

## MCM301- Communication Skills

Solved by Intruder

(2011 to backwards)

- I've solved the quizzes with care but I still don't take any responsibility of any mistake.
  - The quizzes that I solved has been *italicized* and underlined.
  - I also have collected data from some sites too. I've given the link on the top of the quiz.
  - Courtesy to all those links/mates. Thank you, fellows. Without your help, it'd not have done.
- Good luck for exams.

### Question # 1 of 15

All of the following are the purposes of introduction except

Select correct option:

- Getting the audience's attention
- Introducing your thesis
- Establishing your rapport or credibility with the audience
- Avoid to the audience

### Question # 2 of 15

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

Select correct option:

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

### Question # 3 of 15

At what point does an introduction begin?

Select correct option:

- 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

### Question # 4 of 15

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

Select correct option:

- Quest and availability
- Question and answer
- Question and anticipation
- Query and audience

### Question # 5 of 15

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

Select correct option:

- Anticipating
- Answering
- Revising
- All of the given options

### Question # 6 of 15

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?

Select correct option:

- A question
- Statement
- Speech
- Confess

**Question # 7 of 15**

Visual aids perform which of the following functions?

Select correct option:

- Emphasizing important points
- Illustrating how things work
- Illustrating how things related to one another
- All of given option

**Question # 8 of 15**

Where does immediacy come from during a presentation?

Select correct option:

- Looking at your notes (not much sure)
- Standing
- Dressing with authority
- Making eye contact

**Question # 10 of 15**

How can the credibility of a presenter be increased?

Select correct option:

- Being well dressed and well groomed
- Complimenting the audience
- Demonstrating your sincerity
- All of the given options

**Question # 11 of 15**

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

Select correct option:

- Informative speech
- Ceremonial speech
- Persuasive speech
- None of the given options

**Question # 12 of 15**

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

Select correct option:

- Previous experience
- Common concerns
- Planning
- Input from associates

**Question # 13 of 15**

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

Select correct option:

- Pitch
- Speed
- Volume
- RateBottom of Form

Top of Form

**Question # 14 of 15**

**Business associates can be a helpful source for:**

**Select correct option:**

- Identifying probable questions and objections
- Can reveal questions and concerns
- It is helpful to recall the questions
- None of the given options

**Question # 15 of 15**

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

**Select correct option:**

- To be nervous
- Impatient
- Hurried
- All of given option

**Question # 1 of 10**

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

**Select correct option:**

- Determine your purpose
- Consider your reader
- Choose your idea
- Proofreading

**Question # 2 of 10**

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

**Select correct option:**

- Planing Stage
- Drafting Stage
- Organizing Stage
- Theater Stage

**Question # 3 of 10**

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

**Select correct option:**

- Explain the purpose of the event. (I think)
- Give details of the event.
- Extend the invitation
- Remind the recipient to bring a checkbook

**Question # 4 of 10**

**Which of the following are central features of a group?**

**Select correct option:**

- Interaction
- Mutual influence

- Interdependence
- All of the given options

**Question # 5 of 10**

**Letters of invitation include:**

**Select correct option:**

- Speaking invitations
- Informal social invitation
- Formal social invitations
- All of the given options

**Question # 6 of 10**

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

**Select correct option:**

- Sales messages
- Request refusals
- Claims
- None of the given options (I think)

**Question # 7 of 10**

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

**Select correct option:**

- Direct Request
- Indirect request (Indirect – Inquiry Letters)
- Claim
- Order

**Question # 8 of 10**

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

**Select correct option:**

- 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

**Question # 9 of 10**

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

**Select correct option:**

- Closing paragraph
- Closing sentence
- First sentence
- None of the given options

**Question # 10 of 10**

**Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?**

**Select correct option:**

- V-formation
- Modified T-formation
- T-formation
- U-formation

**Question # 1 of 15**

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

**Select correct option:**

- Closing paragraph
- Closing sentence
- First sentence
- None of the given options

**Question # 2 of 15**

**Types of media used to direct information upward are:**

**Select correct option:**

- Reports, interoffice memos and supervisor subordinate conferences
- Letters, newspapers and radio
- Newspapers, books and interoffice memos
- TV, radio and wall chalking

**Question # 3 of 15**

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

**Select correct option:**

- 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

**Question # 4 of 15**

**All of the following are the elements of communication process. EXCEPT:**

**Select correct option:**

- Sender
- Message
- Channel
- Creativity

**Question # 5 of 15**

**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?**

**Select correct option:**

- Internal communication
- External communication
- Interpersonal communication
- Interchange communication

**Question # 6 of 15**

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

**Select correct option:**

- 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.

**Question # 7 of 15**

**Nonverbal messages are extremely important because \_\_\_\_\_.**

**Select correct option**

- 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 (I think)

**Question # 8 of 15**

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

**Select correct option:**

- 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

**Question # 9 of 15**

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

**Select correct option:**

- Explain the purpose of the event.
- Give details of the event.
- Extend the invitation
- Remind the recipient to bring a checkbook.

**Question # 10 of 15**

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

**Select correct option:**

- 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 (I think)

**Question # 11 of 15**

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

**Select correct option:**

- Listening
- Hearing
- Writing
- Speaking

**Question # 12 of 15**

**In a disappointing newsletter:**

**Select correct option:**

- It is important to apologize.
- Apology can be made with reason.
- No apology is offered for the decision.
- None of the given options

**Question # 13 of 15**

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

**Select correct option:**

- 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

**Question # 14 of 15**

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

**Select correct option:**

- Choosing appropriate clothes
- Considering your reader
- Determining the appropriate content
- Determining your purpose

**Question # 15 of 15**

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

**Select correct option:**

- Consumers
- Stockholders
- Government agencies
- All of the given options

**Question # 1 of 10**

**"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?**

**Select correct option:**

- His GPA was 3.9 on a four point scale (I think)
- His GPA was good in 2000.
- He got a good score in his MBA Program.
- All of the given options

**Question # 2 of 10**

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

**Select correct option:**

- Use the right level of language
- Check accuracy of words, information and data
- Use correct grammar and punctuation
- Check font style

**Question # 3 of 10**

**Which of the following cannot result from incomplete messages?**

**Select correct option:**

- Loss of goodwill
- Loss of valued customers
- Loss of sales
- Gaining good name

**Question # 5 of 10**

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

**Select correct option:**

- Direct method
- Indirect method
- Supporting method
- Sustaining method

**Question # 6 of 10**

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

**Select correct option:**

- Choosing appropriate clothes
- Considering your reader
- Determining the appropriate content
- Determining your purpose

**Question # 7 of 10**

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

**Select correct option:**

- 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

**Question # 8 of 10**

**Effective writers visualize the \_\_\_\_\_ before starting to write.**

**Select correct option:**

- Story
- Reader
- Colours
- Publisher

**Question # 9 of 10**

**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

**Question # 10 of 10**

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

**Select correct option:**

- Letter (I think)
- Memo
- Periodical
- Magazine

**Mcm 301 final term quiz file**

**Lec 1 to 45**

**4 august 2010**



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

Select correct option:

Mostly long sentences (I think)

Personal pronouns freely

Active voice

Contractions often

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

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

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

Select correct option:

Listening

Hearing

Filtering

Speaking

3. Effective communication benefits the organization by:

Select correct option:

Creating positive image

Reducing cost

Increasing employee productivity

All of the given options

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

Select correct option:

Taking time to explain the visual.

Fitting the visual to the material being discussed.

Talking to the visual.

None of the given options (I think)

5. In order to listen more effectively, you should:

Select correct option:

Minimize distractions

Talk less

Pay attention to verbal and nonverbal cues

All of the given options

6. Effective writers visualize the \_\_\_\_\_ before starting to write.

Select correct option:

Story

Reader

Colours

Publisher

7. What does communication breakdown mean?

Select correct option:

We have been ineffective in communication.

We have been effective in communication.

We have been helpful in communication.

We physically broke communication.

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

Select correct option:

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

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

Select correct option:

Problem/solution order

Cause/effect order

Deductive order

Inductive order

Question # 2 of 10 ( Start time: 03:36:23 PM ) Total Marks: 1

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

Select correct option:

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

12. 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:

Select correct option:

Photographic slides

Chalk or dry-erase boards

Transparencies

CD-ROM or DVD

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

Select correct option:

Compromise

Compulsion

Impulsion

Perception

14. How can the credibility of a presenter be increased?

Select correct option:

Being well dressed and well groomed

Complimenting the audience

Demonstrating your sincerity

All of the given options

15. Which of the following would be the least helpful source when conducting audience research?

Select correct option:

The program planner of the occasion where you are speaking

The website of the organization that has invited you to speak

Interviews of former members of the organization to whom you are invited to speak

News releases highlighting the organization to whom you will be speaking

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

Select correct option:

U-formation

Modified T-formation

Conventional classroom style

Conventional theater style

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

Select correct option:

Upward

Horizontal

Downward

Intrapersonal

18. Types of media used to direct information upward are:

Select correct option:

Reports, interoffice memos and supervisor subordinate conferences

Letters, newspapers and radio

Newspapers, books and interoffice memos

TV, radio and wall chalking

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

Select correct option:

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.

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

Select correct option:

Listener barrier

Sender barrier

Physical barrier

Resistance

21. In general, there are \_\_\_\_\_ of newspaper indexes:

Select correct option:

Two kinds

Three kinds

Many kinds

None of the given option

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

Select correct option:

Information about size

Information about shape

Information about structure

Information about audience (I think)

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

Select correct option:

Rare traits

Common traits

Extraordinary character

24. Speaking notes for speech should be:

Select correct option:

Legible

Unobtrusive

Detailed

Legible and unobtrusive