



MCM301 Short Notes Mid Term By Vu Topper RM

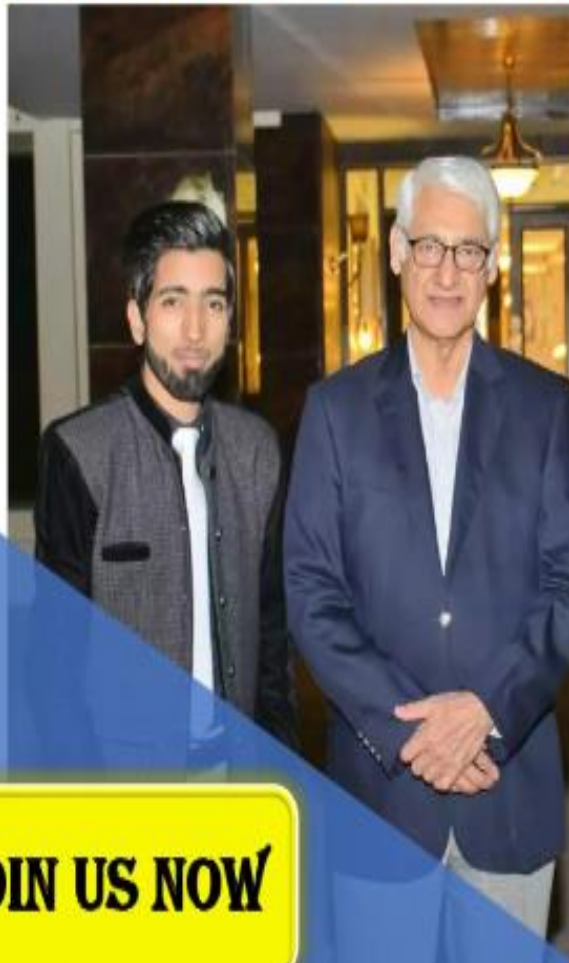
Communication skills (Virtual University of Pakistan)

***MCM-301 Important Short
Notes For Mid Term !!
Solve By Vu-Topper RM!!***

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0322-4021365

Question No:1 (Short + Long) **Vu-Topper RM**

What is communication?

Communication is a process, which involves sharing of information between people through a continuous activity of speaking, listening, and understanding.

Question No:2 (Short + Long) **Vu-Topper RM**

What do we study in this course?

This course will help you in improving your communication skills generally, and business communication skills specifically by equipping you with the necessary proficiency and factors to be kept in mind for successful communication.

Question No:3 (Short + Long) **Vu-Topper RM**

What are the different elements or factors involved in the process of communication?

ANSWER: Sender Message Channel Receiver Feedback

Question No:4 (Short + Long) **Vu-Topper RM**

Why studying communication or communication skills is important?

ANSWER: Communication is a learned skill. Most people are born with the physical ability to talk. But in order to speak well and communicate effectively we have to learn the art and improve upon our ability to talk.

Question No:5 (Short + Long) **Vu-Topper RM**

What do we mean by noise in communication?

ANSWER: Noise is any type of barrier that hinders the process of communication. For example, a disturbing sound in the background when two persons are talking on telephone, poor use of vocabulary, etc.

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Question No:6 (Short + Long) **Vu-Topper RM**

What is feedback?

ANSWER: Feedback is the receiver's response towards a message. It is important because it helps sender analyzing the success of the whole process of communication. It may also help in identifying the barriers (if any) to communication.

Question No:7 (Short + Long) **Vu-Topper RM**

What is Mass Communication?

ANSWER: Mass communication is the process of sending messages to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer.

Question No:8 (Short + Long) **Vu-Topper RM**

What is Mass Media?

ANSWER: Mass Media are the mediums or media used for mass communication like newspaper, magazine, radio, television, VCR, etc.

Question No:9 (Short + Long) **Vu-Topper RM**

What is the difference between communication and mass communication?

ANSWER: Communication is the process of sharing information at all levels i.e., it may include person to person communication, group communication, mediated the sharing or transfer of information that takes place at mass level (i.e. involving large, dissimilar, anonymous audiences) via mass media.

Question No:10 (Short + Long) **Vu-Topper RM**

What is probing and encoding?

ANSWER: Probing is the fourth category of feedback in which the other person attempts to gain the additional, informative and investigating material for feedback or we can say that he tries to find out the truth. Encoding is the process of transforming information from one format into another. The opposite operation is called decoding.

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Question No:11

(Short + Long)

Vu-Topper RM

What is mediated communication?

ANSWER: Mediated communication occurs when two (or a few) people use some intermediate means for carrying their messages. They do not communicate face to face and thus, do not have direct feedback. Mediated communication often uses a mechanical or electrical device to transmit or receive messages. Examples include the telephone, closed-circuit television, radio, radar, and the communication satellite. Mediated communication also occurs through letters, reports, forms, and interoffice memoranda.

Question No:12

(Short + Long)

Vu-Topper RM

What is the difference between mediated and mass communication?

ANSWER: Mass communication includes messages sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer. The instruments include electronic (for example, radio, television, tape, and film) and print (for example, newspaper, magazine, book, pamphlet, brochure, direct-mail campaign). The "mass media," as they are often called, have grown to include the print media of books, newspapers and magazines, the electronic media of television, radio, and audio/video recording, and the new media of computers and computer networks. Mediated communication occurs when two (or a few) people use some intermediate means for carrying their messages. They do not communicate face to face and thus do not have direct feedback. Mediated communication often uses a mechanical or electrical device to transmit or receive messages. Examples include the telephone, closed-circuit television, radio, radar, and the communication satellite. Mediated communication also occurs through letters, reports, forms, and interoffice memoranda.

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Question No:13**(Short + Long)****Vu-Topper RM**

What is the difference between impromptu and extemporaneous speech?

ANSWER: When you speak extemporaneously you are literally making up the words of your speech as you go. That does not mean that you do not do preparation. Rather, as you rehearse you work from an outline or speaker notes that remind you of the progression of ideas in your speech. The impromptu speech occurs with little or no time for preparation. There are reduced chances for analysing the audience, and therefore organizing and encoding requires a fast-thinking speaker. Some communication experts say that an impromptu speech is delivered without any preparation or on the spur of the moment and an extemporaneous speech is given without any notes, but some thought is given to the topic.

Question No:14**(Short + Long)****Vu-Topper RM**

What basic characteristics distinguish nonverbal from verbal communication?

ANSWER: Nonverbal communication is interpersonal communication through non-linguistic means and in verbal communication we use words (in writing or spoken) to communicate. In the verbal communication process, the verbal and nonverbal messages need to be consistent with one another; when they contradict with one another, the nonverbal message typically expresses true feelings more accurately than does the verbal element.

Question No:15**(Short + Long)****Vu-Topper RM**

What is the significance of body language in communication?

ANSWER: Body language is clearly central to good communication and is particularly important when attempting to communicate across cultural and language barriers. In some cultures, the spoken word is by far the most important communication tool like for native Americans but in other cultures, however, the way words are spoken along with the gestures, posture and facial expressions that accompany those words is of greater significance.

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Question No:16 (Short + Long) **Vu-Topper RM**

What is slang?

ANSWER: Slang is the use of highly informal words and expressions that are not considered standard in the speaker's dialect or language. Slang is very often colloquial; the language and dialect tend to be specific to a particular territory.

Question No:17 (Short + Long) **Vu-Topper RM**

How do emotional appeals differ from logical appeals?

ANSWER: An emotional appeal calls on human feelings, basing the argument on audience needs or sympathies; however, such an appeal must be subtle. A logical appeal calls on human reason

Question No:18 (Short + Long) **Vu-Topper RM**

Action-oriented listening style: A listening style in which the listener's primary concern is understanding and organizing facts to accomplish a task or get a job done.

Question No:19 (Short + Long) **Vu-Topper RM**

Agenda: A list of topics to be covered in a meeting. Agendas also usually note the meeting's time, length, and location and the members who will attend? Complete agendas also provide background information and outcome goals.

Question No:20 (Short + Long) **Vu-Topper RM**

Audition interview: A type of interview in which a prospective employer asks the candidate to demonstrate (rather than describe) his/her ability to perform a job-related task.

Question No:21 (Short + Long) **Vu-Topper RM**

Authoritarian leadership style: A leadership style in which the designated leader uses legitimate, coercive, and reward power to control members.

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Question No:22 (Short + Long) **Vu-Topper RM**
Authority rule: A group decision-making method in which a designated leader makes a final decision, either with or without consulting group members.

Question No:23 (Short + Long) **Vu-Topper RM**
Award presentation: A type of presentation in which the speaker describes an award and explains the reasons the recipient is receiving it.

Question No:24 (Short + Long) **Vu-Topper RM**
Bar chart: A chart consisting of horizontal or vertical bars that depict the values of several items in comparative terms.

Question No:25 (Short + Long) **Vu-Topper RM**
Behavioural interview: An employment interview in which the candidate is asked to give concrete examples of past behaviours that show how he or she behaved in certain situations.

Question No:26 (Short + Long) **Vu-Topper RM**
Biased language: Any statement that seems to be objective but actually, conceals the speaker's emotional attitude.

Question No:27 (Short + Long) **Vu-Topper RM**
Brainstorming: An approach to idea generation that encourages free thinking and minimizes conformity.

Question No:28 (Short + Long) **Vu-Topper RM**
Briefing: An informative presentation that succinctly informs listeners about a specific task at hand.

Question No:29 (Short + Long) **Vu-Topper RM**
Career research interview: An informational interview to help a candidate define and achieve career goals.

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Question No:30 (Short + Long) **Vu-Topper RM**

Cause-effect pattern: An organizational arrangement which shows that events happened or will happen as a result of certain circumstances.

Question No:31 (Short + Long) **Vu-Topper RM**

Channel: The method or medium used to deliver a message (e.g., face-to-face communication, written memos, or the telephone).

Question No:32 (Short + Long) **Vu-Topper RM**

Chronological pattern: An organizational arrangement that presents points according to their sequence in time.

Question No:33 (Short + Long) **Vu-Topper RM**

Claim: A statement asserting a fact or belief.

Question No:34 (Short + Long) **Vu-Topper RM**

Closed: that restrict the interviewee's responses, usually to yes or no, a number or item from pre-selected items, or an either-or response.

Question No:35 (Short + Long) **Vu-Topper RM**

Co-culture: A group that has a clear identity within the encompassing culture.

Question No:36 (Short + Long) **Vu-Topper RM**

Coercive power: The ability to influence others that arises because one can impose punishment or unpleasant consequences.

Question No:37 (Short + Long) **Vu-Topper RM**

Cohesiveness: The degree to which group members feel part of and want to remain with the group.

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Question No:38 (Short + Long) **Vu-Topper RM**

Collectivist culture: A culture with strong social frameworks in which members of a group (such as an organization) are socialized to care for one another and for the group.

Question No:39 (Short + Long) **Vu-Topper RM**

Column chart: A visual exhibit consisting of vertical columns that depict the quantity of one or more items at different times; used to show changes in quantity over time.

Question No:40 (Short + Long) **Vu-Topper RM**

Communication climate: A metaphor used to describe the quality of relationships in an organization.

Question No:41 (Short + Long) **Vu-Topper RM**

Communication networks: Regular patterns or paths along which information flows in an organization. See also Formal communication networks, Informal communication networks.

Question No:42 (Short + Long) **Vu-Topper RM**

Comparative advantages organizational plan: An organizational strategy that puts several alternatives side by side and shows why one is the best.

Question No:43 (Short + Long) **Vu-Topper RM**

Computer conferencing: A form of technology that allows individuals to work on a single document via computer, making changes that can be viewed by other participants.

Question No:44 (Short + Long) **Vu-Topper RM**

Conflict phase: The second of Aubrey Fisher's four group problem solving phases; characterized by members' taking strong stands that result in conflict within the group.

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Question No:45 (Short + Long) **Vu-Topper RM**

Consensus: A decision-making method in which the group as a whole makes a decision that each member is willing to support.

Question No:46 (Short + Long) **Vu-Topper RM**

Content-oriented listening style: A listening style in which the listener hears details and analyses and evaluates what is said.

Question No:47 (Short + Long) **Vu-Topper RM**

Context: The environment of physical, social, chronological, and cultural variables that surround any process of communication.

Question No:48 (Short + Long) **Vu-Topper RM**

Contingency approaches to leadership: Leadership theories which assert that the most effective leadership style is flexible, changing as needed with the context.

Question No:49 (Short + Long) **Vu-Topper RM**

Counterfeit: Utterances that appear to be but are actually statements, forms of advice, traps, or attacks on the speaker.

Question No:50 (Short + Long) **Vu-Topper RM**

Credibility: The persuasive force that comes from the audience's belief in and respect for the speaker.

Question No:51 (Short + Long) **Vu-Topper RM**

Criteria satisfaction organizational plan: An organizational strategy that sets up standards (criteria) that the audience accepts and then shows how the speaker's idea or product meets the criteria.

Question No:52 (Short + Long) **Vu-Topper RM**

Critical: Interview that ask the interviewee about a specific situation rather than a hypothetical one.

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Question No:53 (Short + Long) **Vu-Topper RM**

Culture: The set of values, beliefs, norms, customs, rules, and codes that lead people to define themselves as a distinct group, giving them a sense of commonality.

Question No:54 (Short + Long) **Vu-Topper RM**

Decoding: The process of attaching meaning to words, symbols, or behaviours.

Question No:55 (Short + Long) **Vu-Topper RM**

Democratic leadership style: A leadership style in which the designated leader encourages members to share decision making.

Question No:56 (Short + Long) **Vu-Topper RM**

Designated leader: A leader whose title indicates a leadership role, either by appointment or by group selection.

Question No:57 (Short + Long) **Vu-Topper RM**

Diagnostic interview: An interview in which professionals (e.g., doctors and lawyers) gather information on their patients' or clients' needs.

Question No:58 (Short + Long) **Vu-Topper RM**

Direct (in a group): A addressed (by name) to a particular individual.

Question No:59 (Short + Long) **Vu-Topper RM**

Downward communication: Communication that flows from superiors to subordinates.

Question No:60 (Short + Long) **Vu-Topper RM**

Electronic mail (e-mail): A communication system whereby messages are exchanged via computer networks.

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Question No:61 (Short + Long) **Vu-Topper RM**
Emergent leader: A leader chosen by the group, either officially or informally.

Question No:62 (Short + Long) **Vu-Topper RM**
Emotional intelligence: Aptitude and skills needed for interacting well with others. Refers to interpersonal communication skills rather than cognitive or intellectual abilities.

Question No:63 (Short + Long) **Vu-Topper RM**
Employment interview: An interview designed to judge the qualifications and desirability of a candidate for a job.

Question No:64 (Short + Long) **Vu-Topper RM**
Encoding: The intentional process of creating a message.

Question No:65 (Short + Long) **Vu-Topper RM**
Equivocal terms: Words with more than one meaning. Equivocation can lead to unintentional misunderstandings. In contrast, 'strategic ambiguity' is often used in business to promote harmony and soften the blow of unpleasant messages.

Question No:66 (Short + Long) **Vu-Topper RM**
Ethnocentrism: The inclination to see all events from the perspective of one's own culture and to evaluate one's own culture as superior and other persons or cultures as inferior.

Question No:67 (Short + Long) **Vu-Topper RM**
Expert opinion: A decision-making method in which a single person perceived as an expert makes a decision for the group.

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Question No:68 (Short + Long) **Vu-Topper RM**

Extemporaneous presentation: A type of delivery in which the major ideas are planned and rehearsed but the speech is given spontaneously from notes.

Question No:69 (Short + Long) **Vu-Topper RM**

Factual: that ask for verifiable, factual information rather than opinion.

Question No:70 (Short + Long) **Vu-Topper RM**

Fallacy: An error in the logic of an argument.

Question No:71 (Short + Long) **Vu-Topper RM**

Feasibility report: A type of presentation that evaluates potential action steps and makes recommendations about how to proceed.

Question No:72 (Short + Long) **Vu-Topper RM**

Feedback: The recognizable response of a receiver to a sender's message.

Question No:73 (Short + Long) **Vu-Topper RM**

Flip chart: A large pad of paper, attached to an easel, that is used to create and/or display visuals.

Question No:74 (Short + Long) **Vu-Topper RM**

Formal communication networks: Officially designated paths of communication designed by management to indicate who should communicate with whom.

Question No:75 (Short + Long) **Vu-Topper RM**

Forming stage: A phase in problem-solving groups characterized by tentative statements and getting-acquainted types of communication.

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Question No:76 (Short + Long) **Vu-Topper RM**
Functional roles: Types of behaviour that are necessary if a group is to do its job effectively.

Question No:77 (Short + Long) **Vu-Topper RM**
Goodwill speech: A speech with the primary aim of creating a favourable image of the speaker's cause in the minds of the audience.

Question No:78 (Short + Long) **Vu-Topper RM**
Graph: A visual display that shows the correlation between two quantities.

Question No:79 (Short + Long) **Vu-Topper RM**
Groupthink: A condition in which group members are unwilling to critically examine ideas because of their desire to maintain harmony.

Question No:80 (Short + Long) **Vu-Topper RM**
Handout: Document(s) distributed during or after a presentation.

Question No:81 (Short + Long) **Vu-Topper RM**
Hidden agenda: A group member's personal goal that is not made public.

Question No:82 (Short + Long) **Vu-Topper RM**
High-context culture: A culture that relies heavily on subtle, often nonverbal cues to convey meaning and maintain social harmony.

Question No:83 (Short + Long) **Vu-Topper RM**
High-level abstractions: Terms that cover a broad range of possible objects or events without describing them in much detail.

Question No:84 (Short + Long) **Vu-Topper RM**
Highly structured interview: An interview that consists of a standardized list of Questions, sometimes in precise order and wording, as in research interviews.

Question No:85 (Short + Long) **Vu-Topper RM**
Horizontal (lateral) communication: Communication in which messages flow between members of an organization who have equal power or responsibility.

Question No:86 (Short + Long) **Vu-Topper RM**
Hostile work environment: Verbal or nonverbal behaviour that has the intention or effect of interfering with someone's work or creating an environment that is intimidating, offensive, or hostile.

Question No:87 (Short + Long) **Vu-Topper RM**
Hypothetical: that ask an interviewee how he or she might respond under certain circumstances.

Question No:88 (Short + Long) **Vu-Topper RM**
"I" language: Language in which the communicator describes his or her feelings, needs, and behaviours without accusing others.

Question No:89 (Short + Long) **Vu-Topper RM**
Immediacy: Verbal and nonverbal behaviours that indicate closeness and liking.

Question No:90 (Short + Long) **Vu-Topper RM**
Impromptu presentation: A type of delivery in which the speaker has little or no preparation time before presenting his or her remarks.

Question No:91 (Short + Long) **Vu-Topper RM**
Indirect: that get at information the interviewer wants to know without asking for it directly.

Question No:92 (Short + Long) **Vu-Topper RM**
Individualistic culture: A culture whose members are inclined to put their own interests and those of their immediate families ahead of social concerns.

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Question No:93 (Short + Long) **Vu-Topper RM**

Informal communication networks: Patterns of interaction that are based on proximity, friendships, and shared interests.

Question No:94 (Short + Long) **Vu-Topper RM**

Instant messaging (IM): An Internet-based tool that allows the exchange of typed messages between two or more people in real time.

Question No:95 (Short + Long) **Vu-Topper RM**

Interview: A two-party, somewhat structured conversation in which at least one person has a specific purpose.

Question No:96 (Short + Long) **Vu-Topper RM**

Intranet: An infrastructure that allows people within an organization to exchange information in digital form.

Question No:97 (Short + Long) **Vu-Topper RM**

Investigative interview: An interview designed to discover the causes of an incident or problem.

Question No:98 (Short + Long) **Vu-Topper RM**

Jargon: Specialized terminology used by members of a particular group. The word is used in a derogatory sense when applied to language that is overly obscure.

Question No:99 (Short + Long) **Vu-Topper RM**

Laissez-faire leadership style: A leadership style in which the leader gives up power and transforms a group into a leaderless collection of equals.

Question No:100 (Short + Long) **Vu-Topper RM**

Latitude of acceptance: The range of positions or arguments a person would accept with little or no persuasion.

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Question No:101 (Short + Long) **Vu-Topper RM**

Latitude of noncommitment: The range of positions or arguments a person neither accepts nor rejects.

Question No:102 (Short + Long) **Vu-Topper RM**

Latitude of rejection: The range of positions or arguments a person opposes.

Question No:103 (Short + Long) **Vu-Topper RM**

Life-cycle theory of leadership: An approach to understanding leadership that suggests that a leader's attention to tasks and relationships should vary depending on the organizational maturity of subordinates.

Question No:104 (Short + Long) **Vu-Topper RM**

Manuscript presentation: A type of delivery in which the speaker reads word-for-word from prepared remarks.

Question No:105 (Short + Long) **Vu-Topper RM**

Memorized presentation: A type of delivery in which the speech is memorized and recited word-for-word from memory.

Question No:106 (Short + Long) **Vu-Topper RM**

Message: Any symbol or behaviour from which others create meaning or which triggers a response.

Question No:107 (Short + Long) **Vu-Topper RM**

Moderately structured interview: A flexible interview in which major topics, their order, and probes are planned but not rigidly adhered to.

Question No:108 (Short + Long) **Vu-Topper RM**

Motivated sequence organizational plan: An organizational strategy that presents a topic in terms of five sequential concepts: attention, need, satisfaction, visualization, and action.

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Question No:109 (Short + Long) **Vu-Topper RM**

Motivational speech: A speech aimed primarily at generating enthusiasm for the topic being presented.

Question No:110 (Short + Long) **Vu-Topper RM**

Negotiation: Discussion of specific proposals for the purpose of finding a mutually acceptable agreement or settlement.

Question No:111 (Short + Long) **Vu-Topper RM**

Networking: The process of meeting people and maintaining contacts to get career information, advice, and job leads.

Question No:112 (Short + Long) **Vu-Topper RM**

Noise: Any factor that interferes with a message. Such factors are also called barriers or interference.

Question No:113 (Short + Long) **Vu-Topper RM**

Nominal group technique (NGT): A five-phase method for giving group members' idea's equal chance at consideration.

Question No:114 (Short + Long) **Vu-Topper RM**

Nonstructured interview: An interview that consists of a topical agenda but no planned, specific.

Question No:115 (Short + Long) **Vu-Topper RM**

Nonverbal communication: Communication that consists of messages sent by non-linguistic means, whether visually, physically, or vocally.

Question No:116 (Short + Long) **Vu-Topper RM**

Norming stage: A phase in problem-solving groups characterized by an end to conflict and emergence of harmony within the group.

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Question No:117 (Short + Long) **Vu-Topper RM**

Norms: Informal rules about what behaviour is appropriate in a group. Explicit norms are made clear by speaking about them or writing them out. Implicit norms are not openly discussed but are known and understood by group members.

Question No:118 (Short + Long) **Vu-Topper RM**

Online meeting: A type of virtual meeting in which computer users create a chat room and exchange typed messages in real time.

Question No:119 (Short + Long) **Vu-Topper RM**

Organizational chart: A drawing or model that shows the levels of authority and reporting relationships in an organization.

Question No:120 (Short + Long) **Vu-Topper RM**

Organizational culture: A relatively stable picture of an organization that is shared by its members.

Question No:121 (Short + Long) **Vu-Topper RM**

Orientation phase: The first of Aubrey Fisher's four problem-solving phases of groups; characterized by tentative statements and getting acquainted types of communication.

Question No:122 (Short + Long) **Vu-Topper RM**

Overhead: directed at all members of a group, inviting a response from any member.

Question No:123 (Short + Long) **Vu-Topper RM**

Panel interview: An interview conducted by a group of with whom the candidate will work, who are commonly from different levels within an organization.

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Question No:124 (Short + Long) **Vu-Topper RM**

Paralanguage: Non-linguistic vocal qualities such as rate, pitch, volume, and pauses.

Question No:125 (Short + Long) **Vu-Topper RM**

Paraphrasing: Listening to another and restating what has been said in your own words. Both feelings and factual content can be paraphrased.

Question No:126 (Short + Long) **Vu-Topper RM**

People-oriented listening style: A style of listening in which the listener is most concerned with creating and maintaining positive interpersonal relationships.

Question No:127 (Short + Long) **Vu-Topper RM**

Performance appraisal interview: An interview, usually conducted by a superior, in which the quality of a subordinate's work is discussed.

Question No:128 (Short + Long) **Vu-Topper RM**

Performing stage: A phase in problem-solving groups characterized by members' active endorsement of group decisions.

Question No:129 (Short + Long) **Vu-Topper RM**

Persuasion: The act of motivating an audience, through communication, to voluntarily change a particular belief.

Question No:130 (Short + Long) **Vu-Topper RM**

Pictogram: A visual support that employs an artistic or pictorial variation of a bar, column, or pie chart.

Question No:131 (Short + Long) **Vu-Topper RM**

Pie chart: A round chart that is divided into segments to illustrate percentages of a whole.

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Question No:132 (Short + Long) **Vu-Topper RM**

Presentation software: Computer software programs (e.g., Microsoft PowerPoint) that create displays used in presentations. Such programs typically include capabilities for creating special audio, visual, and transition effects, speaker notes, and handouts.

Question No:133 (Short + Long) **Vu-Topper RM**

Problem-oriented messages: Messages that aim at meeting the needs of both the sender and the other party.

Question No:134 (Short + Long) **Vu-Topper RM**

Problem-solution pattern (organizational plan): An organizational arrangement in which the speaker first convinces the audience that a problem exists and then presents a plan to solve it.

Question No:135 (Short + Long) **Vu-Topper RM**

Proposal: A type of presentation that advocates for a particular position or action.

Question No:136 (Short + Long) **Vu-Topper RM**

Receiver: Any person who perceives a message and attaches meaning to it, whether the message was intended for that person or not.

Question No:137 (Short + Long) **Vu-Topper RM**

Reflective-thinking sequence: A seven-step problem-solving approach developed by John Dewey.

Question No:138 (Short + Long) **Vu-Topper RM**

Reinforcement phase: The fourth of Aubrey Fisher's four group problem-solving phases; characterized by members' active endorsement of group decisions.

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Question No:139 (Short + Long) **Vu-Topper RM**

Relational messages: The dimension of messages that focus on how communicators feel about one another.

Question No:140 (Short + Long) **Vu-Topper RM**

Relational roles: Functional roles that help facilitate smooth interaction among members.

Question No:141 (Short + Long) **Vu-Topper RM**

Relative words: Terms that only have meaning in relationship to other (unspecified) terms.

Question No:142 (Short + Long) **Vu-Topper RM**

Report: An informative presentation that describes the state of an operation.

Question No:143 (Short + Long) **Vu-Topper RM**

Research interview: An interview designed to gather data on which to base a decision.

Question No:144 (Short + Long) **Vu-Topper RM**

Sales presentation: A type of presentation aimed at persuading others to purchase a product or service.

Question No:145 (Short + Long) **Vu-Topper RM**

Self-monitoring: The process of paying close attention to one's own behaviour and using these observations to shape the way one behaves.

Question No:146 (Short + Long) **Vu-Topper RM**

Sender: Any person who sends a message, whether intentionally or unintentionally.

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Question No:147 (Short + Long) **Vu-Topper RM**
Short-term orientation: Cultural orientation that seeks quick payoffs for effort rather than deferred gratification in pursuit of long-range goals.

Question No:148 (Short + Long) **Vu-Topper RM**
Social orientation: Cultural orientation that places a greater priority on personal relationships than on accomplishing tasks.

Question No:149 (Short + Long) **Vu-Topper RM**
Spatial pattern: An organizational arrangement that presents material according to its physical location.

Question No:150 (Short + Long) **Vu-Topper RM**
Specific goal: A concrete statement of what response a speaker is seeking as the result of his or her remarks.

Question No:151 (Short + Long) **Vu-Topper RM**
Statistics: Numbers used to represent an idea.

Question No:152 (Short + Long) **Vu-Topper RM**
Status report: A type of informative presentation that reviews the purpose, progress, obstacles, and milestones of a project.

Question No:153 (Short + Long) **Vu-Topper RM**
Storming stage: A phase in problem-solving groups characterized by members' taking strong stands that result in conflict within the group.

Question No:154 (Short + Long) **Vu-Topper RM**
Stress interview: An employment interview in which the candidate is subjected to the pressures typically encountered on the job.

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Question No:155 (Short + Long) **Vu-Topper RM**

Style approach to leadership: An approach to studying leadership based on the assumption that the designated leader's style of communication affects the group's effectiveness.

Question No:156 (Short + Long) **Vu-Topper RM**

Supporting material: Material that backs up claims in a presentation.

Question No:157 (Short + Long) **Vu-Topper RM**

Survey interview: An interview conducted with a number of people to gather information for conclusions, interpretations, or future action.

Question No:158 (Short + Long) **Vu-Topper RM**

Task orientation: Cultural orientation that places a greater priority on accomplishing tasks than on managing personal relationships.

Question No:159 (Short + Long) **Vu-Topper RM**

Task roles: Functional roles that are needed to accomplish a group's mission.

Question No:160 (Short + Long) **Vu-Topper RM**

Teleconferencing: A technology that allows participants in two or more locations to see and speak with each other.

Question No:161 (Short + Long) **Vu-Topper RM**

Thesis statement: A single sentence that summarizes the central idea of a presentation.

Question No:162 (Short + Long) **Vu-Topper RM**

Time-oriented listening style: A listening style in which the listener thinks most about efficiency and prefers a fast pace. Such listeners often appear impatient.

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Question No:163 (Short + Long) **Vu-Topper RM**

Topical pattern: An organizational arrangement in which ideas are grouped around logical themes or divisions of the subject.

Question No:164 (Short + Long) **Vu-Topper RM**

Trait approach to leadership: A leadership theory based on the belief that all leaders possess common traits that make them effective.

Question No:165 (Short + Long) **Vu-Topper RM**

Transition: A statement used between parts of a presentation to help listeners understand the relationship of the parts to one another and to the thesis.

Question No:166 (Short + Long) **Vu-Topper RM**

Transparency: A clear sheet used with an overhead projector to cast an image on a screen.

Question No:167 (Short + Long) **Vu-Topper RM**

Triangle of meaning: A model illustrating the indirect relationship between an object, idea, process, or other referent and the word (or another symbol) used to represent it.

Question No:168 (Short + Long) **Vu-Topper RM**

Trigger words: Terms that have such strong emotional associations that they set off an intense emotional reaction in certain listeners.

Question No:169 (Short + Long) **Vu-Topper RM**

Upward communication: Communication that flows from subordinates to superiors.

Question No:170 (Short + Long) **Vu-Topper RM**

Video conferencing: The holding of a meeting or conference by means of audio and visual transmissions that enable two or more geographically separated persons to see, hear, and talk to each other.

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Question No:171 (Short + Long) **Vu-Topper RM**

Voice mail: A technology that allows telephone callers to record messages in their own voices for the receiver to hear later.

Question No:172 (Short + Long) **Vu-Topper RM**

Win-lose orientation: An approach to negotiation that assumes that any gain by one party is only possible at the expense of the other party.

Question No:173 (Short + Long) **Vu-Topper RM**

Win-win orientation: A collaborative approach to negotiation which assumes that solutions can be reached that meet the needs of all parties.

Question No:174 (Short + Long) **Vu-Topper RM**

Work group: A small, interdependent collection of people with a common identity who interact with one another, usually face-to-face over time, to reach a goal.

Question No:175 (Short + Long) **Vu-Topper RM**

"You" r" language: Language that often begins with the word you and accuses or evaluates the other person.