

Arts , Commerce and Science College Bodwad

Subject :- Communicative English (S.Y.B.Sc)

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- 1) How many ways are there to communicate?
 - a. 1
 - b. 2
 - c. 3**
 - d. 4
 - e. 5

- 2) What is Verbal Communication?
 - a. Talking to someone
 - b. When someone is talking and someone else is listening**
 - c. When more than one person is talking
 - d. Using verbal noises to show you are listening like “uh huh”
 - e. All the above

- 3) If someone has a trouble speaking, for example had a stroke, what should you do?
 - a. Guess what they are trying to say
 - b. Give them paper so they can write it down

- c. Teach them sign language
 - d. Allow them time to answer**
 - e. Use other forms of communication
- 4) If you are speaking with someone who has a hearing impairment, what should you do?
- a. Make sure you face them when you are talking**
 - b. You should not be speaking to them, this is disrespectful as they cannot hear you
 - c. Give them paper and pen and write to each other
 - d. You should learn sign language to communicate with them
 - e. Just mouth the words as it is easier for them to read your lips
- 5) What is communication without words?
- a. There is no communication without words
 - b. Non-verbal communication**
 - c. Telepathy
 - d. Sign language
 - e. Gestures
- 6) Which of the following is NOT a form of non-verbal communication?
- a. Body language**
 - b. Tone of voice
 - c. Written

d. Facial expressions

e. Telepathy

7) What are the two parts to communication?

a. There only needs to be one part, when someone says something

b. When someone says something, and the other person has understood

c. When someone says something, and the other person has replied

d. When someone says something while using non-verbal communication

e. There is four parts to communication

8) What needs to be complete for there to have been effective communication?

a. The persons sentence

b. The documentation

c. Both the sending and receiving of the message

d. The task that was asked of the person

e. An agreement

9) Scenario: You ask a co-worker if they can help you with a client, they cross their arms and

Roll their eyes but do not say anything. Have they communicated?

a. No, at this stage it is one-way communication

b. No, when they answer you they will have communicated back, completing two-way

Communication

- c. No, but they are being rude
- d. Yes, they have used non-verbal communication**
- e. Sort of, you won't really know until they answer though

10) Why are there rules about how to communicate?

- a. There are no rules about how to communicate
- b. Your workplace is just making sure it has full control over you
- c. It is to make sure everyone understands each other**
- d. Your workplace is obliged to have a policy because of OSH
- e. Some people are not very good at communicating

11) When you are talking directly to a person and you can see them, this is called what?

- a. Verbal contact
- b. Face to face communication**
- c. Talking
- d. Interaction
- e. Body language

11) How will you find out how you should answer the phone at your workplace?

- a. You should not be answering the phone at your workplace

- b. Listen to what the others say
- c. Do what feels most comfortable

d. In the policies manual

- e. There is no particular way to answer the phone as long as you are polite

12) When speaking on the phone, what type of communication is being used?

a. Verbal and tone of voice

- b. Verbal and body language
- c. Verbal
- d. Nonverbal communication
- e. Face to face

15) When speaking on the phone, you need to ensure you do not do what?

- a. Break communication law
- b. Break telephone contracts
- c. Breach confidentiality**
- d. Hang up on someone
- e. Speak any language other than English

16) Is text messaging an acceptable form of communication?

- a. It is not formally classed as communication as communication involves talking
- b. Yes, in certain circumstances
- c. Yes, it should be the preferred choice when making arrangements
- d. No, under no circumstances should you text for work reasons**
- e. Yes, also, by using emoji's it can demonstrate the feelings you want to get across

17) Besides how to answer the phone, what else might be in the policy about communication?

- A. **Methods of communication are acceptable to use with a client**
- B. There are not really policies on communication
- C. Why you should communicate
- D. What not to say when communicating

18) How can a person correctly communicate?

- A. Speaking
- B. Text message
- C. Email
- D. Phone
- E. **All of the above**

19) Which of the following is NOT an instance to use text messaging or Email?

- a. To change an appointment time
- b. To swap a shift
- c. A reminder for an appointment
- d. **To quickly give test results**
- e. To let a client know you are running late

20) Who can give out information on the phone?

- a. The care giver

- b. The manager
- c. The nurse
- d. All of the above**

- What should never be discussed on social media?

- a. Workplace politics**
- b. Clients in the facility
- c. How you feel about management
- d. How much you dislike your job

- How much of language is made up of non-verbal communication?

- a. 10%
- b. 38%
- c. 52%
- d. 76%
- e. 93%**

23) How many types of communication are there?

- a. 2
- b. 4

- c. 6
- d. 8
- e. 10

24) How can people use verbal communication?

- a. Verbal communication is any words used during face to face contact
- b. Verbal communication can happen face to face, telephone, skype**
- c. Verbal communication is the use of words but not sounds
- d. Verbal communication is any words either spoken or written but does not include
- e. Verbal communication is any words or sounds used during face to face contact

25) Which of the following is NOT a reason to use minimal encouragers (sounds that are not Words)?

- a. Show you are listening
- b. Encourage your client
- c. So you don't interrupt
- d. Avoid answering a question**
- e. Show you understand

26) What is the term used to describe the emotion or feeling in your voice?

- a. Affect
- b. Verbal communication

c. **Tone**

d. Sarcasm

e. Sentiment

27) Using your whole body to communicate is called what?

a. Miming

b. **Body language**

c. Sign language

d. Exuberant communication

e. Full communication

28) If you cross your arms when talking to someone you are doing what?

a. Being very rude

b. **Putting your body in a closed position**

c. Putting your body in an open position

d. Putting your body in a defensive position

e. Showing that you are really listening

29) Waving is what type of communication?

- a. **Gestures**
- b. Body language
- c. Sign language
- d. Body position
- e. Tactile signing

30) Facial expressions are a part of what?

- a. Gestures
- b. Sign language
- c. **Body language**
- d. Verbal communication
- e. Non-effective communication

31) Sitting in a position where you are below a person, looking up is a sign of what?

- a. You think they are more powerful than you
- b. You think you should give them more power
- c. You are weaker than the other person
- d. You are showing respect to their Mana**
- e. You think you are more powerful than them

32) What is listening well called?

- a. Correct listening
 - b. Passive listening
 - c. Active listening**
 - d. Total listening
- f. Complete listening

33) Fill in the blank: Active listening involves listening and _____?

- a. Action
- b. Responding**
- c. Agreeing
- d. Being active

e. Caring

34) How many types of active listening is there?

a. 1

b. 2

c. 3

d. 4

f. 5

35) Which type of listening is missing, empathetic listening, informational listening and?

a. Functional listening

b. Critical listening

c. Casual listening

d. Passive listening

e. Focused listening

36) If you are showing that you are interested in what a person is saying, then this shows what?

a. That you care

b. That you agree with them

c. That you are good at your job

d. You are encouraging them to talk more

f. That you think they are worthy of your time

37) What is a good way to continue the communication?

- a. Make good eye contact
- b. Active listening
- c. Nod while they make a point
- d. Ask questions**
- e. Do not interrupt

38) What is the term used when you are checking that you understand what has been

Communicated?

- a. Paraphrasing
- b. Reflecting Back
- c. Active listening
- d. A and b**
- e. B and c

39) What is the term used when you are listening to learn?

- a. Critical listening
- b. Informational listening**
- c. Focused listening

- d. Empathetic listening
- e. Learning listening

40) Why should you ask questions?

- a. You shouldn't, you should only respond if a person tells you something
- b. To check you have understood something
- c. It shows you are interested
- d. A and b
- e. B and c

41) What is an effective way to show that you are interested in what the person is saying?

- a. Say "mmhmm" a lot
- b. Nod your head
- c. Use follow up questions
- d. Let them talk about it for ages
- e. Tell them what you know about the topic

42) How can you check you have understood what the person is saying?

- a. Ask a few more questions
- b. Use paraphrasing
- c. Repeat back word for word

d. You will know if you don't do what is required correctly

e. Get them to repeat what they have said

43) What is the difference between reflecting and paraphrasing?

a. Reflecting goes on to check how the person is feeling, not just checking you

Understand

b. Paraphrasing goes on to check how the person is feeling, not just checking you

Understand

c. Reflecting is when you repeat back word for word while paraphrasing means you

Change it slightly

d. Paraphrasing is when you repeat back word for word while reflecting means you

Change is slightly

e. They mean the same thing

44) How many forms do questions come in?

a. 1

b. 2

c. 3

d. 4

e. 5

45) Which style of question shows you are interested in what the person is saying?

- a. Paraphrasing
- b. Reflecting
- c. Closed questions
- d. Open questions
- e. Descriptive questions

46) Which type of question is the following: Are you in pain?

- a. Informative question
- b. Open question
- c. Closed question
- d. Critical question
- e. Observational question

47) When are closed questions helpful?

- a. When you do not want the person to keep talking
- b. When the client is short of breath

- c. If they have a condition that makes it challenging to have a conversation
- d. When you do not understand the conversation
- e. Closed questions are never helpful

48) Which of the following is an example of an open question?

- a. Do you want to go to the shops today?
- b. Can you get yourself dressed?
- c. Would you like to go to your room or the lounge?
- d. How did you sleep last night?
- e. Do you want the lamb or fish?

49) Which of these questions do you need to ask yourself before asking a question?

- a. Is it an appropriate time to ask?
- b. Is this an appropriate place to ask?
- c. Would I feel comfortable to answer this question?

d. Will my knowing the answer benefit the client?

50) Non-verbal communication is:

- a. Linguistic in nature
- b. Single channeled
- c. Less ambiguous than verbal communication
- d. **Continuous**

51) The following rules are appropriate for dealing with touch violations:

- a. begin by assuming the first touch violation is accidental
- b. provide gentle nonverbal signs of rejection for repeat offenders
- c. **describe your reaction and the behavior that produces the perception of violation to the offender**
- d. both a and c

52) An obnoxious driver flips you off, gives you the finger, shows you the middle digit. This is an example of

- a. an illustrator
- b. a manipulator
- c. **an emblem**
- d. none of the above

53) Nonverbal and verbal communication are interconnected in which of the following ways?

- a. nonverbal cues can repeat verbal messages
- b. nonverbal cues can substitute for verbal messages
- c. nonverbal cues can contradict verbal messages
- d. **all of the above**

54) Which of the following linguistic characteristics also apply to nonverbal communication?

- a. Displacement
- b. Self-reflexiveness
- c. Structure

d. **None of the above**

55) From research, the following valid conclusions can be drawn about cross-cultural perceptions of facial expressions:

a. members of diverse cultures do not recognize the same emotions from photographs of facial expressions

b. **members of diverse cultures show significant differences in perceptions of the intensity of emotion exhibited by a facial expression**

c. display rules dictate that collectivist cultures such as Singapore or China suppress exhibitions of anger or contempt toward rival group members

d. none of the above

56) To communicate competently with nonverbal communication

a. observe multiple nonverbal cues before drawing any conclusions about a person's communication

b. try to match nonverbal and verbal communication to avoid mixed messages

c. monitor your own nonverbal communication

d. **all of the above**

57) The following are valid conclusions, based on research, about gestures and cultures:

a. identical gestures always produce identical meaning in different cultures because gestures are natural displays of feelings

b. **illustrators usually come naturally to individuals from all cultures**

c. there are no gestures that mean the same thing to members of different cultures

d. every culture uses the thumbs up sign to mean "good going" or "nice job"

58) Differences between verbal and nonverbal communication include

a. verbal communication is multichanneled; nonverbal communication is single-channeled

b. **nonverbal communication possesses none of the four essential characteristics of language (verbal communication)**

c. **verbal communication is single-channeled; nonverbal communication is multichanneled**

d. both b and c

59) Friendship-warmth touch

a. is the least intense form of touching

b. is most ambiguous type of touch

c. **leads to the most misunderstandings between people**

d. both b and c

60) Which of these do not deal with precise information?

a) Engineer

b) Scientist

c) Technician

d) Fiction writer

61) In an office, an employee communicates horizontally with his _____

a) superiors

b) subordinates

c) colleagues

d) assistant

62) Talking comes under which type of communication?

a) **Verbal**

b) Non- verbal

c) Written

d) Dramatic

63) Which of these has maximum reach?

a) **Writing**

b) Listening

c) Speaking

d) Talking

64) How is good technical writing achieved?

a) Naturally

b) By practice

- c) Listening
- d) Speaking

65) Which of these parameters are not required to define style?

- a) Moral truth
- b) Compassion
- c) **Gender**
- d) Information

66) . Any style must convey moral truth.

- a) **True**
- b) False

67) Any writer must convey truth with warmth.

- a) **True**
- b) False

68) A writer must not convey information with _____

- a) precision
- b) clarity
- c) **randomness**
- d) trut

69) Your resume is a tool with one specific purpose :

- a) To get a job
- b) **b) To win an interview**
- c) c) To discuss salary.
- d) d) To

70) Which of the following should NOT be part of a resume?

A. Religious affiliation

B. Employment history

C. Contact information.

D. Education

71) Which of the following is NOT a resume format?

A. Chronological

B. Portfolio

C. Functional

D. Combination

72) The _____ format lists your work history with dates, with your most recent employer and job title listed first.

A. Functional

B. Combination

C. Chronological

D. Portfolio

73) Which of the following is the safest email address style to use on your resume?

A) lovin_ladies123@emailprovider.comB

B) j_smith@emailprovider.comC

C) Non Of This

74) Which of the following resume components is where you should state your career goal?

A. Profile

B. Objective

C. Summary

75) For a resume in the functional format, you must still include dates of employment.

A. **True**

B. False

76) When you are including past job titles in your Employment History section, you should make sure they are general enough to be understood by anyone who may read your resume.

A. True

B. **False**

77) In the Education section, you should list all of your college courses by name.

A. True

B. False

78) In which section would you most likely include your bilingual skills?

A. **Education**

B. Contact information