

Question No: 1 (Marks: 1) - Please choose one

Questions and comments that an audience is likely to raise can be anticipated by considering all of the following, except:

- ▶ Previous experience

- ▶ Rare reassurance
- ▶ Planning
- ▶ Input from associates

Question No: 2 (Marks: 1) - Please choose one

A goodwill speech may be:

- ▶ Seemingly informative
- ▶ Presented to change attitudes
- ▶ Presented to change behaviors
- ▶ All of the given options

Question No: 3 (Marks: 1) - Please choose one

All of the following reduces communication apprehension, except:

- ▶ Rehearsing your presentation
- ▶ Speaking more often
- ▶ Taking speech courses and workshops
- ▶ Concentrating on your nervousness

Question No: 4 (Marks: 1) - Please choose one

Which of the following is NOT used in oral speaking style?

- ▶ Mostly long sentences
- ▶ Personal pronouns freely
- ▶ Active voice
- ▶ Contractions often

Question No: 5 (Marks: 1) - Please choose one

How can the credibility of a presenter be increased?

- ▶ Complimenting the audience
- ▶ Demonstrating your sincerity
- ▶ All of the given options

Question No: 6 (Marks: 1) - Please choose one

What does gripping the lectern, having clenched fists and constant clearing of the throat convey?

- ▶ Open or confident
- ▶ Dictatorial or arrogant
- ▶ Insecure or nervous
- ▶ Happy or pleased

Question No: 7 (Marks: 1) - Please choose one

_____ refers to the degree of highness or lowness of a sound.

- ▶ Pitch
- ▶ Speed
- ▶ Volume
- ▶ Rate

Question No: 8 (Marks: 1) - Please choose one

A story, that is not true but it perfectly illustrates the point the presenter wants to make, is called:

- ▶ Hypothetical
- ▶ Fictional
- ▶ Factual
- ▶ Genuine

Question No: 9 (Marks: 1) - Please choose one

Which of the following could not be an appropriate beginning of speech?

- ▶ Appropriate quotation
- ▶ Asking a rhetorical question
- ▶ An ordinary story
- ▶ A startling statement

Question No: 10 (Marks: 1) - Please choose one

To select a good topic of speech one should keep in mind all of the following, EXCEPT:

- ▶ A topic should be intriguing
- ▶ A topic should be appealing
- ▶ A topic should not tell too much about a speech
- ▶ A topic should be too vague

Question No: 11 (Marks: 1) - Please choose one

Which of the following would be the least helpful source when conducting audience research?

- ▶ The website of the organization that has invited you to speak
- ▶ The website of the organization that has invited you to speak
- ▶ Interviews of former members of the organization to whom you are invited to speak

Question No: 12 (Marks: 1) - Please choose one

Determining the audience's attitude toward you as the speaker is an aspect of?

- ▶ Analyzing the audience
- ▶ Analyzing the speaker
- ▶ Analyzing the occasion
- ▶ Analyzing the audience and the speaker

Question No: 13 (Marks: 1) - Please choose one

Which of the following is not a demographic characteristic?

- ▶ Sex
- ▶ Age
- ▶ Cultural background
- ▶ Attitude

Question No: 14 (Marks: 1) - Please choose one

Poor retention either on the part of the sender or on the part of the receiver can create problems or lead to _____.

- ▶ Misunderstanding
- ▶ Stronger friendship
- ▶ Better understanding
- ▶ Generous approach

Question No: 15 (Marks: 1) - Please choose one

Which of the following is usually related to environmental factors that affect the communication?

- ▶ Listener barrier
- ▶ Sender barrier
- ▶ Physical barrier
- ▶ Resistance

Question No: 16 (Marks: 1) - Please choose one

The sender analyzes the receiver's knowledge so that the he/she could:

- ▶ Compose the message at the proper level.
- ▶ Emphasize receiver benefits.
- ▶ Choose the approach to use in the message.
- ▶ Avoid making a negative impression.

Question No: 17 (Marks: 1) - Please choose one

Which of the following is a type of nonverbal communication derived from the sound of the speaker's voice?

- ▶ Paralegalism
- ▶ Parallelism
- ▶ Paradigm
- ▶ Paralanguage

Question No: 18 (Marks: 1) - Please choose one

Which of the following is NOT a form of verbal communication?

- ▶ Appearance
- ▶ Letters
- ▶ Books
- ▶ Reports

Question No: 19 (Marks: 1) - Please choose one

Which of the following describes nonverbal communication?

- ▶ Non-verbal communication is writing.
- ▶ Nonverbal communication is interpersonal communication through nonlinguistic means.
- ▶ Non-verbal communication is everything including your words.
- ▶ Nonverbal communication is reading.

Question No: 20 (Marks: 1) - Please choose one

Which one of the following is not a right tip to become a better listener?

- ▶ Don't provide feedback
- ▶ Keep an open mind
- ▶ Don't jump to conclusions
- ▶ Don't let yourself be distracted by the environment

Question No: 21 (Marks: 1) - Please choose one

The belief that your own ideas are more important or valuable than those of others is an example of which barrier to listening?

- ▶ Preoccupation
- ▶ Egocentrism
- ▶ Physical barriers
- ▶ Environmental barriers

Question No: 22 (Marks: 1) - Please choose one

_____ is the first element in the listening process.

- ▶ Listening
- ▶ Hearing
- ▶ Filtering
- ▶ Speaking

Question No: 23 (Marks: 1) - Please choose one

The degree to which you and others share common meanings for words will depend on:

- ▶ The extent to which you share common backgrounds and experiences
- ▶ The diversity of your backgrounds
- ▶ The extent to which you share common approaches
- ▶ None of the given options

Question No: 24 (Marks: 1) - Please choose one

Which of the following statement about communication is correct?

- ▶ The meaning we associate with a word will be shared by those with whom we communicate.
- ▶ Effective communication skills make a significant contribution to organizational cost reduction.
- ▶ Meanings cannot be subjective.
- ▶ All of the given options

Question No: 25 (Marks: 1) - Please choose one

Which of the following is a form of communication in which messages are sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer?

- ▶ Mediated communication
- ▶ **Mass communication**
- ▶ Interpersonal communication
- ▶ Group communication

Question No: 26 (Marks: 1) - Please choose one

Which one of the following statement defines environmental context of interpersonal communication?

- ▶ It concerns your reactions to the other person.
- ▶ **It deals with the psycho-social "where" you are communicating.**
- ▶ It is who you are and what you bring to interaction.
- ▶ It deals with the physical "where" you are communicating.

Question No: 27 (Marks: 1) - Please choose one

All of the following are the levels of communication, except:

- ▶ Intrapersonal Communication
- ▶ Mediated Communication
- ▶ Interpersonal Communication
- ▶ **Frame Communication**

Question No: 28 (Marks: 1) - Please choose one

Intrapersonal communication processes depend upon communicators all of the following qualities.

EXCEPT:

- ▶ Frame of reference
- ▶ Creativity
- ▶ Self-talk
- ▶ **Dull approach**

Question No: 29 (Marks: 1) - Please choose one

Intrapersonal communication includes:

- ▶ What we think
- ▶ Way we think
- ▶ Way we communicate with ourselves

- ▶ All of the given options

Question No: 30 (Marks: 1) - Please choose one

What do you call to a tool that lets you work with individuals and groups on documents that are shared via computer?

- ▶ Electronic mail
- ▶ Voice mail
- ▶ Instant messaging
- ▶ Computer conferencing

Question No: 31 (Marks: 5)

Interpersonal communication is contextual. Discuss.

Question No: 32 (Marks: 10)

How communication can play a part in increasing employ productivity and reducing cost of the organization? Explain with examples.


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1. All of the following are the types of periodical except:

Select correct option:

- Journals
- Magazines
- Newspapers
- Note-cards

2. verbal communication one's physical appearance affects the _____.

Select correct option:

- Message
- Channel
- Sender
- Status

3. What is involved in communication process?

Select correct option:

- Idea-encoding-channel-decoding-feedback
- Idea-information- channel- receiver
- Information-channel-receiver
- Sender-receiver-channel

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4. word 'Intrapersonal' means:

Select correct option:

- Within the person
- Outside the person
- Not personal
- Impersonal

5. In USA, maintaining eye contact while talking with elders show confidence, in Pakistan, it shows disrespect. What does this example depict?

Select correct option:

The interpretation of body language is universal.

The Interpretation of body language is not universal.

The interpretation of body language is same worldwide.

The interpretation of body language is global.

6. Which of the following process is the automatic psychological process of receiving aural stimuli?

Select correct option:

Listening

Hearing

Filtering

Speaking

7. Types of media used to direct information upward are:

Select correct option:

Reports, interoffice memos and supervisor subordinate conferences

Letters, newspapers and radio

Newspapers, books and interoffice memos

TV, radio and wall chalking

8. Which one of the following defines interpersonal communication as communication that occurs between people who have known each other for some time?

Select correct option:

Developmental view

Contextual view

Relative view

Virtual view

9. What does frequent eye contact show?

Select correct option:

Tension

Liking

Rejection
Boredom

10. Poor retention either on the part of the sender or on the part of the receiver can create problems or lead to _____.

Select correct option:

Misunderstanding

Hatred

Understanding

Generosity

11. Which type of communication it would be when subordinates update their superiors by telling them about problems at the workplace?

Upward

Horizontal

Downward

Group

12. Probing is:

Select correct option:

Attempting to explain what the sender's statement means.

Attempting to gain additional information, continue the discussion, or clarify a point.

Attempting to discover completely what the sender means.

Making a judgment about the worth of sender's statement.

13. Question # 3 of 10 (Start time: 09:46:57 PM) Total Marks: 1

Which of the following is the first step in order to overcome communication barriers?

Select correct option:

To recognize the most common barriers and then, understand their negative impact on communication

To recognize the most common barriers and then, find the positive aspects

To find the rare barriers and understand their negative impact

All of the given options

14. How many categories do feedback has?

Select correct option:

3

5

4

10

15. Which of the following is/are example(s) of Interpersonal exchange?

Select correct option:

- Conversations
- Dialogues
- Small group discussions
- All of the given options

16. How many words is average speaker's rate per minute?

Select correct option:

- 100 to 150
- 400 to 500
- More than 500
- Countless

17. Which of the following is a form of communication in which messages are sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer?

- Mediated communication
- Mass communication
- Interpersonal communication
- Group communication

18. Which of the following is correct about human memory?

- Not very sharp
- Reconstructive
- Poorly developed
- All of the given options

19. Which one of the following pattern is especially effective if the audience already knows that the problem exists?

- Problem/solution order
- Cause/effect order
- Deductive order
- Inductive order

20. Which of the following is not a demographic characteristic?

- Sex
- Age
- Cultural background
- Attitude

21. The term pitch refers which of the following?

- The degree of lowness of sound
- The degree of highness of sound

The degree of highness or lowness of a sound
All of the given options

22. All of the following are the elements of communication process. EXCEPT:

Sender
Message
Channel
Creativity

23. Which one of the following statement defines situational context of interpersonal communication?

It concerns your reactions to the other person.
It deals with the psycho-social "where" you are communicating.
It is who you are and what you bring to interaction.
It deals with the physical "where" you are communicating.

24. All of the following are the barriers to communication, EXCEPT:

Over communication
Conflicting information
Language difference
Composing message at proper level

25. Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

Listening
Hearing
Filtering
Speaking

26. Self-confident individuals usually stand more erect than those:

Select correct option:
who lack confidence
who are over-confident
who are submissive
who are arrogant

27. A presenter who speaks too loudly may be perceived as which of the following?

Select correct option:
Bombastic
Aggressive

Insensitive to listeners
All of the given options

28. Which of the following pattern is not a specific organizational pattern?

Select correct option:

Spatial
Chronological
Topical
Deductive

29. The word 'communication' is derived from a Latin word 'communico', which means:

Select correct option:

To share
To respond
To give
To tell

30. Which of the following barriers are most often the hardest to identify and reduce or eliminate?

Select correct option:

Physical barriers
Listener barriers
Sender barriers
None of above

31. _____ is a process which demands that full attention be paid to the spoken material.

Select correct option:

Speaking
Listening
Hearing
Dialogue

32. Which of the following statement has biased language?

Select correct option:

Most Germans are direct in their communication.
Jews generally make good businesspeople.
Some Japanese businesspeople cannot speak English.
Older people generally have lower energy levels.

33. All of the following are the categories of feedback, except:

Select correct option:

Evaluation
Interpretation
Probing
Noise

34. Articulate speech is characterized by:

Select correct option:

Correct pronunciation and clear enunciation
Vocal trait
Combination of pitch and strength
More clearly express or magnify meaning

35. Which of the following pattern is most appropriate when you used the problem/solution method?

Select correct option:

Spatial
Chronological
Topical
Logical

36. Where does Immediacy come from during a presentation?

Select correct option:

Looking at your notes
Standing
Dressing with authority
Making eye contact

37. Which one of the following is a method of arranging information by dividing it into parts?

Select correct option:

Spatial pattern
Chronological pattern
Topical pattern
Logical pattern

38. All of the following are the levels of communication. EXCEPT:

Select correct option:

Intrapersonal Communication
Interpersonal Communication
Mediated Communication
Frame Communication

39. Which of the following is the first step in order to overcome communication barriers?

Select correct option:

To recognize the most common barriers and then, understand their negative impact on communication
To recognize the most common barriers and then, find the positive aspects
To find the rare barriers and understand their negative impact

All of the given options

40. Audience information such as age, gender, education, and socioeconomic status falls into a category known as

Select correct option:

- Profiling
- Demographics
- Topoi
- MYGLO

41. Jumps to conclusions. This is an example of:

Select correct option:

- Listener barrier
- Sender barrier
- Physical barrier
- Noise

42. Mediated communication occurs through:

Select correct option:

- Letters, reports, forms and Interoffice memoranda
- Letters, newspapers and radio
- Newspapers, books and TV
- TV, radio and wall chalking

43. It is always easier to communicate at the _____.

Select correct option:

- Peer level
- Differing status
- Different position
- Different class

44. A presenter can prepare effective responses by which of the following?

Select correct option:

- Anticipating
- Answering
- Revising
- All of the above

45. Which one of the following is a planned and rehearsed speech that uses different words during rehearsals?

Select correct option:

- Manuscript speech
- Memorized speech
- Impromptu speech
- Extemporaneous speech

46. All of the following are correct about magazines except:

Select correct option:

- Magazine articles tend to be shorter and more general.
- Magazines are a type of periodical.
- Magazines publish articles written for a general audience.

Articles in magazines usually include bibliographies

47. _____ can also seriously impede the transmission of ideas.

Select correct option:

- Tolerance
- Broadsides
- Prejudice
- Acceptance

48. Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

- Listening
- Hearing
- Filtering
- Speaking

49. Effective internal communication helps to increase the job _____.

Select correct option:

- Absenteeism and depression
- Dejection and output
- Grievances and sadness
- Satisfaction and productivity

50. On the average, how faster a person can think than the listener can talk?

- Ten times
- Five times
- Four times
- Three times

51. An effective presenter uses pitch changes to indicate a change in the message. At the end of a sentence, raising the pitch signifies which of the following?

- A question
- Statement
- Speech
- Confess

52. Fillers _____ the continuity of communication.

- Develop
- Emphasize
- Interrupt

Build up

53. In USA, maintaining eye contact while talking with elders show confidence, in Pakistan, it shows disrespect. What does this example depict?

Select correct option:

The interpretation of body language is universal.

The Interpretation of body language is not universal.

The interpretation of body language is same worldwide.

The interpretation of body language is global.

54. All of the following are the purposes of Introduction except:

Getting the audience's attention

Introducing your thesis

Establishing your rapport or credibility with the audience

Avoid to the audience

55. Business associates can be a helpful source for:

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

56. What is involved in communication process?

Select correct option:

Idea-encoding-channel-decoding-feedback

Idea-information- channel- receiver

Information-channel-receiver

Sender-receiver-channel

57. Which of the following involves grasping what the speaker means by seeing the Ideas and information from his/her point of view?

Select correct option:

Listening

Hearing

Filtering

Speaking

58. Which one of the following defines Interpersonal communication as communication that occurs between people who have known each other for some time?

Select correct option:

Developmental view

Contextual view

Relative view

Virtual view

59. _____ is a process which demands that full attention be paid to the spoken material.

Select correct option:

Speaking

Listening

Hearing

Dialogue

60. Which of the following pattern is most appropriate when you used the problem/solution method?

Select correct option:

Spatial

Chronological

Topical

Logical

61. Which one of the following is an interpersonal need to exercise leadership and prove one's abilities?

Select correct option:

Inclusion

Control

Affection

Power

62. In general, there are _____ of newspaper indexes:

Select correct option:

Two kinds

Three kinds

Many kinds

None of the given option

63. Partial or marginal listening can distort the intent of which of the following?

Message

Channel

Source

All of the given options

64. The quality of tone is a combination of which of the following?

Select correct option:

Pitch, strength and character

Pitch, strength and volume

Volume, rate and fillers

Fillers, character and volume

65. All of the following are the levels of listening except:

Active Listening

Protective Listening

Partial Listening

Critical Listening

66. Which of the following process is the automatic psychological process of receiving aural stimuli?

Select correct option:

Listening

Hearing

Filtering

Speaking

67. While you plan to make a good speech, you must be engaged in which of the following?

Select correct option:

Audience-centered approach

Self-centered approach

Theme or idea of the subject

Results

68. Bcc stands for:

Select correct option:

Blind carbon copy

Blind compiled copy

Branded carbon copy

Branded compiled copy

69. While writing a letter to inquire about the people, one should keep in mind all of the following, except:

Select correct option:

Respect human rights, both legal and moral

Ask only for info related to the job

Stress unrelated information/ facts

Structure the questions around the job

Question # 1 of 15 (Start time: 02:20:41 PM)

Types of media used to direct information upward are:

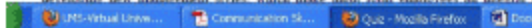
Select correct option:

- Reports, interoffice memos and supervisor-subordinate conferences
- Letters, newspapers and radio
- Newspapers, books and interoffice memos
- TV, radio and wall chalking

[Click here to Save Answer & Move to Next](#)

Done

developing new management styles, which make most firm employees an internal



Quiz Start Time: 02:20 PM

Question # 4 of 15 (Start time: 02:31:30 PM)

Total M

Which of the following would be the least helpful source when conducting audience research?

Select correct option:

- The program planner of the occasion where you are speaking
- The website of the organization that has invited you to speak
- Interviews of former members of the organization to whom you are invited to speak
- News releases highlighting the organization to whom you will be speaking

[Click here to Save Answer & Move to Next Quest](#)

Question # 5 of 15 (Start time: 02:32:50 PM)

Total Marks: 1

All of the following statements are the purposes of forming an outline for a speech EXCEPT one. Which one is it?

Select correct option:

- It helps put order to the information.
- It serves as a model to check your work.
- It serves as a guide from which to deliver your speech.
- It helps to build confusion for the listeners.

[Click here to Save Answer & Move to Next Question](#)

Done

11/15/2016

Quiz Start Time: 02:20 PM

Question # 6 of 15 (Start time: 02:33:51 PM)

Total M

All of the following show the qualities of effective speaker except one. Which one is it?

Select correct option:

- Understands the nature of audiences and adapts speeches to audiences.
- To keep in mind the audiences case
- Find the common traits
- To avoid the audience's choice

[Click here to Save Answer & Move to Next Quest](#)

11/15/2016 02:33:51 PM

Question # 8 of 15 (Start time: 02:35:20 PM)

Total Mark

When using a story, the presenter should:

Select correct option:

- Tell the story first, and then show how it illustrates the thesis
- State the thesis first, and then show how the story supports the thesis
- Either option is acceptable
- Neither option is acceptable

Quiz Start Time: 02:20 PM

Question # 10 of 15 (Start time: 02:36:51 PM)

Total Marks: 1

All of the following are the types of periodical except

Select correct option:

- Journals
- Magazines
- Newspapers
- Note-cards

Quiz Start Time: 02:20 PM

Question # 11 of 15 (Start time: 02:37:18 PM)

Total Marks: 1

In which process two people i.e. sender and the receiver are thinking at the same time?

Select correct option:

- Listening
- Hearing
- Writing
- Speaking

Quiz Start Time: 02:20 PM

Question # 13 of 15 (Start time: 02:40:19 PM)

Total Marks: 1

Which type of communication it would be when subordinates update their superiors by telling them about problems at the workplace?

Select correct option:

- Upward
- Horizontal
- Downward
- Group

Quiz Start Time: 08:29 PM

Question # 1 of 15 [Start time: 08:29:49 PM]

Total Marks: 1

In order to listen more effectively, you should:

▶ Select correct option:

- Minimize distractions
- Talk less
- Pay attention to verbal and nonverbal cues
- All of the given options

[Click here to Save Answer & Move to Next Question](#)

Quiz Start Time: 08:29 PM

Question # 3 of 15 [Start time: 08:32:27 PM]

Total Marks: 1

_____ itself is probably the most common barrier to effective communication.

Select correct option:

- Language
- Information
- Speech
- Communication

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Quiz Start Time: 08:29 PM

Question # 5 of 15 (Start time: 08:33:43 PM)

Total Marks: 1

When catering on the audience, you start by finding _____ that enable you to identify with them.

Select correct option:

- Rare traits
- Common traits
- Extraordinary character
- Unusual quality

[Click here to Save Answer & Move to Next Question](#)

Next

Quiz Start Time: 08:29 PM

Question # 6 of 15 (Start time: 08:34:10 PM)

Total Marks: 1

All of the following show the qualities of effective speaker except one. Which one is?

Select correct option:

- Understands the nature of audiences and adapts speeches to audiences.
- To keep in mind the audience's case
- Find the common traits
- To avoid the audience's choice

[Click here to Save Answer & Move to Next Question](#)

Quiz Start Time: 08:29 PM

Question # 8 of 15 (Start time: 08:35:56 PM)

Total Marks: 1

Effective communication benefits the organization by:

Select correct option:

- Creating positive image
- Reducing cost
- Increasing employee productivity
- All of the given options

Quiz Start Time: 01:12 PM

Question # 4 of 15 (Start time: 01:15:53 PM)

How many components do self-concept has?

Select correct option:

- Two
- Five
- Four
- Three

Question # 5 of 15 (Start time: 01:16:52 PM)

Conflicting information develops

Select correct option:

- Mental imbalance
- Good understanding
- Psychological disorders
- Sharp thinking

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Time

Quiz Start Time: 01:12 PM

Question # 7 of 15 (Start time: 01:18:42 PM)

Motivation is the process of:

Select correct option:

- Satisfying internal needs through actions and behaviors
- Resolving issues in an informal or formal atmosphere
- Maintaining Public Relations
- Working with other employees in a depressed atmosphere

Quiz Start Time: 01:12 PM

Question # 8 of 15 (Start time: 01:19:20 PM)

Total Marks: 1

This statement is a _____ of your speech.

Select correct option:

- Core idea or before line
- End of the speech
- Body
- Indirect statement

[Click here to Save Answer & Move to Next Question](#)

Quiz Start Time: 01:12 PM

Question # 11 of 15 (Start time: 01:23:02 PM)

Total Mark

Which of the following is a strategy for better listening?

Select correct option:

- Listen for facts, not feelings.
- Listen for feelings only.
- Listen for feelings as well as facts.
- Listening for facts that demonstrate feelings.

Quiz Start Time: 06:32 PM

Question # 3 of 15 [Start time: 06:34:01 PM]

Total Mark:

All of the following are the barriers to communication, EXCEPT:

Select correct option:

- Over communication
- Conflicting information
- Language differences
- Composing message at proper level

Quiz Start Time: 06:32 PM

Question # 5 of 15 [Start time: 06:36:19 PM]

Total Marks:

All of the following are the examples of touching, EXCEPT:

Select correct option:

- Shake hand
- A hug
- A pat
- Drawing the eyebrow down

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Quiz Start Time: 06:32 PM

Question # 6 of 15 [Start time: 06:37:36 PM]

Total Marks:

Which of the following would be a negative result of failing to analyze the audience properly?

Select correct option:

- Assuming that gender stereotypes still hold true
- Offending audience members with a position that is contrary to their religious/moral beliefs
- Using jargon or vocabulary that is inappropriate for the audience's educational level
- All of the above

[Click here to Save Answer & Move to Next Question](#)

Quiz Start Time: 06:32 PM [redacted]

Question # 8 of 15 [Start time: 06:39:59 PM] **Total Marks: 1**

Farah was doubtful about Sahar's intentions when she was trying to convince her to invest in the new project. Which form of listening it is?

Select correct option:

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

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Quiz Start Time: 06:32 PM [redacted]

Question # 9 of 15 [Start time: 06:40:57 PM] **Total Marks: 1**

When should you leave your name and phone number in a voice mail message?

Select correct option:

- In the beginning
- In the middle
- In the end
- At any time, as long as you provide the information

[Click here to Save Answer & Move to Next Question](#)

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Quiz Start Time: 06:32 PM [redacted]

Question # 11 of 15 [Start time: 06:42:15 PM] **Total Marks: 1**

Which of the following is not the type of Electronic periodical indexes?

Select correct option:

- World Wide Web
- CD-ROM
- Online systems
- Journals

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Quiz Start Time: 06:32 PM

00:00

Question # 12 of 15 | Start time: 06:43:17 PM |

Total Marks: 1

The degree to which you and others share common meanings for words will depend on:

Select correct option:

- The diversity of your backgrounds
- The extent to which you share common backgrounds and experiences
- The extent to which you share common approaches
- None of the given options

Quiz Start Time: 06:32 PM

00:00

Question # 13 of 15 | Start time: 06:43:50 PM |

Total Marks: 1

All of the following are the tips to become a better listener, EXCEPT:

Select correct option:

- Don't talk while listening
- Keep an open mind
- Don't jump to conclusions
- Creating interruptions

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علم کی دنیا