

38 Lecture - MGT111

Important Mcqs

1. **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**
10. **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**