

National Testing Agency

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Effective Business Communication

Group Number :	1
Group Id :	899514199
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Group Minimum Duration :	120
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Edit Attended Group? :	No
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Is this Group for Examiner? :	No

Effective Business Communication-A

Section Id :	899514278
Section Number :	1
Section type :	Online
Mandatory or Optional :	Mandatory
Number of Questions :	60
Number of Questions to be attempted :	60

Section Marks : 90
Mark As Answered Required? : Yes
Sub-Section Number : 1
Sub-Section Id : 899514323
Question Shuffling Allowed : Yes

Question Number : 1 Question Id : 89951416889 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1.5 Wrong Marks : 0

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

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

Options :

- 89951465958. 1
- 89951465959. 2
- 89951465960. 3
- 89951465961. 4

Question Number : 2 Question Id : 89951416890 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1.5 Wrong Marks : 0

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

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

Options :

- 89951465962. 1
- 89951465963. 2
- 89951465964. 3
- 89951465965. 4

Question Number : 3 Question Id : 89951416891 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 Wrong Marks : 0

Read the following message and check what is missing-

"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

Options :

89951465966. 1

89951465967. 2

89951465968. 3

89951465969. 4

Question Number : 4 Question Id : 89951416892 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Communication is:

- a. An open-ended process
- b. A close-ended process
- c. A cybernetic process
- d. All of the above

Options :

89951465970. 1

89951465971. 2

89951465972. 3

89951465973. 4

Question Number : 5 Question Id : 89951416893 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

A business letter must be lengthy and detailed; exceeding two pages.

- a. True
- b. False
- c. True for business contexts only
- d. True for education contexts only

Options :

- 89951465974. 1
- 89951465975. 2
- 89951465976. 3
- 89951465977. 4

Question Number : 6 Question Id : 89951416894 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

The first paragraph of a review will provide information about the piece and the author.

- a. True
- b. False
- c. True only for non-fiction
- d. True only for editorials

Options :

- 89951465978. 1
- 89951465979. 2
- 89951465980. 3
- 89951465981. 4

Question Number : 7 Question Id : 89951416895 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

- 89951465982. 1

89951465983. 2

89951465984. 3

89951465985. 4

Question Number : 8 Question Id : 89951416896 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

89951465986. 1

89951465987. 2

89951465988. 3

89951465989. 4

Question Number : 9 Question Id : 89951416897 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

89951465990. 1

89951465991. 2

89951465992. 3

89951465993. 4

Question Number : 10 Question Id : 89951416898 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

89951465994. 1

89951465995. 2

89951465996. 3

89951465997. 4

Question Number : 11 Question Id : 89951416899 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 Wrong Marks : 0

A business document must convey a _____ tone.

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

Options :

89951465998. 1

89951465999. 2

89951466000. 3

89951466001. 4

Question Number : 12 Question Id : 89951416900 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 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

Options :

89951466002. 1

89951466003. 2

89951466004. 3

89951466005. 4

Question Number : 13 Question Id : 89951416901 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

- a. Agree
- b. Disagree
- c. Holds true for personal conversations only
- d. Hold true only for professional discussions

Options :

89951466006. 1
89951466007. 2
89951466008. 3
89951466009. 4

Question Number : 14 Question Id : 89951416902 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

_____ business messages have a greater credibility than spoken messages.

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

Options :

89951466010. 1
89951466011. 2
89951466012. 3
89951466013. 4

Question Number : 15 Question Id : 89951416903 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

89951466014. 1

89951466015. 2

89951466016. 3

89951466017. 4

Question Number : 16 Question Id : 89951416904 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Kinesics in non-verbal communication relates to:

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

Options :

89951466018. 1

89951466019. 2

89951466020. 3

89951466021. 4

Question Number : 17 Question Id : 89951416905 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Supplementary inputs in communication are called:

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

Options :

89951466022. 1

89951466023. 2

89951466024. 3

89951466025. 4

Question Number : 18 Question Id : 89951416906 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Which of the following types of slide have bullet points?

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

Options :

89951466026. 1

89951466027. 2

89951466028. 3

89951466029. 4

Question Number : 19 Question Id : 89951416907 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

89951466030. 1

89951466031. 2

89951466032. 3

89951466033. 4

Question Number : 20 Question Id : 89951416908 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

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

Options :

89951466034. 1

89951466035. 2

89951466036. 3

89951466037. 4

Question Number : 21 Question Id : 89951416909 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 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

Options :

89951466038. 1

89951466039. 2

89951466040. 3

89951466041. 4

Question Number : 22 Question Id : 89951416910 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 Wrong Marks : 0

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

- a. True
- b. False
- c. True only in case of business pitches
- d. True in case of request for salary hikes

Options :

89951466042. 1

89951466043. 2

89951466044. 3

89951466045. 4

Question Number : 23 Question Id : 89951416911 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

- a. True
- b. False
- c. True in non-fiction writings only
- d. True in case of creative writing only

Options :

89951466046. 1

89951466047. 2

89951466048. 3

89951466049. 4

Question Number : 24 Question Id : 89951416912 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Which framework would you use to build a message?

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

Options :

89951466050. 1

89951466051. 2

89951466052. 3

89951466053. 4

Question Number : 25 Question Id : 89951416913 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

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

Options :

- 89951466054. 1
- 89951466055. 2
- 89951466056. 3
- 89951466057. 4

Question Number : 26 Question Id : 89951416914 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

- 89951466058. 1
- 89951466059. 2
- 89951466060. 3
- 89951466061. 4

Question Number : 27 Question Id : 89951416915 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

- a. Agree
- b. Disagree
- c. True in case of creative writings
- d. True in case of non-fiction writing

Options :

- 89951466062. 1
- 89951466063. 2

89951466064. 3

89951466065. 4

Question Number : 28 Question Id : 89951416916 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

It is acceptable to use emoticons in formal email messaging.

- a. True
- b. False
- c. True if the company is a start up
- d. True for MNCs

Options :

89951466066. 1

89951466067. 2

89951466068. 3

89951466069. 4

Question Number : 29 Question Id : 89951416917 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

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

Options :

89951466070. 1

89951466071. 2

89951466072. 3

89951466073. 4

Question Number : 30 Question Id : 89951416918 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

In the VED Analysis, V E D stands for :

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

Options :

89951466074. 1

89951466075. 2

89951466076. 3

89951466077. 4

Question Number : 31 Question Id : 89951416919 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 Wrong Marks : 0

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

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

Options :

89951466078. 1

89951466079. 2

89951466080. 3

89951466081. 4

Question Number : 32 Question Id : 89951416920 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 Wrong Marks : 0

The term 'Communication' is derived from a Latin word communicate, which means ____ -

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

Options :

89951466082. 1

89951466083. 2

89951466084. 3

89951466085. 4

Question Number : 33 Question Id : 89951416921 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

- a. True
- b. False
- c. Reader/listener's perception doesn't matter
- d. True only in case of vernacular writings

Options :

89951466086. 1

89951466087. 2

89951466088. 3

89951466089. 4

Question Number : 34 Question Id : 89951416922 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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
- c. Doesn't matter at all
- d. It is a waste of time

Options :

89951466090. 1

89951466091. 2

89951466092. 3

89951466093. 4

Question Number : 35 Question Id : 89951416923 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

- 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

Options :

89951466094. 1

89951466095. 2

89951466096. 3

89951466097. 4

Question Number : 36 Question Id : 89951416924 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 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?

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

Options :

89951466098. 1

89951466099. 2

89951466100. 3

89951466101. 4

Question Number : 37 Question Id : 89951416925 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 Wrong Marks : 0

Feedback interferes with the process of communication.

- a. Agree
- b. Disagree
- c. It makes no difference
- d. It adds no value

Options :

89951466102. 1

89951466103. 2

89951466104. 3

89951466105. 4

Question Number : 38 Question Id : 89951416926 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

- 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

Options :

89951466106. 1

89951466107. 2

89951466108. 3

89951466109. 4

Question Number : 39 Question Id : 89951416927 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Critiques can include personal views and opinions.

- a. True
- b. False
- c. Only if the critic wishes to add positive comments
- d. Only if the critic is a published writer

Options :

89951466110. 1

89951466111. 2

89951466112. 3

89951466113. 4

Question Number : 40 Question Id : 89951416928 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

It is impossible to overcome one's fears.

- a. True - Fears are permanent
- b. False
- c. Fears can't be removed from the mind
- d. Fears are good

Options :

89951466114. 1

89951466115. 2

89951466116. 3

89951466117. 4

Question Number : 41 Question Id : 89951416929 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 Wrong Marks : 0

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

- a. True, it should be sensible and comprehensible to the reader
- b. False
- c. Grammatical correctness is enough for achieving coherence
- d. It should be approved by an editor

Options :

89951466118. 1

89951466119. 2

89951466120. 3

89951466121. 4

Question Number : 42 Question Id : 89951416930 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 Wrong Marks : 0

What does the AOM framework stand for?

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

Options :

89951466122. 1

89951466123. 2

89951466124. 3

89951466125. 4

Question Number : 43 Question Id : 89951416931 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1.5 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

Options :

89951466126. 1

89951466127. 2

89951466128. 3

89951466129. 4

Question Number : 44 Question Id : 89951416932 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1.5 Wrong Marks : 0

Objective and purpose of communication can be classified into one-to-many and many-to-one

- a. Agree
- b. Disagree
- c. True only for business contexts
- d. True in conversations within family only

Options :

89951466130. 1

89951466131. 2

89951466132. 3

89951466133. 4

Question Number : 45 Question Id : 89951416933 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1.5 Wrong Marks : 0

Framing is an important aspect of the writing process.

- a. True
- b. False
- c. Only for business contexts
- d. Only for private conversations between family members

Options :

89951466134. 1

89951466135. 2

89951466136. 3

89951466137. 4

Question Number : 46 Question Id : 89951416934 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Verbosity is a characteristic of effective business communication.

- a. True
- b. False
- c. More words the better
- d. Words enhance clarity

Options :

89951466138. 1

89951466139. 2

89951466140. 3

89951466141. 4

Question Number : 47 Question Id : 89951416935 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

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

- a. Yes
- b. Yes only if you use a public computer
- c. No
- d. It is not at all useful

Options :

89951466142. 1

89951466143. 2

89951466144. 3

89951466145. 4

Question Number : 48 Question Id : 89951416936 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1.5 Wrong Marks : 0

How to provide a neutral perspective to the readers of a biography?

- a. By using queen's English
- b. By using third person narration
- c. By using colloquial English
- d. By using diagrams in between paragraphs

Options :

89951466146. 1

89951466147. 2

89951466148. 3

89951466149. 4

Question Number : 49 Question Id : 89951416937 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1.5 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. Up to 2400 words and 10 slides
- c. 5000 words and 25 slides
- d. 3000 words and 5 slides

Options :

89951466150. 1

89951466151. 2

89951466152. 3

89951466153. 4

Question Number : 50 Question Id : 89951416938 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1.5 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

Options :

89951466154. 1

89951466155. 2

89951466156. 3

89951466157. 4

Question Number : 51 Question Id : 89951416939 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 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

Options :

89951466158. 1

89951466159. 2

89951466160. 3

89951466161. 4

Question Number : 52 Question Id : 89951416940 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 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

Options :

89951466162. 1
89951466163. 2
89951466164. 3
89951466165. 4

Question Number : 53 Question Id : 89951416941 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

89951466166. 1
89951466167. 2
89951466168. 3
89951466169. 4

Question Number : 54 Question Id : 89951416942 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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
- (b) A lighter topic like weather, movies or anything of mutual interest

Options :

89951466170. 1
89951466171. 2
89951466172. 3
89951466173. 4

Question Number : 55 Question Id : 89951416943 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Grammatically correct and factual content makes a piece of writing _____

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

Options :

89951466174. 1

89951466175. 2

89951466176. 3

89951466177. 4

Question Number : 56 Question Id : 89951416944 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 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

Options :

89951466178. 1

89951466179. 2

89951466180. 3

89951466181. 4

Question Number : 57 Question Id : 89951416945 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1.5 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.

Options :

- 89951466182. 1
- 89951466183. 2
- 89951466184. 3
- 89951466185. 4

Question Number : 58 Question Id : 89951416946 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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

Options :

- 89951466186. 1
- 89951466187. 2
- 89951466188. 3
- 89951466189. 4

Question Number : 59 Question Id : 89951416947 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 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
- c. It is indeed a form of creative fiction
- d. It has no rules

Options :

- 89951466190. 1
- 89951466191. 2
- 89951466192. 3
- 89951466193. 4

Question Number : 60 Question Id : 89951416948 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1.5 Wrong Marks : 0

Conversations on topics of mutual interest usually stimulate interpersonal communication.

- a. True
- b. False
- c. It is inappropriate to discuss such topics
- d. It has no impact on communication

Options :

- 89951466194. 1
- 89951466195. 2
- 89951466196. 3
- 89951466197. 4

Effective Business Communication-B

Section Id :	899514279
Section Number :	2
Section type :	Online
Mandatory or Optional :	Mandatory
Number of Questions :	10
Number of Questions to be attempted :	10
Section Marks :	10
Mark As Answered Required? :	Yes

Sub-Section Number :

1

Sub-Section Id :

899514324

Question Shuffling Allowed :

Yes

Question Number : 61 Question Id : 89951416949 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 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

Options :

89951466198. 1

89951466199. 2

89951466200. 3

89951466201. 4

Question Number : 62 Question Id : 89951416950 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No

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

Options :

89951466202. 1

89951466203. 2

89951466204. 3

89951466205. 4

Question Number : 63 Question Id : 89951416951 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Select all the statements that are relevant to listening

- 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

Options :

89951466206. 1

89951466207. 2

89951466208. 3

89951466209. 4

Question Number : 64 Question Id : 89951416952 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1 Wrong Marks : 0

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

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

Options :

89951466210. 1

89951466211. 2

89951466212. 3

89951466213. 4

Question Number : 65 Question Id : 89951416953 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1 Wrong Marks : 0

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

- 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

Options :

89951466214. 1

89951466215. 2

89951466216. 3

89951466217. 4

Question Number : 66 Question Id : 89951416954 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1 Wrong Marks : 0

Which of the following is a classic symptom of glossophobia?

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

Options :

89951466218. 1

89951466219. 2

89951466220. 3

89951466221. 4

Question Number : 67 Question Id : 89951416955 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1 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

Options :

89951466222. 1

89951466223. 2

89951466224. 3

89951466225. 4

Question Number : 68 Question Id : 89951416956 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1 Wrong Marks : 0

Select all the statements that are relevant to networking

- (a) Networking is transactional
- (b) Networking is the same as friends
- (c) Networking is your ability to get your work done through your influence
- (d) Networking only involves exchanging business cards

Options :

89951466226. 1

89951466227. 2

89951466228. 3

89951466229. 4

Question Number : 69 Question Id : 89951416957 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1 Wrong Marks : 0

Choose all the options that characterise an ideal business email

- a. Using politically incorrect language and expressions
- b. Using appropriate salutations
- c. Using "Cheers" at the end of the mail
- d. Using a concise subject line

Options :

89951466230. 1

89951466231. 2

89951466232. 3

89951466233. 4

Question Number : 70 Question Id : 89951416958 Question Type : MSQ Option Shuffling : No Is Question Mandatory : No Correct Marks : 1 Wrong Marks : 0

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

Note: Select all the answers that apply.

- a. Persuasive minutes
- b. Notes of meeting
- c. Board minutes
- d. Narrative minutes

Options :

89951466234. 1

89951466235. 2
89951466236. 3
89951466237. 4