

FY BSC IT SEM I

Communication Skills

Q. 1 Which One of the following is not the process of listening

- a) Receive spoken words
- b) Add your opinion and clarification
- c) Scanning and Skimming
- d) Give feedback in the form of opinion

Q.2 Choose the incorrect option for barrier of listening

- a) Prejudice
- b) Excessive Talking
- c) Distraction
- d) Blindness

Q.3 The presenter acts as the

- a) advocate of the information
- b) deliverer of the information
- c) supporter of the information
- d) medium of the information

Q.4 To make a presentation effective and impressive, you should use

- a) jargon
- b) passive sentences
- c) complex sentences
- d) a simple and active form of sentences

Q. 5 It is not an example of group communication

- a) Debate
- b) Conference
- c) Elocution
- d) Seminar

Q.6 Which types of conflict involves attacks on the opponent's self-esteem?

- a) ego conflict
- b) expressive conflict
- c) instrumental conflict
- d) simple conflict

Q. 7 Conflict is

- a) an unavoidable fact of life
- b) sometimes constructive

- c) destructive force in relationships if continually avoided
- d) all of the above

Q.8 ____ is done by drawing a list of the items of business to be transacted at the meeting.

- a) Minutes.
- b) Resolution.
- c) Invitation
- d) Agenda

Q.9 Communication is complete when the _____ .

- a) message is transmitted
- b) medium is selected
- c) receiver responds
- d) receiver understands the message.

Q.10 social media creates ____ communities using a computer

- a) Vicious
- b) Virtual
- c) Real
- d) Vain

Q.11 Good communication implies _____.

- a) understanding
- b) agreement
- c) encoding
- d) listening

Q. 12 _____ is a form of non-verbal communication.

- a) Lipping
- b) Humming
- c) Meeting
- d) Letter

Q.13 Our dress code is an example of _____ communication.

- a) verbal
- b) nonverbal
- c) written
- d) spoken

Q.14 CSR stands for _____.

- a) Corporation Social Responsibility
- b) Corporate Social Responsibility
- c) Corporate Social Resonance
- d) Cooperation Social Responsibility

Q. 15 Barriers caused due to temperature and humidity are _____ barriers.

- a) language
- b) physical
- c) psychological
- d) semantic

Q. 16 _____, the sense of touch, carries different meanings in different cultures.

- a) Haptics
- b) Chronemics
- c) Kinesics
- d) Proxemics

Q.17 A solicited letter of job application is written as a _____.

- a) single letter form
- b) reply to an advertisement
- c) application with attachments
- d) own initiative

Q.18 _____ is written to greet the receiver.

- a) Solution
- b) Complimentary close
- c) Salutation
- d) Opener

Q.19 The main part of a letter is _____.

- a) the Body

- b) the Salutation
- c) the Inside Address
- d) the Date

Q.20 No punctuation after the salutation or the complimentary close denotes_____.

- a) Letterhead
- b) Encloser
- c) Mixed punctuation
- d) Open punctuation

Q. 21 Which one of the following is often the first step of planning the presentation

- a) Brainstorming ideas and writing them down
- b) Make sense of the audience
- c) Prepare PPT
- d) Dress up well

Q.22 The basic concept behind_____is to capture ideas as quickly as possible.

- a) Writing down ideas
- b) Brainstorming
- c) Judgement of topic
- d) Capture the ideas

Q. 23 In planning of presentation importance of brainstorming is_____(Choose the correct option)

- a) Think critically delivering the presentation
- b) Brainwash of negativity
- c) Solving problems and
- d) coming up with new ideas

Q.24 To whom should a presentation be aimed?

- a) The highest authority in the room, regardless of where they are
- b) The entire audience
- c) The people in the closest rows
- d) Your best friend in the room

Q.25 Why should you keep text to a minimum on slides?

- a) So, the focus is on you as the speaker
- b) To help make your presentation longer
- c) So, the pictures are easier to see
- d) To make sure the audience can read everything you have to tell them