



## **MCM301 COMMUNICATIONS SKILLS**

**Question:**

Intrapersonal communication processes depend upon communicators&#039;

**Options:**

- Frame of reference
- Creativity
- Self-talk
- All of the above.**

**Question:**

If a person is communicating with his friend on telephone then it will be:

**Options:**

- Intrapersonal communication
- Mass communication
- Mass communication**
- None of the above

**Question:**

Which one of the following statement is correct about communication?

**Options:**

- Communication can solve all problems.
- Communication skills are not learnt.
- Communication is dynamic, not static.**

- Communication is just an information transfer.

**Question:**

Which one of the following is not a part of electronic media?

**Options:**

- Radio
- Television
- Film
- Brochure**

**Question:**

Downward communication flows from people at higher levels to those at lower levels in an organization. Primary function of downward communication is to provide:

**Options:**

- Organizational policies and procedures
- Feedback about employees' performance
- Organizational goals and objectives
- All of the above.**

**Question:**

Which one of the following is a mass medium of communication?

**Options:**

- Television
- Radio
- Newspaper
- All of the above**

**Question:**

The five steps involved in a communication process appear in a specific order. Which one of the following is the right order?

**Options:**

- IdeaàChannelàEncodingàDecodingàFeedback
- Ideaà EncodingàChannelàDecodingàFeedback**
- ChannelàIdeaàEncodingàFeedbackàdecoding
- IdeaàDecodingàChannelàEncodingàfeedback

**Question:**

Probing in a communication process is:

**Options:**

- An attempt to gain additional information**
- Making judgments
- An attempt to explain what the sender meant
- None of the above

**Question:**

Self Talk is also called as:

**Options:**

- Mediated communication
- Interpersonal communication
- Imagined communication**
- Person-Group communication

**Question:**

Creating and holding a mental image of the person with whom you are conversing by telephone will:

**Options:**

- Give the impression the other person is important.
- Help you keep the conversation focused on the other person.**
- Make your voice sound professional.
- Minimize the potential for in-person interruptions.

**Question:**

The person who attaches meaning to a message is called:

**Options:**

- Sender
- Encoding
- Transmitter
- Receiver**

**Question:**

The eye is capable of processing 500-million bits of information per second,

however the brain can only compute about \_\_\_\_\_ bits of information per second.

**Options:**

- 400
- 500
- 600
- 650

**Question:**

\_\_\_\_\_ is an automatic psychological process of receiving aural stimuli. **Options:**

- Listening
- Hearing
- Speaking
- None of these

**Question:**

Some misconceptions about communication are

**Options:**

- Communication solves all problems
- Communication physically breaks down
- The meaning we attach to a word will be the meaning everyone else attaches to
- All of the given options

**Question:**

Specialized vocabulary is known as:

**Options:**

- Equivocal terms
- Jargon
- Trigger words
- Biased language

**Question:**

A thesis statement is a \_\_\_\_\_ in sentence form

**Options:**

- Declarative statement**
- Direct statement
- Indirect statement
- Straight statement

**Question:**

\_\_\_\_\_ is a sentence that does not express the feeling, conditions, opinions and attitude.

**Options:**

- Thesis statement.
- Indirect statement
- Direct statement
- Straight statement**

**Question:**

A \_\_\_\_\_ is a strong statement designed to evoke a powerful emotional response.

**Options:**

- Startling statement**
- Indirect statement.
- Direct statement
- Straight statement

**Question:**

All of the following are the tools for getting audience attention, except:

**Options:**

- Startling statement
- Stories
- Rhetorical questions
- Conclusion**

**Question:**

Deductive and inductive are the types of \_\_\_\_\_ order.

**Options:**

- Spatial
- Chronological
- Topical

- Logical**

**Question:**

In which speech, speaker does not have time to analyze the audience

**Options:**

- Manuscript
- Memorized
- Impromptu**
- Extemporaneous

**Question:**

If your objective is to train a new computer consultant, what will be your general goal or general purpose

**Options:**

- To inform**
- To persuade
- To teach
- To entertain

**Question:**

Which of the following statement explains mediated communication?

**Options:**

- Mediated communication occurs when two (or a few) people use loud speaker to
- Mediated communication occurs when two (or a few) people use some**
- Mediated communication occurs when people try to communicate at mass level.
- Mediated communication occurs when a group of people uses email to send a

**Question:**

When superiors provide directions to their subordinates regarding what to do, this is known as a type of \_\_\_\_\_ communication.

**Options:**

- Upward
- Horizontal
- Downward**
- Lateral

**Question:**

After listening to Ayesha's long speech, Beenish told her what she understood from her long talk. Which form of listening it is?

**Options:**

- Empathic listening
- Critical listening
- Active listening**
- Preferential listening

**Question:**

When working to create and maintain a favorable relationship with a receiver, a sender should:

**Options:**

- Do just what the receiver expects.
- Impress the receiver by using technical terms.
- Stress mutual interests and benefits.
- Use positive wording.**

**Question:**

If a manager asks his assistant to compile a report on the overall performance of the department, which forms of communication it, will be?

**Options:**

- Upward communication
- Intrapersonal communication
- Downward communication**
- Lateral communication

**Question:**

Drafting stage starts after

**Options:**

- Planning
- Organizing
- Both 1 and 2**
- None

**Question:**

Which is NOT true for creating effective opening paragraph?

**Options:**

- Keep the beginning paragraph fairly short.
- Use a you-viewpoint in the opening
- Make sure the beginning is appropriate for the reader
- Don't consider your reader**

**Question:**

Ending paragraph provides you the opportunity to

**Options:**

- Concentrate on the action you desire the reader to
- Show courtesy towards the reader.
- Both 1 and 2**
- None of above

**Question:**

Ending paragraph provides you the opportunity to

**Options:**

- Concentrate on the action you desire the reader to
- Show courtesy towards the reader.
- Both 1 and 2**
- None of above

**Question:**

Audience information i.e. age, gender, education, occupation and socioeconomic status falls into the category:

**Options:**

- Demographic factors**
- Psychographic factors
- Geographic factors
- All of the given options

**Question:**

Generally there are \_\_\_\_\_ kinds of newspaper indexes

**Options:**



- Three**
- Four
- Five
- None of the given options.

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