

Communication Strategies

Pre-Assessment Questions

1. Which statement best defines 'communication'?
 - a) Means of sending results via the telephone
 - b) Activity by one object that changes behavior in another object
 - c) The imparting or interchange of thoughts, opinions, or information by speech, writing, or signs
 - d) Only the spoken word

2. Which of the following areas is affected by communication?
 - a) Productivity
 - b) Ability to solve problems
 - c) Relationships with others
 - d) All of the above

3. Which of these is not a Language Barrier?
 - a) The people communicating speak the same language
 - b) The people communicating do not speak the same language
 - c) The language used is not the first language for one or more of the communicators
 - d) The communicators have different dialects but communicate in the same language

4. How can one reduce the impact of Language Barriers?
 - a) Identify that the barrier exists as a group
 - b) Try to find a common language to communicate in
 - c) Use pictures to communicate your meaning
 - d) All of the above

5. Your boss asks you to come into his office to discuss a new project, but his arms are crossed and he looks stern. The non-verbal message you receive is:
 - a) Negative
 - b) Positive
 - c) Unknown
 - d) None of the above

6. What does Body Language mean?
 - a) The way in which we speak to others
 - b) The way in which others interpret us because of our speech
 - c) The way in which our hands speak to others
 - d) The way in which our body speaks to others





7. A high pitch is usually interpreted as:
 - a) Anxious and upset
 - b) Happy and free
 - c) Serious and authoritative
 - d) Bossy and irritating

8. A low pitch is usually interpreted as:
 - a) Anxious and upset
 - b) Happy and free
 - c) Serious and authoritative
 - d) Bossy and irritating

9. Action is best described as:
 - a) A statement of what was done to resolve a problem
 - b) A statement of what was done to implement a problem
 - c) A statement of situation
 - d) A statement of results

10. Result is best described as:
 - a) A precise short description of your results
 - b) A strong definite end note
 - c) A positive initial opening
 - d) Both a and b

11. The following will not help you become a better listener :
 - a) Avoiding interruptions
 - b) Avoiding offering advice
 - c) Texting
 - d) All of the above

12. When listening, one should:
 - a) Avoid Interruptions
 - b) Spend 10% of your time listening
 - c) Offer heedless advice
 - d) Ignore the speaker

13. Which of the following statements is FALSE?
 - a) Drilling down is an effective probing question technique
 - b) Summarizing questions are framed more like a statement
 - c) Closed questions never shut down a conversation
 - d) Closed questions are the opposite of open questions

14. The following is an example of an Open Question:
- a) "Were you born in December?"
 - b) "Please tell me more about..."
 - c) "Why?"
 - d) None of the above
15. Appreciative inquiry can be defined as:
- a) Focuses on what's wrong and how we can better it
 - b) Focuses on what's right and how we can better it
 - c) Focuses on what's wrong and how we can replace it
 - d) Focuses on what's right
16. What is the purpose of Appreciative Inquiry?
- a) To seek information
 - b) To seek information about the things we undervalue
 - c) To seek information about the things we value
 - d) To seek information about random processes
17. When in the middle of a social gathering:
- a) Remember everyone is as nervous as you are
 - b) Act as a host or hostess
 - c) Join a group of odd-numbered people
 - d) All of the above
18. To increase your confidence:
- a) Turn up at gatherings unprepared
 - b) Be negative
 - c) Overthink your social interactions
19. Prepare a great introductionWhat are precipitating factors?
- a) Factors which set you back
 - b) Factors which may snowball and cause a negative impact on your day
 - c) Identifiable by good communicators
 - d) All of the above
20. The following is an example of an 'I' message:
- a) You mumble all the time
 - b) I don't like your dress
 - c) When you wear that dress it irritates me
 - d) Sometimes, you speak in a low voice and I have difficulty hearing you.





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