Communication Skill

1. Communication through signs, actions or objects can be defined as:
   (a) Informal communication
   (b) Oral communication
   (c) **Non-verbal communication**
   (d) None of the above

2. _____ listening is listening for getting the content of a message.
   (a) Probing listening
   (b) **Deliberative listening**
   (c) Passive
   (d) None of the above

3. Poor listeners are also poor negotiators and are also ineffective in crisis situation.
   (a) True
   (b) False

4. Effective feedback is:
   (a) **Useful**
   (b) Not understandable
   (c) Inappropriate
   (d) None of the above

5. In ________ communication, the sender and the receiver are not interdependent.
   (a) Physical
   (b) Two-way
   (c) **One-way**
   (d) Verbal
6. A live chat on the Internet is an example of:-
   (a) One-way communication
   (b) Formal communication
   (c) Two-way communication
   (d) None of the above

7. State what does downward communication include?
   (a) 1) Instructions about a specific task
   (b) 2) Feedback about performance
   (c) 3) Exit interviews with employees
   (d) 4) Both (1) & (2)

8. Name some barriers of communication.
   (a) Language-related barriers
   (b) External barriers
   (c) Psycho-sociological barriers
   (d) All of the above

9. "I hear; I forget, I see; I remember, I do; I understand" is a(an) ________ proverb.
   (a) French
   (b) English
   (c) Indian
   (d) Chinese

10. What should be the requirement of colours in effective slides?
    (a) Reds and oranges are high energy but can be difficult to stay focused on
    (b) Team presentations
    (c) In the right dress
    (d) Denies use of emphasis