

FBQ1: Listening carefully with the intent of attacking the speaker is known as *active listening*.

Answer: ambushing

FBQ2: The process of screening out parts of information that bores us or makes us uncomfortable in a communication process is known as *selective listening*.

Answer: selective listening

FBQ3: The psychological theory which states that a person feels conflict if they hold two or more attitudes that are in opposition to each other is known as *cognitive dissonance*.

Answer: dissonance

FBQ4: The method of memorising lists and organising them is known as *mnemonics*.

Answer: mnemonics

FBQ5: A symbol or combination of symbols used to convey emotional content in written or message form is known as *emoticons*.

Answer: emoticons

FBQ6: Any interference that keeps a message from being understood or accurately interpreted is regarded as *noise*.

Answer: noise

FBQ7: A dialogue intended to produce an agreement upon courses of action, to bargain for individual or collective advantage, to resolve disputes or to craft outcomes to satisfy various interests is referred to as *negotiation*.

Answer: negotiation

FBQ8: The process of breaking talks into steps, organised by time is known as *chronology*.

Answer: chronology

FBQ9: The first step in planning an oral presentation is developing a *purpose statement*.

Answer: purpose statement

FBQ10: The process of speaking to a group of people deliberately and in a structured manner with the intention of informing, influencing, or entertaining them is known as *public speaking*.

Answer: public speaking

FBQ11: The letter that accompanies an applicant's curriculum vitae is known as *cover letter*.

Answer: cover letter

FBQ12: In formal letter writing, the abbreviation RSVP stands for *please reply*.

Answer: please reply

FBQ13: PP is the abbreviation for *per procurationem*, which is a Latin phrase used in formal letter writing to show that one is signing a letter on somebody else's behalf

Answer: per procuracionem

FBQ14: Internal communications within an organization is conveyed through

Answer: memos

FBQ15: Writing is said to be recursive because it can occur at any time and the process can return several times

Answer: recursive

FBQ16: The method of drawing rough sketches to plan a picture book, a movie script, a graphic novel or other fiction is known as

Answer: storyboarding

FBQ17: The technique of creating a visual web that represents associations among ideas is known as

Answer: clustering

FBQ18: Words that carry the meaning or sense in a sentence is referred to as

Answer: keywords

FBQ19: Words are made from

Answer: Syllables

FBQ20: A sentence encapsulates or organises an entire paragraph and often appear at the beginning

Answer: Topic

FBQ21: A complete sentence has a subject and a

Answer: predicate

FBQ22: A simple sentence is the most basic type of a sentence which consists of a single independent clause

Answer: simple sentence

FBQ23: A sentence is a grammatical and lexical unit consisting of one or more words, representing distinct and differentiated concepts, and combined to form a meaningful statement, question, request, or command.

Answer: sentence

FBQ24: One method of note taking common among visual communicators that allows them to illustrate using a tree structure is known as

Answer: mapping

FBQ25: The practice of writing pieces of information, often in an informal or unstructured manner is known as:

Answer: note taking

FBQ26: PQRS is an acronym for a study method which stands for Question, Read, Summary, and Test

Answer: Preview

FBQ27: Communication among employees of the same level in an organization is called

Answer: horizontal communication

FBQ28: The process of exchanging messages or information between two or more parties for the purpose of promoting business growth is referred to as

Answer: business communication

FBQ29: Voice qualities such as volume, pitch, tempo, rhythm, articulation, resonance, nasality, and accent give each individual a unique

Answer: voice print

FBQ30: The context in which a communicator speaks is known as

Answer: voice set

FBQ31: The vocalized but nonverbal parts of a message are known as

Answer: paralanguage

FBQ32: The study of the role of eyes in non-verbal communication is referred to as

Answer: oculusics

FBQ33: Gestures with direct verbal translations are referred to as

Answer: emblems

FBQ34: is central to the construction, maintenance and transmission of culture, as well as to cultural resistance and change

Answer: Communication

FBQ35: The communication between people involving the sending and reception of wordless clues is known as

Answer: nonverbal communication

FBQ36: are specific body movements that carry meaning

Answer: Gestures

FBQ37: When an organization is facing a public challenge, or comes under threat, the communication that is put out by the management is commonly referred to as

Answer: Crisis management

FBQ38: The aggregate perceptions and assessment by stakeholders including employees of an organisation's ability to fulfil their expectations is known as

Answer: organizational reputation

FBQ39: is the reality and uniqueness of an organisation, which is integrally related to its external and internal image and reputation through corporate

communication

Answer: Corporate Identity

FBQ40: The set of activities involved in managing and orchestrating all internal and external communications aimed at engaging employees and stakeholders on which an organization depends is known as \_\_\_\_\_.

Answer: corporate communication

FBQ41: Communication \_\_\_\_\_ is the notion that an individual's or group's behavior are governed by their morals which in turn affects communication

Answer: Ethics

FBQ42: The live exchange and mass articulation of information among several persons and machines remote from one another but linked by a telecommunications system is known as \_\_\_\_\_.

Answer: teleconference

FBQ43: \_\_\_\_\_ is understood through such indicators as direction of lean, body orientation, arm position, and body openness

Answer: Posture

FBQ44: In a communication process \_\_\_\_\_ can be used to determine a communicator's degree of attention or involvement

Answer: posture

FBQ45: The study of body movements, facial expressions, and gestures in a communication process is known as \_\_\_\_\_

Answer: Kinesics

FBQ46: Space in non-verbal communication may be divided into four main categories: intimate, personal, public, and \_\_\_\_\_ space

Answer: Social

FBQ47: \_\_\_\_\_ is the study of the use of time in non-verbal communication

Answer: Chronemics

FBQ48: The study of how people use and perceive the physical space around them is known as \_\_\_\_\_.

Answer: proxemics

FBQ49: The process of communicating through sending and receiving wordless messages is known as \_\_\_\_\_.

Answer: non-verbal communication

FBQ50: \_\_\_\_\_ is an organizational structure where every entity in the organization, except one, is subordinate to a single other entity

Answer: hierarchical organization

MCQ1: The imparting or interchange of thoughts, opinions, or information by speech,

writing, or signs is known as?

Answer: Communication

MCQ2: Communication is commonly perceived as a:

Answer: One-way process

MCQ3: The following are common barriers to successful communication except:

Answer: Structure

MCQ4: The collection of rules and conventions that govern the composition of sentences in any given natural language is known as:

Answer: Grammar

MCQ5: In the sentence note taking method, every new thought is written as:

Answer: A new line

MCQ6: The "R"s in SQ3R study skill stand for:

Answer: Read, Recite and Review

MCQ7: The form of note taking that uses graphic organizers and diagrams to organize information is known as:

Answer: Mapping

MCQ8: The mere exchange of words between two or more parties is regarded as:

Answer: Conversation

MCQ9: The following are types of paralinguistic symbols except:

Answer: Vocal synthesizers

MCQ10: Paralinguistic symbols concerned with momentary variations in the manner in which verbal symbols are presented (e.g., volume, force, pitch) are known as:

Answer: Vocal qualifiers

MCQ11: Sounds that can stand alone as symbols because they can be interpreted as having a specific meaning are known as:

Answer: Vocal characterizers

MCQ12: Sounds that regulate the flow of verbal conversation is known as:

Answer: Vocal segregates

MCQ13: Body movements that facilitate the release of tension, stress, or anxiety is known as:

Answer: Adaptors

MCQ14: The following are qualities of effective feedback except:

Answer: Political correctness

MCQ15: The principle that people are drawn towards persons and things they like, evaluate highly, and prefer; and they avoid or move away from things they dislike,

evaluate negatively, or do not prefer is known as:

Answer: Immediacy principle

MCQ16: The context in which a speaker speaks is known as:

Answer: Voice set

MCQ17: The use of space and distance within communication is known as:

Answer: Proxemics

MCQ18: The study of how time affects communication is known as:

Answer: Chronemics

MCQ19: The study of paralanguage, which includes the vocal qualities that go along with verbal messages, such as pitch, volume, rate, vocal quality, and verbal fillers is known as:

Answer: Vocalics

MCQ20: The most common type of gesture which are used to illustrate the verbal message they accompany are known as

Answer: Illustrators

MCQ21: Gestures that have a specific agreed-on meaning are known as:

Answer: Emblems

MCQ22: The main types of gesture include the following except:

Answer: Amber

MCQ23: What is the term for the psychological distance between communicators which includes eye contact, smiling, vocal expressiveness, physical proximity etc.

Answer: Immediacy

MCQ24: The physical distance between communicators indicates:

Answer: The type of relationship they have

MCQ25: For the purposes of understanding how different people communicate non-verbally, Edward Hall separated cultures into two basic categories:

Answer: Contact and non-contact cultures

MCQ26: The personal space, or "bubble," that one maintains around their person in non-verbal communication is known as:

Answer: Body territory

MCQ27: The following are kinds of territories in proxemics except:

Answer: Private territory

MCQ28: The following are types of distances communicators keep except:

Answer: Private

MCQ29: The study of the way in which certain body movements and gestures serve as

a form of non-verbal communication is known as:

Answer: Kinesics

MCQ30: The following are non-verbal communication theories except:

Answer: Kinetics

MCQ31: The phrase or sentence that has meaning (vocabulary) and structure (grammar) is known as a:

Answer: Locution

MCQ32: The following are illocutionary/perlocutionary points except:

Answer: Constitutives

MCQ33: The two types of locutionary act are:

Answer: Propositional and utterance acts

MCQ34: Speech acts that have an effect on the feelings, thoughts or actions of either the speaker or the listener is known as:

Answer: Perlocutionary act

MCQ35: Communication contexts include the following except:

Answer: Private communication

MCQ36: The first major context within the field of communication is:

Answer: Intrapersonal communication

MCQ37: The utterance of sounds that have sense and reference and therefore meaning is known as a:

Answer: Locutionary act

MCQ38: The theory of language that says that our utterances aren't just about words and their dictionary definitions.

Answer: Speech act theory

MCQ39: The distance between communicators interacting with each will depend on the following factors except:

Answer: Music

MCQ40: Which of the following is a type of space in non-verbal communication?

Answer: All of the options

MCQ41: Which of the following factors are capable of influencing the behaviour of communicators during an interaction?

Answer: All of the options

MCQ42: The overall assessment of an organisation by its stakeholders is known as:

Answer: Reputation

MCQ43: The reality and uniqueness of an organisation, which is integrally related to its



external and internal image and reputation through corporate communication is known as:

Answer: Corporate identity

MCQ44: A dialogue intended to produce an agreement upon courses of action, to bargain for individual or collective advantage, to resolve disputes or to craft outcomes to satisfy various interests is referred to as:

Answer: Negotiation

MCQ45: The following are principles of interpersonal communication except:

Answer: Interpersonal communication is rigid

MCQ46: The common fear of public speaking is called

Answer: Glossophobia

MCQ47: The writing process is seen as consisting the following steps except:

Answer: Storing

MCQ48: Words that have exactly the same sound (pronunciation) but different meanings and (usually) spelling is known as:

Answer: Homophones

MCQ49: The science of the sounds of human speech is known as:

Answer: Phonetics

MCQ50: "Although my friend invited me to a party, I do not want to go"; what type of sentence is this?

Answer: Complex sentence

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