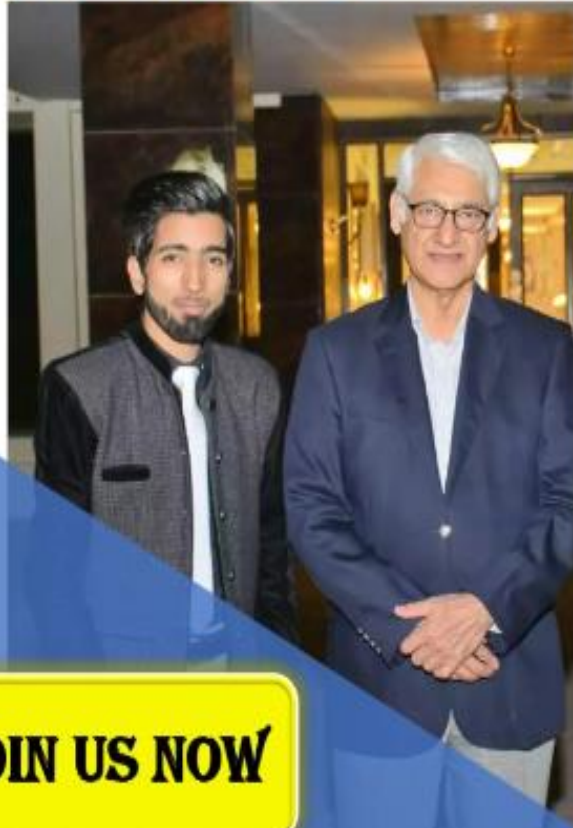


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All of the following are the elements of effective written communication, EXCEPT:

Courtesy

Correctness

Conciseness

Cleanliness Page106

Bcc stands for:

Blind carbon copy Page137

Blind compiled copy

Branded carbon copy

Branded compiled copy

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

The need to structure the questions around the job involved

The need to structure the questions according to your own personality and frame of mind

The need to structure the questions keeping in mind the organization you are writing to

The need to structure the questions with heavy vocabulary

Which of the following method of outlining topic involves presenting a general statement first, followed by specific supporting statements?

Direct method

Indirect method

Supporting method

Sustaining method

Which of the following is NOT the stage of effective business writing?

Planning Stage

Organizing Stage

Drafting Stage

Theater Stage

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

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

What is the basic requirement of Coordinating behavior?

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

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

Forming

Storming

Norming

Performing

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

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

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

Have a contingency plan

Have back-up technical support available

Use the Internet in real-time

Have a contingency plan and back-up technical support available

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

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

Any interaction between two or more persons

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Any time two or more persons influence each other

Any collection of two or more persons

All of the following are the purposes of introduction except

Getting the audience's attention

Introducing your thesis

Establishing your rapport or credibility with the audience

Avoid to the audience

At what point does an introduction begin?

It begins the moment you address the audience.

It begins at the middle of your speech.

It begins at any moment during your speech.

All of the given options

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

A question

Statement

Speech

Confess

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

Previous experience

Common concerns

Planning

Input from associates

Which of the following refers to the degree of highness or lowness of a sound?

Pitch

Speed

Volume

Rate

A presenter who consistently speaks at a rapid rate may be perceived as:

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To be nervous

Impatient

Hurried

All of given option

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

Determine your purpose

Consider your reader

Choose your idea

Proofreading

Letters of invitation include:

Speaking invitations

Informal social invitation

Formal social invitations

All of the given options

The direct plan can be used for which one of the following?

Sales messages

Request refusals

Claims

None of the given options

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

Direct Request

Indirect request

Claim

Order

Which of the following is not a part of writing plan of a reservation letter?

A fast-start opening which identifies the type of room desired and the days needed

A section which mentions arrival and departure times

A section describing the quality of the room you booked in the other hotel

A courteous, action-oriented closing, which mentions your desire for a confirmation

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

Respect human rights, both legal and moral

Ask only for info related to the job

Stress unrelated information/ facts

Structure the questions around the job

All of the following are the elements of communication process.

EXCEPT:

Sender

Message

Channel

Creativity

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

Internal communication

External communication

Interpersonal communication

Interchange communication

Nonverbal messages are extremely important because _____.

They comprise well over half of our communication in face-to-face settings.

They are often more reliable because they are hard to fake.

In a number of situations, we rely on them more than on verbal cues.

Of all of the given reasons

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

Group members should tolerate diversity

Group members should encourage and support diversity

Group members should be honest in their personal views toward diversity

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

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

Explain the purpose of the event.

Give details of the event.

Extend the invitation

Remind the recipient to bring a checkbook.

Which of the following would be a negative result of failing to analyze the audience properly?

Assuming that gender stereotypes still hold true

Offending audience members with a position that is contrary to their religious/moral beliefs

Using jargon or vocabulary that is inappropriate for the audience's educational level

All of given options

In which process two people i.e. sender and the receiver are thinking at the same time?

Listening

Hearing

Writing

Speaking

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

Choosing appropriate clothes

Considering your reader

Determining the appropriate content

Determining your purpose

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

Consumers

Stockholders

Government agencies

All of the given options

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“His GPA in 2000(MBA) was 3.9 on a four-point scale.” Which of the following is a correct and more concrete example of above statement?

His GPA was 3.9 on a four point scale

His GPA was good in 2000.

He got a good score in his MBA Program.

All of the given options

Which of the following cannot result from incomplete messages?

Loss of goodwill

Loss of valued customers

Loss of sales

Gaining good name

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

Direct method

Indirect method

Supporting method

Sustaining method

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

Letter

Memo

Periodical

Magazine

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

Listening

Hearing

Filtering

Speaking

Effective communication benefits the organization by:

Creating positive image

Reducing cost

Increasing employee productivity

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All of the given

What does communication breakdown mean?

We have been ineffective in communication.

We have been effective in communication.

We have been helpful in communication.

We physically broke communication.

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

Problem/solution order

Cause/effect order

Deductive order

Inductive order

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

Upward

Horizontal

Downward

Intrapersonal

Types of media used to direct information upward are:

Reports, interoffice memos and supervisor subordinate conferences

Letters, newspapers and radio

Newspapers, books and interoffice memos

TV, radio and wall chalking

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

It helps put order to the information.

It serves as a model to check your work.

It serves as a guide from which to deliver your speech.

It helps to build confusion for the listeners.

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

Listener barrier

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Sender barrier

Physical barrier

Resistance

In general, there are _____ of newspaper indexes:

Two kinds

Three kinds

Many kinds

None of the given option

Speaking notes for speech should be:

Legible

Unobtrusive

Detailed

Legible and unobtrusive

Careful outlining of topics is helpful for all of the given reasons EXCEPT:

It improves the clarity of message

It saves writing time

It enables to emphasize properly the various topics in the message

It keeps the suspense in message

While determining the order of the topics, one should review the outline, keeping all of the following questions in mind.

EXCEPT:

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

Writing with you-attitude shows sincere ____ for the reader.

Apathy

Concern

Sympathy

Curiosity

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

Conciseness

Correctness

Consideration

Courtesy

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

Informal English

Formal English

Common English

African English

While you plan to make a good speech, you must be engaged in which of the following?

Audience-centered approach

Self-centered approach

Theme or idea of the subject

Results

When people ask you for information and you can't honor the request, you may answer with:

Direct approach only

Indirect approach only

None

Both direct and indirect approach

In a well written disappointing newsletter, all of the following points are important, except:

Enough detail to make the reason for the refusal logically acceptable

Explaining the company's policy as logical rather than rigid

Offering an apology for the decision

Avoiding negative personal expressions

Which of the following is not a part of the writing plan of a reservation letter?

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A fast-start opening which identifies the type of room desired and the days needed

A section which mentions arrival and departure times

A section describing the quality of the room you booked in the other hotel

A courteous, action-oriented closing, which mentions your desire for a confirmation

The letters written to book some place like room, hall etc. are called
Informal social invitation letters

Reservation letters

Claim letters

Order letters

Which of the following is not suggested for an appropriate ending of business writing (request letters)?

Keep the ending paragraph as long as circumstances allow

State who is to perform the desired action if the action is to be performed by someone other than the reader

Include reader-benefit material, if appropriate

In a direct request letter, request can be presented in:

Middle paragraph

Closing paragraph

First sentence

Closing paragraph

While preparing for effective business writing Drafting stage involves all of the following EXCEPT:

Develop appropriate beginning paragraph

Compose the body

Develop appropriate ending paragraph

Editing

Which of the following is not a fallacy about resume?

The purpose of a resume is to list all your skills and abilities

The better information you present about yourself in your resume, the better

If you want a really good resume, have it prepared by a resume service

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The objective of a resume is to kindle the employer interest and generate an interview

The suggested plan for a sales letter includes all of the following elements, EXCEPT:

An opening that could detract the reader's attention

A section that captures the reader's interest in the product or service you are selling

A section designed to establish desire and conviction on the part of the reader

A courteous, action-oriented closing

Where do cultural styles of audience in persuasion tend to differ?

Differ in their responses to persuasive appeals

Differ in their levels of visible emotion

Differ in how they regard supporting materials

All of the given

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

Use sales-promotion material whenever appropriate

Consider using an implicit refusal rather than explicit refusal

Capitalize on what you can do for the reader rather than what you cannot do

Use negative words or phrases

All of the following functions are performed by a good buffer, except:

Compliments the reader

Expresses your appreciation for being thought of

Assures the reader of your attention to the request

Indicates your lack of understanding of the reader's needs

All of the following is achieved by adopting audience centered tone in a disappointing news message, EXCEPT:

Accepting that your disappointing-news represents a firm decision

Understand that, under the circumstances, your decision was fair and reasonable

Remain well disposed toward your business

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Destroying the receiver's pride

Which of the following is true about goodwill messages?

Seemingly informative

Presented to change attitudes

Presented to change behaviors

All of the given

Which statement would be the best close for an adjustment letter?

We regret the trouble that the faulty keyboard caused you

Your new keyboard is being air expressed to you

Your business is appreciated

You may be interested in upgrading your internal memory with our inexpensive chips

BC is an abbreviation of which of the following?

Blind copy

Branded copy

Begged copy

Before copy

With the use of which of the following, we reason from specific evidence to specific evidence?

Analogy

Logic

Induction

Deduction

All of the following are correct when it comes to writing disappointing news letters EXCEPT:

Avoid the use of negative words or phrases

Avoid making suppositions that are not likely to occur

Avoid a meaningless closing

Avoid a neutral or buffered opening

Which of the following calls on human reason?

Emotional appeals

Logical appeals

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Irrational appeals
Unreasonable appeals

Almost every customer who makes a claim is emotionally involved; therefore; the ___ is usually the best approach for a refusal

Direct method
Callous method
Straight method
Indirect method

All of the following are the different types of buffers EXCEPT:

Agreement
Fairness
Cooperation
Bad news Page157

Which of the following is to make a neutral, non-controversial statement that is closely related to the point of the message?

Buffer
Feedback
Communication
Talk

With the use of which of the following, we reason from a generalizing to a specific conclusion?

Analogy
Logic
Induction
Deduction

To say a clear no or writing a straight refusal in a disappointing news letter; all of the following techniques are useful EXCEPT:

De-emphasize the disappointing news
Use a conditional statement
Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do, or will not do
Use a non-courteous tone

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Which of the following is the most correct statement about the interest section of the indirect plan for persuasion?

Downplay any negative points

Be positive and brief

Make action easy

Show benefits to receiver

Which type of goodwill message is most likely to use an RSVP?

Condolence

Invitation

Appreciation

Holiday greeting

Which of the following is NOT true about a congratulatory message?

The message may be sent to a company relocating to a new building

The message may be sent to an individual for being elected to an office in a social organization

The message should focus on the receiver from start to finish

The message may close by referring to the writer's assistance to the receiver in his or her achievement

Which of the following is the characteristic of good news letter?

Begin with good news

Use slow opening

Begin with explanatory details or information

Don't incorporate a you-viewpoint

Which of the following method is the best approach for refusing a claim?

Direct method

Callous method

Straight method

Indirect method

Which of the following calls on human feeling, basing the argument on audience needs or sympathies?

Emotional appeals

Logical appeals

Irrational appeals

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Unreasonable appeals

All of the following are Essential parts of a letter EXCEPT:

Letterhead

Salutation

Subject line Page128

Signature

The courteous close of a direct request letter contains all of the following EXCEPT:

A specific request

Information about how you can reach

An expression of appreciation or goodwill

Information about your city

"Would you please send me information about points of interest and scheduled events for families visiting Murree?" Which kind of letter would be suitable for the given information?

Direct request letter

Indirect inquiry letter

Claim letter

Order letter

In routine requests, it is advised to use direct approach which means:

Placing the main idea in opening

Placing the main idea in middle

Placing the main idea in the end

Placing the main idea anywhere according to writer's choice

To begin a disappointed newsletter with a negative information, ____ a negative situation

Eases

Reduces

Complicates

Relieves

Which of the following is not suggested to improve the effectiveness of the opening paragraph of business writing?

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Use a U-viewpoint in the opening

Use a fast-start beginning rather than slow beginning

Use a U-viewpoint and I-viewpoint together in the opening

Keep the beginning paragraph fairly short

All of the following are non-essential parts of letter EXCEPT:

Addressee notation

Attention line

Complimentary close

Subject line

All of the following are qualities of effective claim letters EXCEPT:

An effective claim letter contains you attitude material

An effective claim letter presents all the facts pertinent to the situation

An effective claim letter contains threat

An effective claim letter makes a definite request

Like all routine messages, routine requests have all of the following EXCEPT:

An opening

A body

A close

A center

Due to which one of the following reason the claim letter differs from other positive and neutral messages using the direct plan

Contains a sales appeal

Have its explanation omitted

Places blame on the receiver

Contains negative information

Bpc is an abbreviation of which of the following?

Blind photo copy

Blind paper copy

Blind person copy

Blind pasted copy

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

The topic of the presentation

The date and time of presentation

The venue of the presentation

The menu of lunch to be given in the end of presentation

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

Pertinent information about the items being ordered

Directions for shipping the merchandize

Quality report of the items

Method of payment

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

The size of your audience

Equipment and supply limitations

The presentation budgets

All of the given

All of the following are the characteristics of concrete writing EXCEPT:

Specific

Definite

Vivid

Vague

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

People are self-centered

People are defensive

People are perfect

People expect courtesy

All of the following factors bring the element of completeness in a message EXCEPT:

Providing all necessary information

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Answering all questions asked

Giving something extra, when desirable

Using vivid, image-building tools

Which of the following method of outlining speech is generally preferred for negative news messages?

Direct method Page120

Indirect method

Supporting method

Sustaining method

The sender analyzes the receiver's knowledge so that he/she could:

Compose the message at the proper level

Emphasize receiver benefits

Choose the approach to use in the message

Avoid making a negative impression

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

Listen

Discern

Anticipation

Answer

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

Objects and models are too big to use in a presentation

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

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

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

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

Gender biasness

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Racial biasness

Age biasness

Disability biasness

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

Select correct option:

Respond late

Exclude irritating expressions

Include meaningful apologies

Omit discourteous wording

In a persuasive message, opposing ideas should be:

Cited, then refuted

Mentioned only when necessary

Ignored

Not mentioned

Bcc stands for:

Blind carbon copy

Blind compiled copy

Branded carbon copy

Branded compiled copy

All of the following guidelines play an important part to make your writing concrete, EXCEPT:

Include as much specific information as possible.

Use active rather than passive verbs.

Use vivid, image-building words.

Use passive verbs.

Which of the following is correct about coercion, persuasion and manipulation: for persuasive messages?

Are three separate categories

Are loosely connected

Are blended into each other

Are unrelated

Which of the following is not true of emotions?

Emotions help us to enact social roles.

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Emotions are learned.

Emotions are innate.

Emotions are belief systems that guide our responses to feelings.

Motivational appeals refer to:

Values

Psychological Emotions

All of the given options

While writing a persuasive message, which kind of beginning will be more appropriate?

Begin with the catching proverb

Begin with the buffer

Begin with information that will catch the reader's attention

Begin with detailed explanation

The purpose of your message will determine:

How much you need to know about your reader.

How much you need to know about your idea.

How much you need to know about the background of your letter.

All of the given options

The letter of decline must be:

Straight

Courteous

Callous

Unsympathetic

The vocabulary of informal writing is:

Less difficult

Tricky

Intricate

All of given

Which one of the following options refers to complimentary close?

Dear Sir/Madam

Yours sincerely

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Confidential

Head, Communication Dept.

Order letters are usually written, when ___ are not available

Order reports

Order blanks

Purchase reports

Purchase slips

All of the following suggestions help improve the effectiveness of the opening paragraph EXCEPT:

Make sure the beginning is appropriate for the reader

Make sure the beginning is inappropriate for the situation

Use a fast-start beginning rather than a slow beginning

Keep the beginning paragraph fairly short

Which of the following information is true for bar charts, simple column charts and multicolumn charts?

All can be used effectively for the same purpose

Can be used to illustrate varied values

Are usually not good visual aids

All of the given options

Which of the following barriers are most often the hardest to identify and reduce or eliminate?

Physical barriers

Listener barriers

Sender barriers

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None of given options

In a persuasive message, the opposing ideas should be treated

Cited then refuted

Ignored

Mentioned only when necessary

Not mentioned

Which of the following is needed to introduce the reader to a longer, accompanying message?

Page memo

Transmittal memo Page 178

Which of the following will fall under the category of social invitation letter?

Invitation for the farewell party of a faculty member.

Letter for booking a hotel room

Invitation of delivering a lecture

All of the above Page 145

Which of the following parts of an order-acknowledgement letter should be forward-looking?

The closing Page 154

Which of the following would be the best visual support for a presentation given to the illiterate farmers on how to grow a better crop?

Video

Intrapersonal communication processes depend upon communicators?

Frame of reference

Creativity

Self-talk

All of the given

Which one of the following statement is correct about communication?

Communication can solve all problems.

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Communication skills are not learnt.

Communication is dynamic, not static.

Communication is just an information transfer.

Which one of the following is a mass medium of communication?

Television

Radio

Newspaper

All of the above

Probing in a communication process is:

An attempt to gain additional information

Making judgments

An attempt to explain what the sender meant

None of the above

Creating and holding a mental image of the person with whom you are conversing by telephone will:

Give the impression the other person is important.

Help you keep the conversation focused on the other person.

Make your voice sound professional.

Minimize the potential for in-person interruptions.

The person who attaches meaning to a message is called:

Sender

Encoding

Transmitter

Receiver

_____ is an automatic psychological process of receiving aural stimuli.

Listening

Hearing

Speaking

None of these

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A thesis statement is a _____ in sentence form.....

Declarative statement

Direct statement

Indirect statement

Straight statement

_____ is a sentence that does not express the feeling, conditions, opinions and attitude.

Thesis statement.

Indirect statement

Direct statement

Straight statement

All of the following are the tools for getting audience attention, except:

Startling statement

Stories

Rhetorical questions

Conclusion

Deductive and inductive are the types of _____ order.

Spatial

Chronological

Topical

Logical

In which speech, speaker does not have time to analyze the audience...

Manuscript

Memorized

Impromptu

Extemporaneous

If your objective is to train a new computer consultant, what will be your general goal or general purpose....

To inform

To persuade

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To teach
To entertain

Which of the following statement explains mediated communication?
Mediated communication occurs when two (or a few) people use loud speaker to

Mediated communication occurs when two (or a few) people use some

Mediated communication occurs when people try to communicate at mass level.

Mediated communication occurs when a group of people uses email to send a

When superiors provide directions to their subordinates regarding what to do, this is known as a type of _____ communication.

Upward

Horizontal

Downward

Lateral

After listening to Ayesha's long speech, Boenish told her what she understood from her long talk. Which form of listening it is?

Empathic listening

Critical listening

Active listening

Preferential listening

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

Taking time to explain the visual.

Fitting the visual to the material being discussed.

Talking to the visual.

None of the given options

In order to listen more effectively, you should:

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Minimize distractions

Talk less

Pay attention to verbal and nonverbal cues

All of the given options

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

Rare traits

Common traits

Extraordinary character

When working to create and maintain a favorable relationship with a receiver, a sender should:

Do just what the receiver expects.

Impress the receiver by using technical terms.

Stress mutual interests and benefits. **Use positive wording.**

If a manager asks his assistant to compile a report on the overall performance of the department, which forms of communication it, will be?

Upward communication

Intrapersonal communication

Downward communication

Lateral communication

Which is NOT true for creating effective opening paragraph?

Keep the beginning paragraph fairly short.

Use a you-viewpoint in the opening

Make sure the beginning is appropriate for the reader

Don't consider your reader

Audience information i.e. age, gender, education, occupation and socioeconomic status falls into the category:

Demographic factors

Psychographic factors

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Geographic factors
All of the given options

Generally, there are _____ kinds of newspaper indexes..

Three

Four

Five

None of the given options.

All of the following are the qualities of effective claim letters EXCEPT:

An effective claim letter contains you attitude material.

An effective claim letter presents all the facts pertinent to the situation.

An effective claim letter contains threat.

An effective claim letter makes a definite request.

Ali has to write a research paper. He has finalized the topic and collected the initial data. Now he is going to write the first paragraph.

Which stage of effecting writing it depicts?

Planning

Organizing

Drafting

Editing

Cc is an abbreviation of which of the following?

Carbon copy

Copy cat

Compiled

Which of the following is not true of emotions?

Emotions help us to enact social roles.

Emotions are learned.

Emotions are innate.

In written communication active verbs help make sentences more:

Specific

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Concise

Empathetic

All of the given options

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

Use the right level of language

Check accuracy of words, information and data

Use correct grammar and punctuation

Check font style

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

Poorly conceived messages

Simplistic presentations

Design over content

Overly complex presentations

Supporting material can serve which of the following functions?

Apply clarity

Increase interest

Provide proof

All of the given options

How can the credibility of a presenter be increased?

Being well dressed and well groomed

Complimenting the audience

Demonstrating your sincerity

All of the given options

Which of the following are central features of a group?

Interaction

Mutual influence

Interdependence

All of the given options

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

- Agreement
- Addition
- Objection
- Arbitrate**

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

- Consensus**
- Compromise
- Arbitration
- Majority vote

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

- Apathy
- Concern
- Sympathy**
- Curiosity

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

- Resistance to change
- Resentment of the presenter
- Repetition of behavior that is successful for the detractor
- Reappearance of the presenter**

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

- U-formation
- Modified T-formation
- Conventional classroom style

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Conventional theater style

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

Theater-style arrangement

Conventional classroom style

Modified T-formation

V-formation

Which one of the following is suitable for both promotional and information ales?

V-formation

Modified T-formation

T-formation

U-formation

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

Informative speech

Ceremonial speech

Persuasive speech

None of the given options

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

6 sentences with 6 different colors on one chart

6 words in every sentence written in 6 different colors

6 sheets on flip board

6 lines, each having 6 words on a sheet

Visual aids perform which of the following functions?

Emphasizing important points

Illustrating how things work

Illustrating how things related to one another

All of the given options

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

Transparencies

Which of the following method is generally preferred when presenting positive or good-news information?

Direct method **Page 122**

Sustaining method

Indirect method

Supporting method

Business associates can be a helpful source for:

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

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

Conciseness

Correctness

Consideration

Courtesy

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

All can be used effectively for the same purpose

Can be used to illustrate varied values

Are usually illegal for visual aids

Are usually not good visual aids

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

Including only relevant material

Adding extra and unrelated information

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Eliminating wordy expressions
Avoiding unnecessary repetition

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

To inform

To persuade

To teach

To entertain

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

Information about size

Information about shape

Information about structure

Information about audience

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

Compromise

Compulsion

Impulsion

Perception

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

At the end of a presentation

During a presentation

Before a presentation

Not at all

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

Informal group

Formal group

Universal group

Standard group

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

Conventional theatre style.

Conventional classroom style

Modified T- formation

V-formation

Business associates can be helpful for

Identifying probable questions & objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the above options

A presenter who speaks too loudly may be perceived as

Bombastic

Aggressive

Insensitive to listeners

All of the above options

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

Chronological

Topical

Logical

Spatial

Which types of speaking relies on speaking notes

Manuscript

Memorized

Impromptu

Extemporaneously

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

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Articulations Page59

Fillers

Inflection

Monotone delivery

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

Manuscript

Memorized

Impromptu

Extemporaneous

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

See clearly

Hear on edge

Sit comfortably

Focus attentively

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

Spatial pattern

Chronological pattern

Topical pattern

Logical pattern

What is the average rate of the speech?

130 words/minute

140 words/minute

150 words/minute

160 words/minute

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

Proper grammar

Punctuation

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Spelling

Loudness Page110

Which of the given sentences is bias free?

Select correct option:

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

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

Mr. Umar is an unusually tall Asian.

Workers with physical disabilities face many barriers on the job.

All of the following are the benefits of handouts EXCEPT:

Handouts eliminate the need for note taking.

Handouts provide an accurate record of the information being presented.

Handouts can be used with all types of presentation media.

Handouts passed out in advance tend to cause attendees to prejudge the presenter and/or the presentation. Page94

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

Anticipating

Answering

Revising

All of the above

Effective writers visualize the _____ before starting to write.

Story

Reader

Colors

Publisher

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

People are self-centered

People are defensive

People are perfect

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People expect courtesy

When does a presentation begin?

The moment you begin speaking.

The moment you are asked to give a presentation.

The moment you are in view of your listeners.

The moment you decide on a topic for your presentation.

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

Detour

Delay

Dismiss

Drag

Where does immediacy come from during a presentation?

Looking at your notes

Standing

Dressing with authority

Making eye contact

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

Include all information

Include irrelevant information too

Include authentic statement

To the point information

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

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

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

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Quest and availability

Question and answer Page68

Question and anticipation

Query and audience

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

I agree with it.

That's a very good point

Thank you

That's not right

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

Select correct option:

Informative speech

Ceremonial speech

Informative speech

None of the above

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

U-formation

T-formation

Modified T-formation

V-formation

Standard group

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

Mostly long sentences

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Personal pronouns freely

Active voice

Contractions often

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

Anticipating

Answering

Recording

Rehearsing

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

Conventional theater style

Conventional classroom style

Modified T-formation

V-formation

In a presentation setting, the only sound that should be prominent is that of the:

Speaker's voice,

Electronic feedback from sound system

Music

Announcements

Fillers _____ the continuity of communication.

Develop

Emphasize

Interrupt

Build up

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

Photographic slides

Chalk or dry-erase boards

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Transparencies

CD-ROM or DVD

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

100 to 150

400 to 500

More than 500

Countless

_____ can also seriously impede the transmission of ideas.

Tolerance

Broadsides

Prejudice

Acceptance

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

Listening

Hearing

Filtering

Speaking

In a disappointing newsletter:

It is important to apologize.

Apology can be made with reason.

No apology is offered for the decision.

None of the given options

The degree to which you and others share common meanings for words will depend on:

The diversity of your backgrounds

The extent to which you share common backgrounds and experiences

The extent to which you share common approaches

None of the given options