

Question No: 1 (Marks: 1) - Please choose one

Before writing a message, which of the following steps are necessary for effective communication?

- ▶ Define the purpose of the message.
- ▶ Analyze your audience – readers or listeners, outline – organize – your message.
- ▶ Choose the ideas to include, collect all the facts to back up these ideas.
- ▶ **All of the above**

Question No: 2 (Marks: 1) - Please choose one

In order to understand verbal and nonverbal communication which of the following things should we do?

- ▶ Accept cultural differences
- ▶ Studying your own culture
- ▶ Learn about other cultures
- ▶ **All of the above**

Question No: 3 (Marks: 1) - Please choose one

Which one is the aspect of life styles of the country?

- ▶ Position of the family
- ▶ **Social and economic levels**
- ▶ Business hours
- ▶ All the above

Question No: 4 (Marks: 1) - Please choose one

It is that part of language associated with but not involving the word system. It consists of the voice qualities and vocalizations that affect how something is said rather than what is said.

Select one which is true from the followings.

- ▶ Kinesics behaviour
- ▶ **Paralanguage**
- ▶ Proximity
- ▶ Artifacts

Question No: 5 (Marks: 1) - Please choose one

Which one is not the component of communication process from the followings?

- ▶ Sender/encoder,

- ▶ Message, medium,
- ▶ Receiver/decoder, feedbacks.
- ▶ **Audio-visual and technological**

Question No: 6 (Marks: 1) - Please choose one

	<u>Message</u>	
	Communicator	Audience
	As “sender”	as “receiver”
This model represents which theory of communication?	Noise	
▶ Social environment theory		
▶ General theory		
▶ Rhetorical theory		
▶ Electronic theory		

Question No: 7 (Marks: 1) - Please choose one

A formal style is characterized by more----- sentences.

- ▶ simple
- ▶ **complex**
- ▶ easy
- ▶ short

Question No: 8 (Marks: 1) - Please choose one

All seven C's can be applied to:

- ▶ Oral and written communication
- ▶ Written and non verbal communication
- ▶ Oral and verbal communication
- ▶ **Effective business communication**

Question No: 9 (Marks: 1) - Please choose one

In which communication expressions are not encoded in words?

- ▶ **Non-verbal**
- ▶ Verbal
- ▶ Written
- ▶ Verbal and written

Question No: 10 (Marks: 1) - Please choose one

An effective way of maintaining communication with employees is to monitor:

- ▶ Feedback
- ▶ **Behaviour**
- ▶ Environment of the company

- ▶ Situation

Question No: 11 (Marks: 1) - Please choose one

----- type of flow takes place between peers in organizations in order to solve problems.

- ▶ **Horizontal**
- ▶ Downward
- ▶ Upward
- ▶ Circular

Question No: 12 (Marks: 1) - Please choose one

In refusal letter, at which place do we give explanation of the refusal?

- ▶ Beginning
- ▶ **Middle**
- ▶ End
- ▶ Between beginning and middle

Question No: 13 (Marks: 1) - Please choose one

-----allows several people to use software at the same time to create documents, keep track of projects.

- ▶ Software
- ▶ **Groupware**
- ▶ E-mail
- ▶ Network

Question No: 14 (Marks: 1) - Please choose one

A person should follow which one of the the following characteristics while writing an email?

- ▶ **Concise, clear and polite**
- ▶ Verbose, rude and harsh
- ▶ Impolite and having negative tone
- ▶ Moderate

Question No: 15 (Marks: 1) - Please choose one

Even the salutation and the complementary close have no punctuation in:

- ▶ **Open punctuation**
- ▶ Standard punctuation
- ▶ Close punctuation
- ▶ Long punctuation

Question No: 16 (Marks: 1) - Please choose one

- ----- is a printed paper with the name and address of a person or organization.

▶ **Letterhead**

▶ Letter pad

▶ Leaflet

▶ Document

Question No: 17 (Marks: 2)

Which points should be kept in mind while writing get-well wishes and sympathy letters.

Question No: 18 (Marks: 2)

Redraft the message for clarity

The identification and classification of the various histological types of lymphomas are vital steps toward the introduction of new therapies and the reduction of mortality.

Question No: 19 (Marks: 3)

What is buffer?

Question No: 20 (Marks: 5)

Individual cultural variables are very important to understand intercultural communication, discuss with three individual cultural variables.

Question No: 21 (Marks: 10)

Explain the term culture and point out the main aspects of intercultural model.