

113 - Verbal Communication Lab

1. What are the essential elements of communication?

- a. Sender, Receiver, Message, Channel
- b. Encoding, Decoding, Noise, Feedback
- c. Verbal, Non-verbal, Written, Oral
- d. All of the above

Answer: d. All of the above

2. What is the need for communication skills for managers?

- a. To share personal information
- b. To enhance team collaboration
- c. To gossip about colleagues
- d. To show authority

Answer: b. To enhance team collaboration

3. Which is a non-verbal form of communication?

- a. Email
- b. Memo
- c. Body language
- d. Report

Answer: c. Body language

4. What is a barrier to communication?

- a. Active listening
- b. Clear articulation
- c. Noise
- d. Feedback

Answer: c. Noise

5. What is a principle of effective communication?

- a. Speaking in a monotone voice
- b. Providing vague information
- c. Being concise and clear
- d. Avoiding eye contact

Answer: c. Being concise and clear

6. Which is a characteristic of effective speech?

- a. Speaking too fast
- b. Mumbling
- c. Clear articulation
- d. Lack of eye contact

Answer: c. Clear articulation

7. What is an essential element of a managerial speech?

- a. Gossip
- b. Vote of thanks
- c. Personal opinions
- d. Criticizing team members

Answer: b. Vote of thanks

8. What is the importance of eye contact in speaking?

- a. It shows confidence and connection
- b. It is unnecessary
- c. It is considered rude
- d. It indicates boredom

Answer: a. It shows confidence and connection

9. Which type of speech is delivered during meetings to present a specific theme?

- a. Speech of introduction
- b. Occasional speech
- c. Theme speech
- d. Formal speech

Answer: c. Theme speech

10. What is a type of managerial speech delivered to express gratitude?

- a. Introduction speech
- b. Vote of thanks
- c. Occasional speech
- d. Formal speech

Answer: b. Vote of thanks

11. How are communication skills and soft skills related?

- a. They are unrelated
- b. Soft skills enhance communication skills
- c. Communication skills hinder soft skills
- d. Soft skills are only about technical abilities

Answer: b. Soft skills enhance communication skills

12. What is an example of non-verbal communication?

- a. Written reports
- b. Face-to-face conversation
- c. Using gestures
- d. Email communication

Answer: c. Using gestures

13. What is an important guideline for attending a meeting?

- a. Interrupt others frequently

- b. Avoid eye contact
- c. Be punctual
- d. Speak loudly

Answer: c. Be punctual

14. Which is a part of telephone etiquette?

- a. Interrupting the caller
- b. Using slang
- c. Putting callers on hold without permission
- d. Active listening

Answer: d. Active listening

15. What is cultural sensitivity in cross-cultural communication?

- a. Ignoring cultural differences
- b. Being aware and respectful of cultural differences
- c. Promoting stereotypes
- d. Avoiding communication with people from different cultures

Answer: b. Being aware and respectful of cultural differences

16. What is a principle of effective presentations?

- a. Overloading slides with information
- b. Ignoring time management
- c. Being well-prepared and organized
- d. Using complex language

Answer: c. Being well-prepared and organized

17. Why is time management important in presentations?

- a. To prolong the presentation
- b. To create confusion

- c. To keep the audience engaged
- d. To skip important information

Answer: c. To keep the audience engaged

18. What is an aspect of slide design for effective communication?

- a. Overcrowding slides with text
- b. Using a variety of fonts and colors
- c. Representing textual information into visuals
- d. Avoiding visuals altogether

Answer: c. Representing textual information into visuals

19. What is an important factor in the dynamics of group presentation?

- a. Lack of coordination
- b. Individualism
- c. Collaboration
- d. Ignoring audience feedback

Answer: c. Collaboration

20. How does persuasion play a role in presentations?

- a. By providing unbiased information
- b. By avoiding eye contact
- c. By influencing and convincing the audience
- d. By being disorganized

Answer: c. By influencing and convincing the audience

21. What is essential in placement interviews?

- a. Lack of preparation
- b. Impressive resume only
- c. Web/video conferencing skills

d. Clear communication and preparation

Answer: d. Clear communication and preparation

22. Which is a type of interview conducted through web/video conferencing?

a. Face-to-face interview

b. Tele-meeting

c. Impromptu interview

d. Virtual interview

Answer: d. Virtual interview

23. What contributes to the formation of impressions in interviews?

a. Lack of preparation

b. Physical appearance, communication style, content

c. Ignoring the interviewer

d. Speaking in a monotone voice

Answer: b. Physical appearance, communication style, content

24. What is the importance of the social context in interviews?

a. It has no impact on interviews

b. It influences impression formation

c. It is irrelevant

d. It causes distractions

Answer: b. It influences impression formation

25. What is a toxic trait in interviews?

a. Being well-prepared

b. Lack of self-confidence

c. Effective communication

d. Being punctual

Answer: b. Lack of self-confidence

26. What is the main focus of the entire course?

- a. Knowledge acquisition
- b. Skills development
- c. Memorization
- d. Theoretical understanding

Answer: b. Skills development

27. Why are video recordings of student performances recommended?

- a. For entertainment purposes
- b. For grading purposes only
- c. For intensive reviews for performance improvement
- d. To create a documentary

Answer: c. For intensive reviews for performance improvement

28. Which book is listed under suggested reference books?

- a. Verbal and Non-Verbal Reasoning, Prakash, P
- b. The Oxford Guide to Writing and Speaking, John Seely
- c. Objective English, Thorpe, E, and Thorpe, S
- d. Dictionary of Common Errors, Turton, N.D and Heaton, J.B

Answer: b. The Oxford Guide to Writing and Speaking, John Seely

29. Which book is listed under suggested text books?

- a. Communication Skills for Effective Management, Hargie et. al.
- b. Business Communication, P.D. Chaturvedi
- c. Technical Communication, Anderson, P.V
- d. Verbal and Non-Verbal Reasoning, Prakash, P

Answer: a. Communication Skills for Effective Management,

30. What is the purpose of suggested reference books?

- a. For basic understanding
- b. For skills development
- c. For additional reading and in-depth knowledge
- d. For entertainment

Answer: c. For additional reading and in-depth knowledge