

## 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