thrill and Bovey all business letters include
Answer:- Solution

Question:- Conformity may not be necessary for group effectiveness
Answer:- FALSE

Question:- The functions of project planning software are
Answer:- Monitor progress, Manage large projects, Allocate resources efficiently

Question:- when a writer expects the readers to agree with message, it is best to present it
Answer:- directly

Question:- ………….. Is the stress caused by technology at the work place
Answer:- information fatigue syndrome

Question:- The stress caused by technology is called as
Answer:- Techno stress

Question:- To improve communication, work not on the recipient, but the utterance
Answer:- FALSE

Question:- To improve communication, work not on the uttered, but on the ……….
Answer:- recipient

Question:- Many attractive letters ………. out by sending them in bad envelops
Answer:- loose

Question:- when you are sure that your audience is willing to cooperate with you then use
Answer:- Direct plan

Question:- The Sub topics to be outlined in informational assignments are
Answer:- order of importance, • Sequentially,

Question:- Circulating the minutes is the task of the chairperson
Answer:- TRUE

Question:- The functions of conclusion are
Answer:- summarizes your message, broader context, specific future action

Question:- Presentation is a form of
Answer:- face to face communication

Question:- A ………….. letter explores the possibilities of employment
Answer:- unsolicited

Question:- The purpose of a job interview is
Answer:- employer wants to learn about the applicant's ability

Question:- The report which includes interpretation and conclusion is called
Answer:- analytical report

Question:- Courteous closing express
Answer:-

Question:- The duty of a chairpersons is to ……….
Answer:- Follow the agenda

Question:- Conventions for writing can be
Answer:- adopted, adapted

Question:- One is still not ready to establish a work plan based on your preliminary outline
Answer:- FALSE

Question:- Accuracy can be best evaluated by describing ……. In concrete terms
Answer:- Facts

Question:- According to Joseph de functions of silence are
Answer:- isolation, hurt someone, communication

Question:- Ensuring audience comprehension is more difficult in face to face communication because feedback is
Answer:- less direct and less spontaneous

Question:- Buffer contains
Answer:- appreciation for the specific order, welcome to a new customer,

Question:- The ……… in your jobs profile becomes very evident while using traditional resume
Answer:- discontinuities

Question:- Education for Succession
Answer:- formal coerce for junior employees

Question:- Education for Promotion
Answer:- orientation coerce for senior manager

Question:- Education during Induction
Answer:- code of discipline for trainees

Question:- Educating the Public
Answer:- advertising

Question:- the most commonly used e-communication tool is
Answer:- e-mail

Question:- Leaders can be classified according to
Answer:- the traits they exhibit

Question:- Conflict resolution interviews are planned to
Answer:- Cause adjustment in perception

Question:- Long meetings are essential for effective interviews
Answer:- FALSE

Question:- The body of the letter is the message
Answer:- FALSE

Question:- customer's confidence can be Reinforce by a resale
Answer:- TRUE

Question:- a resume is a summary of pertinent facts about the candidate
Answer:- TRUE

Question:- People who are not addressed but who have an interest in a message are called
Answer:- Secondary Audience

Question:- AMS stands Administrative Management Society
Answer:- TRUE

Question:- The goal of a meeting is to
Answer:- contribute to a sound decision

Question:- The choice of salutation depends upon the public relationship between the writer and the reader
Answer:- FALSE

Question:- The PRIDE model was developed by
Answer:- T. Vardaman & Patricia B. Vardaman

Question:- The drawback of using a traditional resume is
Answer:- discontinuities becomes evident

Question:- The addressee's name is preceded by a
Answer:- courtesy title

Question:- The best tone for business messages is always
Answer:- polite one

Question:- A traditional resume lists your educational background and your work experience in reverse chronological order
Answer:- TRUE

Question:- A ……….. resume lists your educational background and work experience
Answer:- traditional

Question:- External operational communication facilitates
Answer:- claims of stockholders, concerns of the community, regulations of government

Question:- In the process of communication there is an interplay of the communicator and message with
Answer:- audience

Question:- The full form of to acronym APA is American physical Association
Answer:- FALSE

Question:- Which factor is not included in the Demographic profile of the audience
Answer:- Ambition

Question:- sequential arrangement of things means
Answer:- organization

Question:- In a job interview the candidate wants to learn about the position and the organization
Answer:- TRUE

Question:- ………. Is the most important functions of project planning software
Answer:- Visualize your plan

Question:- The fundamental objective of communication
Answer:- Transfer of knowledge

Question:- ……….. material will divert the attention of the audience
Answer:- Irrelevant

Question:- Following can be accredited as the cause of ineffective meetings
Answer:- Incompetent Chairpersons, Cunning Chairpersons, Absence of Key Players

Question:- Value-based inferred factors involve audience's perception of
Answer:- attitude and beliefs

Question:- When the audience is receptive one should one should use
Answer:- direct approach

Question:- Statistic does not include
Answer:- collecting of numerical data

Question:- The purpose of evaluation interview is
Answer:- discuss goals for future

Question:- Conflict may erupt from
Answer:- diverse economic or financial interests

Question:- An inclination to argue or a fondness for arguing is called …….
Answer:- argumentativeness

Question:- The difficulty of writing negative message is
Answer:- To transmit bad news clearly, • To maintain reader's goodwill

Question:- The official role of a facilitator is to make sure that
Answer:- everyone gets to talk during a meeting

Question:- Factors discovered by consulting databases are
Answer:- demographic data, geographic data, purchasing behaviour

Question:- The tendency to attack other people is termed as ………..
Answer:- verbal aggressiveness

Question:- A commonly used Database management software is
Answer:- Microsoft's Access

Question:- The identification section of a resume contains answer to the question
Answer:- Who are you?

Question:- ………….. is central for the success of any organization
Answer:- Communication

Question:- Timing is not vital in transmitting the message
Answer:- FALSE

Question:- Writer-reader relationships influence how a message is
Answer:- interpreted

Question:- a) Functional words ………….. In a given context
Answer:- relationships

Question:- One's credibility is enhanced when your document focuses on benefits
Answer:- FALSE

Question:- …………… centered message Occurs when a reader's direct request for information meets with a negative reply
Answer:- Reader

Question:- a major factors influencing encoding into ideas is
Answer:- vocabulary

Question:- Unnecessary message can backfire even if the material is excellent
Answer:- TRUE

Question:- the next step of response is action
Answer:- TRUE

Question:- one way communication informs the receiver whereas two way communication is an exchange of information.
Answer:- TRUE

Question:- the formality requirement of proposals are always the same
Answer:- FALSE

Question:- a good writer of a recommendation letter will
Answer:- avoid value judgment

Question:- explanation is an act or process of
Answer:- making a subject plain

Question:- The term "communication" comes from
Answer:- Latin word communicate

Question:- Avoid biased language that might offend the audience
Answer:- TRUE

Question:- summarizing the main points includes:
Answer:- establish credibility, end on a positive note

Question:- routine and problem solving messages are heavy on
Answer:- details

Question:- according to this and bovine all business letters include
Answer:- salutation

Question:- before we write a report we have to decide whether the letter is to be a
Answer:- formal report

Question:- as per Edward hall , culture is
Answer:- communication

Question:- emotional appeal in Japan
Answer:- company success

Question:- recognition based on
Answer:- group achievement

Question:- material awards
Answer:- annual bonus

Question:- threats
Answer:- loss of group membership