

UNIT 1: Communication Skills TEST YOUR KNOWLEDGE

1. Interacting with others while exchanging information is called _____.
 - a. Encoding
 - b. Decoding
 - c. Messaging
 - d. Communication
2. Communication process involves which of the following?
 - a. Sender
 - b. Message
 - c. Communication channel
 - d. All of these
3. _____ is the responsibility of the message receiver.
 - a. Encoding
 - b. Decoding
 - c. Sending
 - d. None of these
4. The prime characteristics of a well encoded message are:
 - a. Clear and complete
 - b. Complete and correct
 - c. Clear and correct
 - d. All of these
5. Video conferencing is which type of communication channel?
 - a. Oral
 - b. Technology-based
 - c. Written
 - d. All of these
6. Response to the received message is called _____.
 - a. Feedback
 - b. Decoding
 - c. Encoding
 - e. Communication
7. "I want this done right away!" is what kind of message?
 - a. Authoritative
 - b. Rude
 - c. Both a) and b)
 - d. Polite
8. Effective communication needs which of the following?
 - a. Mutually accepted communication code
 - b. Well encoded and carefully decoded message
 - c. Receiver's response to the communicated message
 - d. All of these

9. Which of the following ensures proper decoding of the message?
 - a. Better listening
 - b. Attention
 - c. Both a) and b)
 - d. Discipline
10. Which of the following is not an environmental barrier in communication?
 - a. Noise
 - b. Temperature
 - c. Light
 - d. Defective communication medium
11. Emotional state aids in which type of barrier in effective communication?
 - a. Barrier to effective listening
 - b. Environmental barrier
 - c. Situational barrier
 - d. Barriers related to personality traits
12. Verbal communication includes which of the following?
 - a. Oral
 - b. Written
 - c. Both a) and b)
 - d. None of these
13. Which of the following does not constitute non-verbal communication?
 - a. Expressions
 - b. Silence
 - c. Duration of communication
 - d. Gestures
14. Which of the following statements are false?
 - a. Written communication complements non-verbal communication
 - b. Oral communication has no legal value.
 - c. Non-verbal communication complements oral communication.
 - d. You cannot stop non-verbal communication.
15. Which of the following is most costly mode of communication?
 - a. Verbal
 - b. Written
 - c. Audio-visual
 - d. Oral
16. Which of these is false about the article "The"?
 - a. It is not used before abstract nouns.
 - b. It is not used before plural and proper nouns.
 - c. It used before a specific nouns.
 - d. "The" is a definite article and all the above are true about it.