

Answers are given in **bold** letters.

Video Course: Communication Skills Review Questions (100 Marks)(60 minutes)

I. Answer questions 1 to 32 by circling **the most appropriate** answer from among the choices given below. For questions 33 to 45 answer in a word or two. (45 marks)

1. The best way to identify a natural leader is by conducting _____. A. Interview **B. Group Discussion** C. Debate D. Oral Presentation
2. Which of the following is a leaderless activity?
A. Public Speaking B. Interview C. Debate **D. None of the above**
3. Conflict resolution skills is an important trait for success in _____.
A. Interview **B. Group Discussion** C. Debate D. Oral Presentation
4. Identify the least important element in a modern business letter:
A. Date B. Signature **C. Identification Marks** D. Subject
5. Identify the most important element in a modern business letter:
A. Attention line B. Salutation **C. Body** D. Enclosure
6. Choose the right way in which “TO” is punctuated in a letter: A. To, B. To-- **C. To** D. to
7. Choose the right way in which “YOURS SINCERELY” is punctuated in a letter:
A. Yours Sincerely **B. Yours sincerely** C. Your’s sincerely D. yours sincerely
8. Which of the following is correct if you are nervous while delivering a public talk:
A. You should apologize for being nervousness **B. You need not apologize for being nervousness**
C. You should not give a talk if you are nervous D. You should not look at the audience if you are nervous
9. A newspaper article on photography contains special words that are understandable for only professional photographers. We can say that the article is full of _____.
A. Cliches B. Scientific language **C. Jargons** D. Sesquipedalian words
10. If you use _____ for data collection for your report, the feedback may not be effective due to its unrepresentative information.
A. Personal observation **B. Telephone interview** C. Questionnaire E. Personal Interview
11. Which of the following statement is true for a resume?
A. “If I have a perfect resume, that job is mine.” B. To get positive results in interviews it is important to get the resume written by professionals. **C. There is no such thing as the perfect resume.** D. Writing the perfect resume is more important than giving a good performance in the interview.
12. According to _____ “It usually takes more than three weeks to prepare a good impromptu speech.”
A. Napoleon Hill B. Norman Vincent Peale **C. Mark Twain** D. Robert Frost
13. While preparing for the interview, it is very important to _____.

- A. Know the company** B. Know the salary C. Know the number of vacancy
D. Know the male female ratio in the interview panel.
14. Interview questions related to extracurricular activities are basically asked to assess the candidate's potential for _____.
A. Communication Skills B. Goal-setting **C. Leadership** D. Coping with stress
15. The interview-question, "What made you choose your major?" is asked to assess _____.
A. Academic qualifications **B. Motivation and Goals** C. Leadership qualities
D. Communication Skills.
16. Employers will _____ if you ask intelligent questions about the position, the company and the product.
A. Get angry **B. React favourably** C. React unfavourably D. React violently
17. Which of the following for a job-interview is never excusable:
A. Forgetting to carry the resume **B. Late arrival** C. Dropping something due to nervousness
D. Not saying thanks while leaving
18. During the interview, if you are offered something to eat or drink, it is better to _____.
A. accept the offer **B. politely decline** C. take for eating/drinking later D. ask for your favourite choice
19. You should have your hair cut _____ before the interview.
A. one month **B. a couple of days** C. one hour D. none of the above.
20. The word "sangfroid" implies _____.
A. Singing in high pitch B. Speaking fluently **C. Being cool in trying circumstances**
D. Losing temper during difficulty
21. Unless your report is short, you need not combine _____ with "Conclusions."
A. Bibliography B. Index **C. Recommendations** D. Illustrations
22. _____ contains a list of technical words used in the report and their explanations.
A. Index B. Conclusions C. List of illustrations **D. Glossary**
23. In _____ the entries are in alphabetical order and cross-referenced.
A. Index B. Bibliography C. References D. Glossary
24. If the number is small, the items in _____ are explained in footnotes.
A. Index B. Table of Contents C. Appendices **D. Glossary**
25. The contraction of pupils indicate _____.
A. Interest B. Enthusiasm **C. Boredom** D. Passion.
26. Listening is the _____ part of communication.
A. Sending B. Medium **C. Receiving** D. Feedback
27. "Acknowledgements" is part of the _____ of a report.
A. Front matter B. Back matter C. Main body D. None of the above

28. "Abstract" is part of the _____ of a report.
A. Front matter B. Back matter C. Main body D. None of the above
29. "Glossary" is part of the _____ of a report.
 A. Front matter **B. Back matter** C. Main body D. None of the above
30. "Conclusions" is part of the _____ of a report.
 A. Front matter B. Back matter **C. Main body** D. None of the above
31. "Appendices" is part of the _____ of a report.
 A. Front matter **B. Back matter** C. Main body D. None of the above
32. _____ is essential if the report exceeds ten pages.
A. Table of Contents B. Bibliography C. Copyright notice D. Appendix
33. You should avoid _____ in business letters and job application letters because it conveys an impression of poor planning. (**postscripts/PS/PPS**)
34. In terms of style, what is the most striking in the sentence, "Marry Ann Evans is George Eliot's nom de plume," is the use of _____. (**foreign word**)
35. A report is a piece of communication and can be considered successful only if it produces in the reader the _____. (**desired response**)
36. Shilpa always avoids direct eye-contact while talking to her boss Shankar. This non-verbal behaviour need not mean that she is a dishonest woman because she may be a _____ person. (**shy/timid**)
37. In non-verbal communication, the study of the use of space, distance and nearness is called as _____. (**proxemics**)
38. In non-verbal communication, the study of touch is called as _____. (**haptics**)
39. Who wrote *The Expression of the Emotions in Man and Animals* ? _____. (**Darwin/Charles Darwin**)
40. As far as job opportunities are concerned, the actual problem in our country is not that of unemployment but of _____. (**unemployables/unemployability**)
41. Nervousness in interviews or public speaking situations are helpful since it produces a substance called _____ in the body and increases the energy level. (**adrenalin/adrenaline**)
42. In the U. S., interview questions concerning marital status or plans and whether or not you have a boyfriend or girlfriend, are _____. (**illegal**)
43. Successful interview is a conversation between _____. (**equals**)
44. A _____ is literally a description of an event carried back to someone who was not present on the scene. (**report**)

45. If you close your letter with a phrase containing a present participle (e.g., *Hoping to hear from you soon*) you should add _____. (**I am/I remain**)
46. Mention any four significant points that you need to follow while using illustrations in your report. (4)
1. Refer to all illustrations in the text 2. Provide a context to draw inferences
3. Place them immediately after the first citation in the text
4. Number them consecutively—classify them as tables and figures
5. Put the number and the title of the table above and that of the figures at the bottom
47. What are the four components of Effective Communication? (4)
1. KISS (Keep it short and simple) 2. Conviction and Confidence 3. Enthusiasm 4. Respect
48. What are the two factors by which the need for appendices are decided: (4)
1. whether the material sustains the theme and forms an essential and integral part of the report
2. whether it would interrupt the train of the reader's thought if included in the main body.
49. Write a bibliography entry using the information given below: (6)
 In 1964, a book entitled "A Short Guide to English Style" was published in London by the Oxford University Press. The author of the book is Mr. Alan Warner. It is an "ELBS Edition."
- Warner, Alan. *A Short Guide to English Style*. ELBS Edition. London: Oxford University Press, 1964.**
50. Convert the above bibliography entry as a footnote reference. The pages consulted are from 38 to 40. (4).
¹**Alan Warner, *A Short Guide to English Style*, Oxford University Press, London, ELBS Edition, 1964, pp. 38-40.**
51. Name the six basic facial expressions (3)
Anger Fear Disgust Happy Sadness/Sorrow Surprise
52. Beneath the hundreds of possible questions an employer can ask, the one basic question that underlie all the rest is _____. (**Why should I hire you?**) (2)
53. While the main concern of employers is to select the right person for the right job, the discreet choice they make is between _____ and _____. (**liability and asset**) (2)
54. Write any two things that you are not supposed to do while taking a personal interview towards data-collection for your report. (2)
1. Don't embarrass by asking personal questions 2. Don't press for confidential information
3. Lead, but don't talk more
55. What are the three primary dimensions identified by Mehrabian for interpreting non-verbal cues? (3)
Immediacy, Arousal and Dominance.

56. What are the three “Cs” one should bear in mind while interpreting non-verbal cues? (3)

Context, Cluster and Change

57. Mention any three challenges to the study of non-verbal communication. (3)

Nonverbal Messages Are Often Ambiguous, Nonverbal Messages Are Continuous, Nonverbal Cues are Multi-Channeled, Nonverbal Interpretation is Culture Based

58. Point out any three functions of non-verbal communication. (3)

Repeat what is said verbally, Complement or clarify verbal meaning,
 Contradict verbal meaning, Regulate verbal interaction, Substitute for verbal meaning

59. The three most important aspects in interviewing for a position is to _____, _____ and _____ effectively for the interview. (3) (**plan, prepare and practice**)

60. Clothing, cleanliness, and grooming are the appearance features that we can change. But three of the appearance features that we cannot change are _____, _____, and _____. (3)
(**colour, height, race, body weight**)

61. Mention any three questions that you need to ask while evaluating the material that you want to use for your report. (3)

•Is the author an authority in the field? •Is the reputation of the publishers high? •Is the information supported by facts? •What is the opinion of other experts? •Is it recent and relevant?

62. On an American Resume you may choose whether or not to include your _____, _____, _____, etc., whereas, in an Indian Biodata you generally include them. (3)
(**birth date, marital status, children, sex, father’s name**)