38 Lecture - MGT111

Important Mcqs

- What is the process of adapting one's communication style to fit a specific audience or situation called? a) Active listening b) Persuasion c) Empathy d) Communication adaptation Answer: d) Communication adaptation
- 2. What type of communication involves using words to convey information or ideas? a) Verbal communication b) Nonverbal communication c) Written communication d) Formal communication Answer: a) Verbal communication
- 3. What is the process of receiving, interpreting, and responding to verbal and nonverbal messages called? a) Active listening b) Feedback c) Empathy d) Communication adaptation Answer: a) Active listening
- 4. Which of the following is NOT a characteristic of effective public speaking? a) Clear and concise delivery b) Relevant and engaging content c) Use of jargon and technical terms d) Appropriate body language **Answer: c) Use of jargon and technical terms**
- 5. What is the process of reaching a mutually acceptable agreement through discussion and compromise called? a) Persuasion b) Negotiation c) Conflict resolution d) Crisis communication Answer: b) Negotiation
- 6. Which of the following is NOT a barrier to effective intercultural communication? a) Language differences b) Cultural stereotypes c) Limited time for communication d) Ethnocentrism Answer: c) Limited time for communication
- 7. What is the process of conveying a message or idea through images, symbols, or gestures called? a) Verbal communication b) Nonverbal communication c) Written communication d) Informal communication Answer: b) Nonverbal communication
- 8. Which of the following is a key element of crisis communication? a) Denying responsibility b) Minimizing the impact of the crisis c) Being transparent and honest d) Delaying communication until all information is available **Answer: c) Being transparent and honest**
- 9. Which of the following is NOT a step in the communication process? a) Encoding b) Feedback c) Analysis d) Decoding Answer: c) Analysis
- Which of the following is an effective strategy for overcoming communication barriers? a) Avoiding feedback b) Using technical jargon c) Using active listening skills d) Ignoring cultural differences Answer: c) Using active listening skills