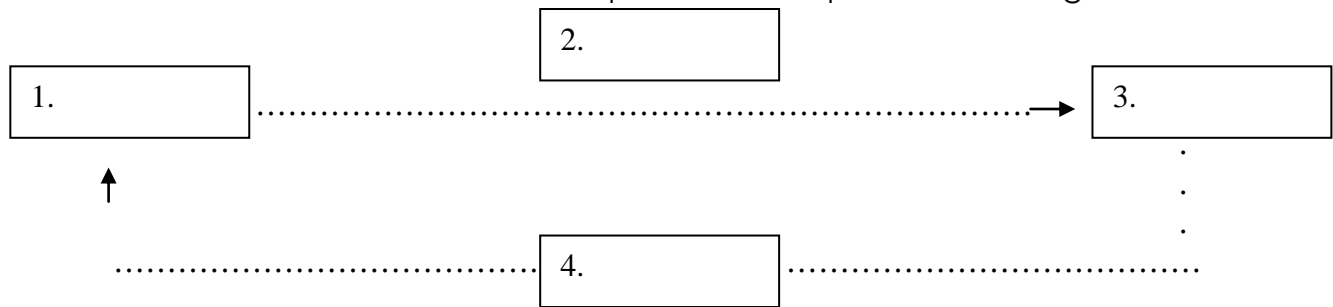


Business Communications – Pre-Assessment TEST

1. Choose the correct elements & sequence that represent the diagram below.



- Encoder, decoder, message, medium
 - Sender, message, receiver, feedback
 - Sender, medium, receiver, message
 - Encoder, medium, decoder, feedback,
2. The above diagram represents:
- Communication
 - Communications Process Model
 - Verbal Communications Model
 - None of the above
3. The term collaborative skills consist of :
- Team members using different strengths to reach the team goal
 - A combination of people who have different experiences, information and talents
 - Both A & B
 - None of the above
4. When a project is shared by a team, it _____ and the project finishes faster.
- Increases productivity
 - Creates conflicts
 - Decreases productivity
 - Creates collaboration
5. Andres used a visual aid during his presentation. A visual aid is often used to provide:
- Something nice to look at
 - Emphasis & illustration
 - Non-verbal communication
 - None of the above

6. Encoding is:
 - a. Deciphering the message
 - b. Deciding how the message will be sent
 - c. Any process for exchanging ideas and information
 - d. Communication through gestures and movement

7. Nonverbal communication barriers include:
 - a. Communication through gestures and movements
 - b. The idea or concept you are transmitting
 - c. Competing elements that restrict one's ability to concentrate
 - d. The receiver's response to the message

8. The steps in the communication process include all of the following except:
 - a. Sender
 - b. Feedback
 - c. Receiver
 - d. Decoding

9. Acknowledging the message and reacting to the speaker is an example of:
 - a. Interpreting
 - b. Understanding
 - c. Feedback
 - d. Reflecting

10. The message in the communication process is
 - a. The person who is trying to transmit the message
 - b. The person who is getting and interpreting the message
 - c. The means by which the information is being sent (talking, letter, telephone call, etc.)
 - d. The verbal or non-verbal information that is being transmitted.

11. STATIONARY
 - a. paper and envelopes
 - b. not moving
 - c. a form for gathering information

12. CORRESPONDENTS
 - a. Letters received and written
 - b. People who write to each other
 - c. paper and envelopes

13. REMIT

- a. Take back
- b. Give up because of fault
- c. Send money in payment

14. ELICIT

- a. Draw out
- b. Illegal
- c. Make comfortable

15. PRINCIPLE

- a. A truth
- b. Products and services
- c. Amount owed on a loan

16. CORRESPONDENCE

- a. Letters received
- b. People who write to each other
- c. Papers and envelopes

17. Papers and envelopes:

- a. Stationary
- b. Stationery
- c. Stationary
- d. Stationery

18. Amount of debt:

- a. Principle
- b. Principel
- c. Principal
- d. Principil

19. Very; Extremely

- a. Excessively
- b. Exceedingly
- c. Excitedly
- d. Exceptionally

20. Too much

- a. Exceedingly
- b. Excessively
- c. Excitedly
- d. Exceptionally

21. Sam turned on the TV to get the news headlines before heading out to work. Which of the following BEST describes the type of communication used by Sam?
- One-way
 - Two-way
 - Non-verbal
22. Faye starts her presentation with a “knock, knock” joke. She utilizing this as her:
- Introduction
 - Attention getter
 - Starting point
 - Topic sentence
23. Encoding is the process of:
- changing thought into symbols or words
 - assigning meaning to symbols or words
 - understanding the message
 - delivering the message
24. Michelle is as slow as molasses. This is an example of which part of language structure:
- Slang
 - Connotation
 - Denotation
 - Figurative
25. No students ever study for tests. This is an example of:
- Prejudice
 - Stereotyping
 - Discrimination
 - Scapegoating
26. Which of the following is considered to be one of the purposes of a cover letter?
- Identifies the position you are seeking
 - Lists your educational history
 - Asks which jobs are available to fill
 - Requests salary information
27. Syed is the sender of a message. He decides on how to _____ the message.
- Print
 - Encode
 - Decode
 - Figure out

28. A PSA is used as a tool for which purpose?
- Inform the public
 - Sell services
 - Advertise products
 - Request donations
29. Charles is the receiver of Talal's message. The communication process is complete ONLY when he provides _____ that she has received the message.
- Encoding
 - Decoding
 - Feedback
 - A gesture
30. Which of the following is NOT a stage in team development?
- Form
 - Norm
 - Work
 - Goal
31. Pratik, James, and Sabrina are about to choose a team leader. Which stage of team development are they in?
- Form
 - Norm
 - Storm
 - Perform
32. After the teacher had presented her lesson, a Mike raised his hand and said, "Can I aks you a question?" What barrier is being described?
- Distortion of words
 - Slang
 - Distraction
 - Inadequate knowledge
33. Which of the following are considered to be mediums when describing ways that we communicate?
- A cell phone
 - An announcement over the loudspeaker
 - An email
 - All of the above are mediums

34. Michael traveled to Brazil on a business trip. He made a lunch appointment with Giovanna for 1 pm. When she didn't arrive until 2:30 pm, Mike was frustrated and asked her why she was late. She responded that this was normal in Brazil and that people never arrive at the exact time for appointments. What cultural difference is being described?
- Roles and status
 - Concepts of time
 - Decision making
 - Social values
35. Anthony wanted to propose to Rebecca, but he knew she could never say yes without first obtaining her father's approval. What cultural difference is being described?
- Roles and status
 - Concepts of time
 - Moral understanding
 - Personal Space
36. During a recent visit to a European country, Marilyn noticed many of the residents spoke very loud and stood very close when speaking. What cultural difference is being described?
- Concepts of time
 - Moral understanding
 - Roles and status
 - Personal space
37. Barriers to listening include:
- Distractions
 - Difficulty hearing
 - Thinking about something else
 - All of the above
38. Radio, television, and signs are all examples of:
- communication
 - a medium
 - two-way communication
 - one-way communication
39. Conflict is not necessarily a "bad" thing. In fact _____ conflict can often result in increased team involvement and better communication.
- Positive
 - Creative
 - Destructive
 - Constructive

40. Two examples of what can "speak" about a person before they do, are:
- a. facial expressions & grammar
 - b. clothing, appearance & posture
 - c. posture & your level of knowledge
 - d. clothing & your tone
41. A good listener will learn to separate:
- a. casual listening from active listening
 - b. tuning out from tuning in
 - c. facts from opinions
 - d. empathetic listening from critical listening
42. Two main categories of communication are:
- a. formal & informal
 - b. short & long
 - c. verbal & non-verbal
 - d. one-way & two-way
43. Which cause of communication breakdown involves anything with the sender creating and delivering a message?
- a. Distractions
 - b. Distortions
 - c. Incorrect words
 - d. All of the above
44. When a project is shared by a team, it _____ and the project finishes faster.
- a. Increases productivity
 - b. Creates conflicts
 - c. Decreases productivity
 - d. Creates collaboration
45. Telephones, E-Mails, Letters, Memos and texts are all _____ for communicating.
- a. Customary
 - b. Formal Methods
 - c. Performed
 - d. Mediums
46. "Figuring out" the message is called:
- a. feedback
 - b. encoding
 - c. decoding
 - d. communication breakdown

47. "Tough as nails" is an example of a/an:
- a. acronym
 - b. synonym
 - c. idiom
 - d. homonym
48. A person's social ability is also known as:
- a. Interaction skills
 - b. Team work skills
 - c. Life skills
 - d. Interpersonal skills
49. Regardless of team member roles, ultimately it is the _____ responsibility to make sure all members are on task.
- a. supporter's
 - b. leader's
 - c. doer's
 - d. challenger's
50. There are two types of conflict:
- a. Bad and good
 - b. Positive and negative
 - c. Bad and worse
 - d. Destructive and constructive

**Business Communications – Pre-Assessment TEST
ANSWER KEY**

- | | |
|--------|--------|
| 1. a | 26. a |
| 2. b | 27. b |
| 3. c | 28. a |
| 4. a | 29. c |
| 5. b | 30. d |
| 6. b | 31. a |
| 7. a | 32. a |
| 8. d | 33. d |
| 9. c | 34. b |
| 10. d | 35. a |
| 11. b. | 36. d. |
| 12. b | 37. d. |
| 13. c | 38. d |
| 14. a | 39. d |
| 15. a | 40. b |
| 16. a | 41. c |
| 17. b | 42. c |
| 18. c | 43. d |
| 19. b | 44. a |
| 20. b | 45. d |
| 21. a | 46. c |
| 22. b | 47. c |
| 23. a | 48. d |
| 24. d | 49. b |
| 25. b | 50. d |