

National Testing Agency

Question Paper Name: Effective Business Communication 10th November 2019 Shift 1
Subject Name: Effective Business Communication
Creation Date: 2019-11-10 13:22:39
Duration: 180
Total Marks: 75
Display Marks: Yes

Effective Business Communication

Group Number : 1
Group Id : 709597123
Group Maximum Duration : 0
Group Minimum Duration : 120
Revisit allowed for view? : No
Revisit allowed for edit? : No
Break time: 0
Group Marks: 75

SECTION A

Section Id : 709597125
Section Number : 1
Section type : Online
Mandatory or Optional: Mandatory
Number of Questions: 65
Number of Questions to be attempted: 65
Section Marks: 65
Display Number Panel: Yes
Group All Questions: No

Sub-Section Number: 1
Sub-Section Id: 709597134
Question Shuffling Allowed : Yes

Question Number : 1 Question Id : 70959712212 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In the definition of communication, the term 'Intended Meaning' signifies _____

- Communication has no purpose
- Communication is a never-ending activity
- There is a purpose associated with the message
- None of the above

Question Number : 2 Question Id : 70959712213 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Clarity, or being clear means that what you write must be: (MCQ)

- a. Difficult
- b. Simple
- c. Obtuse
- d. Superfluous

Question Number : 3 Question Id : 70959712214 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A business letter must be lengthy and detailed; exceeding two pages. (True/False)

- a. True
- b. False

Question Number : 4 Question Id : 70959712215 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Communication is: (MCQ)

- a. An open-ended process
- b. A close-ended process
- c. A cybernetic process
- d. All of the above
- e. None of the above

Question Number : 5 Question Id : 70959712216 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The first paragraph of a review will provide information about the piece and the author. (True/False)

- a. True
- b. False

Question Number : 6 Question Id : 70959712217 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Personal and professional communication, fall under which criteria of communication?

- a. Relationship with audience
- b. Objective or purpose
- c. Number of people
- d. None of the above

Question Number : 7 Question Id : 70959712218 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A good business message is the result of considered effort on the part of the author and involves four stages. The four stages are:

- a. Posturing, drawing, rendering, posting
- b. Positioning, decoding, recording, polishing
- c. Preparing, doodling, revising, presenting
- d. Planning, drafting, reviewing and publishing

Question Number : 8 Question Id : 70959712219 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

According to the style vs substance graph, a person with poor content and absolutely no animations is called a _____

- a. Show-off
- b. Ideal
- c. Bore
- d. Unsure

Question Number : 9 Question Id : 70959712220 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A presentation is defined by:

- a. Speaking in front of an audience
- b. Speaking in a meeting room
- c. Speaking over teleconference
- d. Doing all the above with a visual aid

Question Number : 10 Question Id : 70959712221 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A business document must convey a _____ tone.

- a. Condescending
- b. Humorous
- c. Courteous
- d. Pessimistic

Question Number : 11 Question Id : 70959712222 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Glossophobia is defined as:

- a. Fear of glass
- b. Fear of speaking in front of an audience
- c. Shyness from meeting people
- d. Having low self confidence

Question Number : 12 Question Id : 70959712223 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

You Listen to understand more than respond; which is why we have two ears and one mouth.

- a. Agree
- b. Disagree

Sub-Section Number: 2
Sub-Section Id: 709597135
Question Shuffling Allowed : Yes

Question Number : 13 Question Id : 70959712224 Question Type : MSQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What are the two theories that define interpersonal communication?

- a. Needs and closeness theory
- b. The politeness theory
- c. The personality theory
- d. Action assembly theory

Sub-Section Number: 3
Sub-Section Id: 709597136
Question Shuffling Allowed : Yes

Question Number : 14 Question Id : 70959712225 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ business messages have a greater credibility than spoken messages.

- a. Managerial
- b. Written
- c. Personal
- d. Persuasive

Question Number : 15 Question Id : 70959712226 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT an influencing factor, in the LESCANT model?

- a. Language
- b. Authority
- c. Non- verbal behaviour
- d. Equity

Question Number : 16 Question Id : 70959712227 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Kinesics in non-verbal communication relates to:

- a. Touch
- b. Movement
- c. Space
- d. Time

Sub-Section Number: 4
Sub-Section Id: 709597137
Question Shuffling Allowed : Yes

Question Number : 17 Question Id : 70959712228 Question Type : MSQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Select all the statements that are relevant to listening. (Check box question)

- a. Listen to disagree
- b. Shut down your brain and only listen and focus on what the other person has to say
- c. Continuously interrupt the speaker
- d. Demonstrate that you are listening

Sub-Section Number: 5
Sub-Section Id: 709597138
Question Shuffling Allowed : Yes

Question Number : 18 Question Id : 70959712229 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Supplementary inputs in communication are called:

- a. Mis-communication
- b. Para-lingual
- c. Meta-communication
- d. Effective communication

Question Number : 19 Question Id : 70959712230 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following types of slide have bullet points?

- a. Document
- b. Teleprompter
- c. Visual
- d. All of the above

Question Number : 20 Question Id : 70959712231 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

It is ok to go beyond the stipulated time given in a presentation. Do you agree or disagree?

- a. Completely disagree
- b. Disagree but depends on the subject/topic
- c. Agree if the audience permits
- d. Completely agree if I am the boss of the organization

Sub-Section Number: 6
Sub-Section Id: 709597139
Question Shuffling Allowed : Yes

Question Number : 21 Question Id : 70959712232 Question Type : MSQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following are NOT examples of written business documents?

Note: Select all the answers that apply (Checkbox)

- a. Email
- b. Telephonic discussion
- c. Facebook posts
- d. Biographies

Sub-Section Number: 7
Sub-Section Id: 709597140
Question Shuffling Allowed : Yes

Question Number : 22 Question Id : 70959712233 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Concreteness is an aspect of communication that means being _____ and definite.

- a. Specific
- b. Persuasive
- c. Scattered
- d. Assertive

Question Number : 23 Question Id : 70959712234 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In the four Ps of presentation, when is the right time to make slides?

- a. Planning stage
- b. Preparation stage, after the script is ready
- c. Preparation stage, before the script is ready
- d. Just before the performance

Question Number : 24 Question Id : 70959712235 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When presenting to your boss or seniors, it is advisable to only use data and numbers. Avoid stories and anecdotes. (True/False)

- a. True
- b. False

Question Number : 25 Question Id : 70959712236 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Framing is a term used to describe one aspect of the writing process. (True/False)

- a. True
- b. False

Question Number : 26 Question Id : 70959712237 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which framework would you use to build a message? (MCQ)

- a. The AOM framework
- b. The OBC framework
- c. The ABC framework
- d. The XYZ framework

Question Number : 27 Question Id : 70959712238 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Reviews and critiques fall under which of the following document categories: (MCQ)

- a. Instructional
- b. Personal
- c. Persuasive
- d. Commercial

Sub-Section Number: 8
Sub-Section Id: 709597141
Question Shuffling Allowed : Yes

Question Number : 28 Question Id : 70959712239 Question Type : MSQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The 10,000-hour rule applies to which stage of the 4 stages of a presentation process?

- a. Planning
- b. Preparation
- c. Practice
- d. Performance

Sub-Section Number: 9
Sub-Section Id: 709597142
Question Shuffling Allowed : Yes

Question Number : 29 Question Id : 70959712240 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Selective reading is a technique that improves efficiency and saves time; it works on the principle of reading less. (True/False)

- a. Agree
- b. Disagree

Question Number : 30 Question Id : 70959712241 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is a good idea, when you are the seventh speaker in a conference?
mark

- a. Greet the audience
- b. Thank the organizers for inviting you
- c. Set the context and state your objective
- d. Say something to capture their attention-like a joke or an interesting anecdote

Question Number : 31 Question Id : 70959712242 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

It is acceptable to use emoticons in formal email messaging. (True/False)

- a. True
- b. False

Question Number : 32 Question Id : 70959712243 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is an element of style of speaking in a business presentation? (MCQ)

- a. Tone of speaking
- b. Gestures and facial expressions
- c. Hand movements
- d. All of the above

Question Number : 33 Question Id : 70959712244 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In the VED Analysis, V E D stands for (MCQ)

- a. Value, Explicit, Discrete
- b. Vital, Explication, Description
- c. Vital, Essential, Desirable
- d. Venerate , Eminent, Desirable

Question Number : 34 Question Id : 70959712245 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

If you are presenting to a group of high school students, what type of slide would be an ideal choice?
(MCQ)

- a. Document
- b. Teleprompter
- c. Visual
- d. Any of the above, depending on the topic and the objective

Question Number : 35 Question Id : 70959712246 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Biographies are written in the third person to make it neutral from the reader/listener perspective.

(True/False)

- a. True
- b. False

Question Number : 36 Question Id : 70959712247 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The term 'Communication' is derived from a Latin word *communicare*, which means (MCQ)

- a. Transmitting information
- b. Sharing
- c. Broadcasting
- d. Speaking and listening

Sub-Section Number:	10
Sub-Section Id:	709597143
Question Shuffling Allowed :	Yes

Question Number : 37 Question Id : 70959712248 Question Type : MSQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is a classic symptom of glossophobia (checkbox)

- a. Blankness in the mind
- b. Shivering of hands
- c. Stammering and stuttering of voice
- d. Sweaty palms and fingers

Sub-Section Number:	11
Sub-Section Id:	709597144
Question Shuffling Allowed :	Yes

Question Number : 38 Question Id : 70959712249 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

It is a good practice to convert letter files into Adobe PDF format before attaching them to emails.

(True/False)

- a. True
- b. False

Question Number : 39 Question Id : 70959712250 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is an avoidable gesture when meeting someone? (MCQ)

- a. Greet them with a warm smile
- b. Offer your hand to them
- c. Touch them on the shoulder once in a while
- d. Give proper and friendly eye contact

Question Number : 40 Question Id : 70959712251 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Rahul, a Marketing professional had to meet 3 different clients on Monday, Tuesday and Wednesday at 9.00 am each day. On all the three days he reached at 10.00 am. What went wrong here? (MCQ)

- a. Rahul is an introvert
- b. Rahul is an extrovert
- c. Rahul lacks punctuality
- d. Rahul is very good at his job

Question Number : 41 Question Id : 70959712252 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Feedback interferes with the process of communication. (True/False)

- a. Agree
- b. Disagree

Question Number : 42 Question Id : 70959712253 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

You are meeting a client in a social setting, for a business context. How would you have a conversation with him? (MCQ)

- a. Discuss the recent football match
- b. Talk only about work
- c. Start the conversation with a topic of mutual interest, and then gradually discuss work
- d. Discuss the recent political environment

Question Number : 43 Question Id : 70959712254 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Critiques can include personal views and opinions. (True/False)

- a. True
- b. False

Question Number : 44 Question Id : 70959712255 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

It is impossible to overcome one's fears. (True/False)

- a. True
- b. False

Question Number : 45 Question Id : 70959712256 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When a piece of writing is said to be coherent, it makes logical sense from the viewpoint of the reader. (True/False)

- a. True
- b. False

Question Number : 46 Question Id : 70959712257 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What does the AOM framework stand for? (MCQ)

- a. Audience oral marketing
- b. Analysis objective message
- c. Audience objective message
- d. Audience option message

Question Number : 47 Question Id : 70959712258 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Objective and purpose of communication can be classified into one-to-many and many-to-one (True/False)

- a. Agree
- b. Disagree

Question Number : 48 Question Id : 70959712259 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The generalised structure of a piece of written business communication may be acronymised as OBC. It stands for:

- a. Outline, blocks and conclusion
- b. Opening, Build-up and Close-out
- c. Opening, body and close
- d. Overture, Branches and Chapters

Question Number : 49 Question Id : 70959712260 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Framing is a term used to describe one aspect of the writing process.

- a. True
- b. False

Question Number : 50 Question Id : 70959712261 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Verbosity is a characteristic of effective business communication.

- a. True
- b. False

Question Number : 51 Question Id : 70959712262 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

It is a good practice to convert letter files into adobe pdf format before attaching them to emails.

- a. True
- b. False

Question Number : 52 Question Id : 70959712263 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Biographies are written in the third person to make it neutral from the reader/listener perspective.

- a. True
- b. False

Question Number : 53 Question Id : 70959712264 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

For a 20 minute presentation, what is the size of the speech and number slides you need to prepare

- a. 10000 words and 20 slides
- b. Upto 2400 words and 10 slides
- c. 5000 words and 25 slides
- d. 3000 words and 5 slides

Question Number : 54 Question Id : 70959712265 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

At the lunch table, your colleagues are having a discussion on a topic you know nothing about, what should you ideally do?

- a. Interrupt them and ask them too many questions
- b. Try and change the topic to something you are interested in
- c. Remain silent and wait for the topic to change
- d. Express a strong negative opinion

Question Number : 55 Question Id : 70959712266 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

If you decide to include a 'PS' as a part of the letter you are drafting, where would you locate this component?

- (a) After the subject line
- (b) Before the signature
- (c) In the line immediately after the signature
- (d) In the right hand corner of the letter

Question Number : 56 Question Id : 70959712267 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What steps would you follow in the practice stage of a presentation?

- (a) Visit the venue in advance
- (b) Ensure all your AV equipment is working fine
- (c) Ensure the objective of your topic is conducive to the audience
- (d) All the above

Question Number : 57 Question Id : 70959712268 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Eye contact is important because:

- (a) It makes you feel superior
- (b) It makes the audience uncomfortable
- (c) It increases audience engagement
- (d) It impresses the audience

Question Number : 58 Question Id : 70959712269 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What kind of conversations are ideal for an official dinner in a nice swanky restaurant?

- (a) Controversial topics such as religion and politics
- (b) Your life history
- (c) A colleague's personal life
- (d) A lighter topic like weather, movies or anything of mutual interest

Question Number : 59 Question Id : 70959712270 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Grammatically correct and factual content makes a piece of writing _____

- (a) Courteous
- (b) Credible (or) Professional
- (c) Clear
- (d) Concise

Question Number : 60 Question Id : 70959712271 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Showing _____ (non-verbal) gestures to the job interviewer usually sets a positive tone for the interview.

- (a) Assuring
- (b) Polite
- (c) Neutral
- (d) Disinterested

Question Number : 61 Question Id : 70959712272 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following statements can be said to be the most 'concise', in terms of business communication?

- (a) Given this large opportunity and our superior technology, I think that our company is well positioned for growth.
- (b) Given this large opportunity and our superior technology, our company is well positioned for growth.
- (c) Given this large opportunity and our very superior technology, I am of the opinion that our company is definitely well positioned for growth.
- (d) Based on such a large opportunity and our amazingly superior technology, our company is well positioned for growth.

Question Number : 62 Question Id : 70959712273 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Nodding, responding in mono syllables, and paraphrasing usually demonstrate that the person is ____

- a. Interacting
- b. Listening
- c. Hearing
- d. None of the above

Question Number : 63 Question Id : 70959712274 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Business writing is just the same as any form of expressive writing like a novel or a poetry or a blog.

- a. True
- b. False

Question Number : 64 Question Id : 70959712275 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Conversations on topics of mutual interest usually stimulate interpersonal communication.

- a. True
- b. False

Question Number : 65 Question Id : 70959712276 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The sentences in a paragraph must be logically linked to one another to make the paragraph coherent.

- a. True
- b. False

SECTION B

Section Id :	709597126
Section Number :	2
Section type :	Online
Mandatory or Optional:	Mandatory
Number of Questions:	5
Number of Questions to be attempted:	5
Section Marks:	10
Display Number Panel:	Yes
Group All Questions:	No

Sub-Section Number:	1
Sub-Section Id:	709597145
Question Shuffling Allowed :	Yes

Question Number : 66 Question Id : 70959712277 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 2 Wrong Marks : 0

"Read the following message and check what is missing- (MCQ)

Dear Radha,

As discussed over the phone, this is to confirm that we are meeting at 11.00 am tomorrow to discuss the Marketing Strategy for our new product.

Vinod "

- a. Salutation
- b. Message
- c. Signature
- d. Sign-off line

Sub-Section Number:	2
Sub-Section Id:	709597146
Question Shuffling Allowed :	Yes

Question Number : 67 Question Id : 70959712278 Question Type : MSQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 2 Wrong Marks : 0

What is a good mechanism to overcome breakdowns during a presentation?

- a. Apologise to the audience and pick up where you left
- b. Declare that you are very nervous
- c. Pause, take silent breaths, refer to your notes and start again
- d. Run away from the place

Question Number : 68 Question Id : 70959712279 Question Type : MSQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 2 Wrong Marks : 0

"From the list below, select the different types of meeting minutes.

Note: Select all the answers that apply. (Checkbox)"

- a. Persuasive minutes
- b. Notes of meeting
- c. Board minutes
- d. Narrative minutes
- e. Resolution minutes
- f. Action minutes

Question Number : 69 Question Id : 70959712280 Question Type : MSQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 2 Wrong Marks : 0

While drafting a message for a presentation, what are the factors one should keep in mind? Tick all the points that apply.

- a. Think about who your audience is
- b. Include anything you feel like talking about
- c. Decide what you want to achieve at the end of your communication
- d. What to say and how to say

Question Number : 70 Question Id : 70959712281 Question Type : MSQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 2 Wrong Marks : 0

Select all the statements that are relevant to networking

- (a) Networking is transactional
- (b) Networking is the same as friendship
- (c) Networking is your ability to get your work done through your influence
- (d) Networking only involves exchanging business cards
- (e) Networking is also about giving, not just taking