

PCR375

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1. The \_\_\_\_ of a given people could influence speedy resolution.

language

information

--->> culture

communication

2. \_\_\_\_ is not a component of listening.

Hearing

Understanding

Responding

--->> Forgetfulness

3. \_\_\_\_ influences metaphorical language as discussed in this course.

--->> culture

economy

political status

academic background

4. \_\_\_\_ comprises setting, noise, feedback, and effect as its channels.

Effective listening

--->> Media of Communication

Conflict resolution

Journalism

5. \_\_\_\_ is the process through which communication influences each other's perceptions.

culture

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language and culture

--->> negotiation

6. \_\_\_\_\_ implies communication within oneself.

--->> intrapersonal

interpersonal

intra-group

inter-group

7. Effective \_\_\_\_\_ is vital in conflict resolution for the understanding of positions of the parties in conflict.

--->> listening

hearing

language and culture

information

8. According to Crystal (2004), there are \_\_\_\_\_ functions of language.

six

--->> five

three

four

9. The use of language is \_\_\_\_\_ in conflict resolution.

--->> priceless

valuable

optional

secondary

10. Information is the \_\_\_\_\_ garnered from inquiries , study and instructions.

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language

--->> knowledge

culture

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