Chapter-1: Essential Characteristics of Communication

Self Assessment Questions

1. Interpersonal communication is the process by which people exchange information, feelings, and meaning through verbal and non-verbal messages.
   a. True
   b. False

2. Communicating the right way is not equally important in every walk of life, be it in personal, professional or social life.
   a. True
   b. False

3. Interpersonal communication occurs only when
   a. an individual converses with people they have no interest in knowing.
   b. three or more people are communicating with each other at the same time.
   c. intimate conversation takes place.
   d. an individual interacts with another person as a unique individual.

4. What is "context"?
   a. Effective communication
   b. A physical and psychological environment for conversation
   c. An interference with message reception
   d. Verbal and nonverbal responses to messages

5. Interpersonal communication helps one
   a. to become a talented public speaker.
   b. to know what others are thinking.
   c. communicate with the general public.
   d. learn about oneself.
6. In the communication process, to encode means to 
   a. block a pathway between the sender and receiver of a message.  
   b. translate ideas into a code.  
   c. speak to large groups of people.  
   d. interpret a code.  

7. Communication is not a process of interaction with people and environment.  
   a. True  
   b. False  

8. Communication can occur only when there is commonness of understanding between the sender and the receiver.  
   a. Commonness of understanding:  
   b. Communication is a two way process  
   c. Method of giving information  
   d. None of these  

9. Feedback is a listener's  
   a. acceptance of a message.  
   b. aversion to a message.  
   c. verbal or nonverbal responses to a message.  
   d. verbal critique of your message.  

10. To decode a message is to  
    a. evaluate a message.  
    b. translate ideas into code.  
    c. interpret a message.  
    d. reject a message.  

11. A message is a signal that serves as  
    a. stimuli for a speaker.
b. stimuli for a receiver.
c. noise reduction.
d. stimuli for a mass audience.

12. One of the most important objectives of communication is passing or receiving .......... about a particular fact or circumstance.
    a. Order
    b. Advice
    c. Information
    d. None of these

13. Feedback can come in the form of
    a. verbal communication only.
    b. environmental noise.
    c. verbal and nonverbal listener responses.
    d. nonverbal communication only.

14. In the communication process, a receiver is
    a. the person who encodes an idea.
    b. the person who decodes a message.
    c. message interference.
    d. a message pathway.

15. Noise does the following:
    a. enhances a message.
    b. distorts or interferes with a message.
    c. causes listeners to listen to messages more carefully.
    d. focuses wandering thoughts.
16. The success of any business lies as much in networking and building sound professional relationships as it does in individual tact and business acumen. Communication is a crucial decisive factor in business relations.

   a. True
   b. False

17. Verbal communication is one way for people to.................. Some of the key components of verbal communication are sound, words, speaking, and language.

   a. communicate not face-to-face
   b. communicate face-to-face
   c. Both a and b
   d. None of these

18. Maintaining professional etiquette in oral and written business communication is of utmost importance and must not be taken lightly.

   a. True
   b. False

19. Relationship communication problems can only be solved through ..................

   a. active communication
   b. effective communication
   c. Both a and b
   d. None of these

20. Communication is not indeed, the very lubricant that makes the machinery of human relations function smoothly.

   a. True
   b. False

**Answers for Self Assessment Questions**

1. (a) 2.(b) 3.(d) 4.(b) 5.(d)
<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>(b)</td>
<td>7</td>
<td>(b)</td>
<td>8</td>
</tr>
<tr>
<td>11</td>
<td>(b)</td>
<td>12</td>
<td>(c)</td>
<td>13</td>
</tr>
<tr>
<td>16</td>
<td>(a)</td>
<td>17</td>
<td>(b)</td>
<td>18</td>
</tr>
</tbody>
</table>
Chapter 2: Interpersonal Skills

Self Assessment Questions

1. An example of physiological noise is
   a. a speaker using complex terms.
   b. a lawn mower.
   c. a humming air conditioner unit.
   d. a listener reviewing weekend plans in his or her head.

2. An example of a communication channel is
   a. context.
   b. face-to-face conversation.
   c. feedback.
   d. noise.

3. Which of the three components are part of the human communication process?
   a. Message, noise, feedback
   b. Message, recording, feedback
   c. Noise, feedback, jargon
   d. Feedback, message, critiquing

4. In interpersonal communication, ethics
   a. are not a consideration.
   b. increase barriers to understanding.
   c. stand in the way of honesty.
   d. are important.

5. Which of the following is an example of a nonverbal message?
   a. Mumbling
   b. Eye contact
   c. Yelling
   d. Jargon
6. The ability to communicate effectively
   a. depends on not using technology to send messages.
   b. can be learned.
   c. depends on the education level of those around you.
   d. is a natural talent that cannot be learned.

7. If something is said in error, it must be understood that interpersonal communication is
   a. reversible.
   b. forgivable.
   c. forgettable.
   d. irreversible.

8. A message can only be deemed effective when it is
   a. communicated face-to-face.
   b. delivered with confidence.
   c. understood by others and produces the intended results.
   d. repeated back as proof of understanding.

9. Learning to communicate with others is key to
   a. winning the approval of everyone around you.
   b. never being misunderstood.
   c. establishing rewarding relationships.
   d. eliminating all of your listeners' physiological noise.

10. Encoding is important because it
    a. Produces messages.
    b. eliminates noise.
    c. encourages listener feedback.
    d. guarantees that one's message will be decoded.
11. One can increase his or her self-awareness by

   a. ignoring that it exists.
   b. trying to be more like those he or she admires.
   c. purchasing self-help magazines.
   d. engaging in personal reflection and seeking feedback from others.

12. People who are more likely to self-disclose are usually

   a. introverted.
   b. male
   c. social and extroverted.
   d. apprehensive communicators.

13. Self-disclosure should take place

   a. over time.
   b. on a long vacation.
   c. as soon as two people meet for the first time.
   d. after a couple marries.

14. The team-role which is most likely closely associated with enthusiasm, developing contacts and exploring opportunities is:

   a. monitor-evaluator.
   b. team worker.
   c. resource investigator.
   d. completer-finisher.

15. The team-role which is likely to demonstrate such positive qualities as imagination and creativity but may show disregard for practical details is:

   a. shaper.
   b. plant.
   c. specialist.
   d. team worker.
16. ............ teams are employees from about the same hierarchical level, but from different work areas, who come together to accomplish a task.

   a. Work-related
   b. Cross-functional
   c. Re-engineering
   d. Self-managed

17. Self-esteem is your

   a. concept of yourself in the context of your spiritual beliefs.
   b. feeling of regard for yourself and others.
   c. evaluation of your own worth.
   d. measure of how much you know yourself.

18. Interpersonal skills are known let us put light on professional relations.

   a. True
   b. False

19. ............one “develops the ability to know how we are feeling and why, and the impact our feelings have on behavior.

   a. Self-awareness Gain
   b. Self Esteem
   c. Self-awareness
   d. None of these

20. Self-awareness is also important for managers and organizations.

   a. Self-awareness Gain
   b. Self Esteem
   c. Self-awareness
   d. None of these
### Answers for Self Assessment Questions

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>(d)</td>
<td>2.</td>
<td>(b)</td>
<td>3.</td>
<td>(a)</td>
</tr>
<tr>
<td>4.</td>
<td>(d)</td>
<td>5.</td>
<td>(b)</td>
<td>6.</td>
<td>(b)</td>
</tr>
<tr>
<td>7.</td>
<td>(d)</td>
<td>8.</td>
<td>(c)</td>
<td>9.</td>
<td>(c)</td>
</tr>
<tr>
<td>10.</td>
<td>(a)</td>
<td>11.</td>
<td>(d)</td>
<td>12.</td>
<td>(c)</td>
</tr>
<tr>
<td>13.</td>
<td>(a)</td>
<td>14.</td>
<td>(c)</td>
<td>15.</td>
<td>(b)</td>
</tr>
<tr>
<td>16.</td>
<td>(b)</td>
<td>17.</td>
<td>(c)</td>
<td>18.</td>
<td>(a)</td>
</tr>
<tr>
<td>19.</td>
<td>(c)</td>
<td>20.</td>
<td>(c)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Chapter-3: Nonverbal Communication

Self Assessment Questions

1. Good communication is the foundation of successful relationships, both personal and professional.
   a. True
   b. False

2. Nonverbal cues
   a. complement a verbal message.
   b. regulate verbal communication.
   c. both complement and regulate.
   d. neither complement nor regulate.

3. A key difference between verbal and nonverbal communication is that:
   a. Verbal communication is nonlinear.
   b. Nonverbal communication is linear.
   c. Verbal communication is linear and nonverbal communication is nonlinear.
   d. There are no specific differences between verbal and nonverbal cues.

4. When a college instructor pauses during a lecture and looks at students who are talking in order to communicate that they should be quiet, what function is being fulfilled by the nonverbal message?
   a. accenting
   b. complementing
   c. substituting
   d. contradicting

5. Which of the following is NOT a characteristic of nonverbal communication?
   a. It remains unaffected by its setting.
b. It often operates at a subconscious level.
c. It reveals feelings and attitudes.
d. It may conflict with verbal messages.

6. In a mixed message, the nonverbal communication is usually more reliable than the verbal message because

   a. verbal messages are more likely to show your feelings.
   b. the cultural setting has a greater impact on nonverbal communications.
   c. it is much harder to control and manipulate nonverbal communications.
   d. all of the above reasons.

7. Nonverbal communication is defined as the process by which nonverbal behaviors are used, either singly or in combination with verbal behaviors, in the exchange and interpretation of messages within a given situation or context.

   a. True
   b. False

8. Displays of feelings vary by cultures. Which of the following is NOT true?

   a. Many Asian cultures use high degrees of facial expressions.
   b. Arabic cultures freely express grief.
   c. Most Americans hide grief or sorrow.
   d. Sometimes, excessive smiling may signal shallowness.

9. Which of the following is NOT an aspect of paralanguage?

   a. facial expressions
   b. rate of speech
   c. pitch of voice
   d. volume of voice

10. Which of the following statements best describes paralanguage?
a. It involves the speaker's choice of words.
b. It can create a distinct impression of the speaker.
c. Its main component is body language.
d. It exists beside language and interacts with it.

11. The term kinesics refers to

   a. paralinguistic cues that are used to persuade.
   b. vocal fillers that regulate the flow of speaking.
   c. body movements that directly translate into words.
   d. all forms of body movement other than physical contact with another person.

12. Which of the following categories of body movement is correctly defined?

   a. Emblems are movements that directly translate into words.
   b. Illustrators are movements that are universally recognized across cultures.
   c. Regulators control the rate of speech at which the speakers are talking.
   d. Adaptors are a form of feedback, signaling the listener's disagreement with the speaker.

13. The nonverbal behavior an individual uses is a product of characteristics endowed at birth and socially learned norms.

   a. True
   b. False

14. Which statement concerning attractiveness is NOT correct?

   a. Having an attractive wife is a universal sign of a man's status.
   b. Young women are a sign of health and fertility, in men's eyes.
   c. Women of all cultures are attracted more to wealth and power in men.
   d. Attractiveness almost always correlates positively with good grades.
15. Which statement about attractiveness is FALSE?

a. Physical characteristics that a person can control are termed elective characteristics.
b. Context is an important factor when judging attractiveness.
c. Elective characteristics have more influence on how one sees the world.
d. Attractiveness pays off in the business world with more job offers.

16. The face is an important channel of identity; friends and acquaintances can recognize us before a word is said.

a. True
b. False

c.  

17. Which type of dress gives the wearer the greatest degree of choice?

a. uniforms
b. occupational dress
c. leisure clothing
d. costumes

18. Kinesics, or body language, is one of the most powerful ways that humans can communicate nonverbally.

a. True
b. False

c.  

19. Illustrators are not movements that complement verbal communication by describing or accenting or reinforcing what the speaker is saying.

a. True
b. False

c.  

20. Which statement concerning chromatics, or the use of time, is incorrect?
a. Across cultures, the attitude towards time is more universal than the attitude towards touch.
b. The degree of control a person has over time changes with age and status.
c. A person can communicate nonverbally by being on time or late.
d. The way time is divided is an indication of the value placed on it.

Answers for Self Assessment Questions
1. (a)  2. (c)  3. (c)  4. (c)  5. (a)
6. (c)  7. (a)  8. (a)  9. (a)  10. (d)
11. (d) 12. (a) 13. (a) 14. (d) 15. (c)
16. (a) 17. (d) 18. (a) 19. (b) 20. (a)
Chapter-4: English Language Skills

Self Assessment Questions

1. Corporate English itself has certain features which make it a .................
   a. nonverbal type of English
   b. verbal type of English
   c. distinctive type of English
   d. None of these

2. The soft skills are the essential skills required to make an individual and adept self-manager.
   a. True
   b. False

3. The soft skills include courtesy
   a. Adaptability and Verbal Communication Skills
   b. Team Skills, Written and Spoken Communication
   c. Critical Thinking and Grooming
   d. All of these

4. The names of each part of speech comprise the most basic grammar terminology every English user must be familiar with in order to understand how the ................. to create meaning.
   a. Customer works
   b. Business works
   c. language works
   d. None of these

5. These groups are traditionally called................., and are today also referred to as lexical categories or word classes.
   a. Verb of speech
b. Communication of speech
c. parts of speech
d. None of these

6. .................. refer to a person, animal, or other creature (man, elephant, chicken...)
an inanimate noun refers to a material object (stone, wood, table...).
   a. Animate nouns
   b. Abstract Noun
   c. Collective Noun
d. All of these

7. .................. refer to two or more nouns combined to form a single noun (sister-in-law, schoolboy, fruit juice).
   a. Proper nouns:
   b. Compound nouns
c. Countable Nouns
d. None of these

8. A Pronoun is a word used in place of a..................
   a. Verb
   b. Noun
   c. Speech
d. All of these

9. To possess, to own, and to belong.
   a. Emotion Verbs
   b. Abstract Verbs
c. Possession Verbs
d. None of these

10. An adjective modifies a noun or a pronoun by describing, identifying, or quantifying words.
11. A preposition links ………………………………………. to other words in a sentence.
   a. Nouns
   b. pronouns
   c. phrases
   d. All of these

12. …………………. are more than one word in between and because of are prepositions made up of two words - in front of, on behalf of are prepositions made up of three words.
   a. Compound prepositions
   b. Simple Prepositions
   c. Both a and b
   d. None of these

13. Conjunctions are a small set of words used to connect phrases or sentences.
   a. True
   b. False

14. Proper punctuation is essential in written English to …………….. to understand what it is we are trying to say.
   a. disable the reader
   b. enable the reader
   c. Both a and b
   d. None of these

15. The Dash is used to indicate a break in thought or sentence structure, to separate two clauses, or to introduce a phrase added for explanation or emphasis.
   a. True
b. False

16. Braces are used (uncommonly) to contain listed items or multiple lines of text to indicate that they are considered .................
   a. one unit
   b. two unit
   c. three unit
   d. None of these

17. Learning a small amount of words at one time can be the most effective way to ensure that we are able to comprehend the words which are found in the vocabulary.
   a. True
   b. False

18. Phonetic symbols” correspond to the basic phonetic sounds, and they are always written between square brackets.
   a. True
   b. False

19. The learner has to decide noun-by noun which one of the articles to use.
   a. Communication
   b. Learning
   c. Knowledge
   d. Articles

20. A phrasal verb is not a verb plus a preposition or adverb which creates a meaning different from the original verb.
   a. True
   b. False
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>(c)</td>
</tr>
<tr>
<td>2</td>
<td>(a)</td>
</tr>
<tr>
<td>3</td>
<td>(d)</td>
</tr>
<tr>
<td>4</td>
<td>(c)</td>
</tr>
<tr>
<td>5</td>
<td>(c)</td>
</tr>
<tr>
<td>6</td>
<td>(a)</td>
</tr>
<tr>
<td>7</td>
<td>(b)</td>
</tr>
<tr>
<td>8</td>
<td>(b)</td>
</tr>
<tr>
<td>9</td>
<td>(c)</td>
</tr>
<tr>
<td>10</td>
<td>(a)</td>
</tr>
<tr>
<td>11</td>
<td>(d)</td>
</tr>
<tr>
<td>12</td>
<td>(a)</td>
</tr>
<tr>
<td>13</td>
<td>(a)</td>
</tr>
<tr>
<td>14</td>
<td>(b)</td>
</tr>
<tr>
<td>15</td>
<td>(a)</td>
</tr>
<tr>
<td>16</td>
<td>(a)</td>
</tr>
<tr>
<td>17</td>
<td>(a)</td>
</tr>
<tr>
<td>18</td>
<td>(a)</td>
</tr>
<tr>
<td>19</td>
<td>(d)</td>
</tr>
<tr>
<td>20</td>
<td>(b)</td>
</tr>
</tbody>
</table>
Chapter-5: Office Management

Self Assessment Questions

1. Information systems are composed of ............... basic components.
   a. four   
   b. three   
   c. two   
   d. many

2. A human order taker can be bypassed when using a(n) .................
   a. office automation system.   
   b. management information system.   
   c. transaction processing system.   
   d. decision support system.

3. The ................. can help you choose a product.
   a. office automation system   
   b. management information system   
   c. transaction processing system   
   d. decision support system

4. The expert system uses a(n) ................. to select the most appropriate response.
   a. inference engine   
   b. decision support system   
   c. knowledge base   
   d. data source

5. People that hold office management positions conduct special studies and based on the results of these special studies, they develop reports.
   a. True   
   b. False
6. .................. is the capability to continue as if nothing has happened, even after a major component failure.
   a. redundancy
   b. interoperability
   c. fault tolerance
   d. backup

7. Considering the diversity of functions, someone holding an office manager position is expected to have many talents.
   a. True
   b. False

8. A storage device that is connected directly to a network is an example of
   ........................................
   a. network attached storage
   b. storage area network
   c. direct attached storage
   d. RAID

9. A tape library will use a robotic component called a(n) .................. to change and store multiple tape cartridges.
   a. RAID
   b. backup device
   c. redundant system
   d. auto loader

10. More than one of the same component is an example of a ...................... system.
    a. scalable
    b. redundant
    c. RAID
    d. back-up
11. The volume of mail that is not received by naval activities makes it desirable to eliminate unnecessary operations whenever possible.
   
   a. True  
   b. False  

12. Controls of data communication deal with
   
   a. the communication channel  
   b. the computer  
   c. terminals  
   d. All of these  

13. The customers can write letters to the businessman seeking information about products and businessmen also supply various information to customers.
   
   a. True  
   b. False  

14. Business requires information ........................................
   
   a. regarding competing products  
   b. prevailing prices  
   c. promotion and market activities  
   d. All of these  

15. Business correspondence serves a variety of purposes throughout the career cycle, but most of all it reflects professional courtesy during the job search.
   
   a. True  
   b. False  

16. The software also gives alerts to implementing agencies about the various irregularities, important activities, and messages for funds to be received by the agencies.
a. True  
b. False

17. It provides a common platform to all stakeholders to exchange their views, pose queries to other stakeholder/Experts and get responses, exhibit their best practices.

a. Alerts  
b. Cost Estimation  
c. Knowledge Network/ Solution Exchange  
d. All of these

18. The .................. manages and monitors the refinery’s manufacturing equipment, a necessity for refinery production.

a. control process network (CPN)  
b. process control network (PCN)  
c. network process control (NPC)  
d. None of these

19. In modern complex organization, the levels of information handling can be divided as

a. decision support system  
b. management information system  
c. transaction processing system  
d. All of these

20. The module is so designed that it enables each GP to upload its ............... which gets consolidated at every level from Block up to the State Level.

a. Customer budget  
b. labor budget  
c. user budget  
d. None of these

**Answers for Self Assessment Questions**

1. (b)  
2. (c)  
3. (d)  
4. (a)  
5. (a)  
6. (c)  
7. (a)  
8. (a)  
9. (d)  
10. (b)
11. (b)  
16. (a)  
12. (d)  
17. (c)  
13. (a)  
18. (b)  
14. (d)  
19. (d)  
15. (a)  
20. (b)
Chapter-6: Presentation Skills

Self Assessment Questions

1. A presentation is a form of oral communication in which a person shares factual information with an audience that is:
   a. mixed
   b. specific
   c. small
   d. large

2. The presenter acts as the:
   a. advocate of the information
   b. supporter of the information
   c. deliverer of the information
   d. medium of the information

3. Presentation Skills in any profession is an art of getting the attention of the audience and enthralling them with ideas or performance.
   a. True
   b. False

4. Presentation skills of a person become more impressive if he learns the .............speaking as well.
   a. public
   b. art of public
   c. word
   d. None of these

5. To be able to give a good presentation, a full rehearsal is:
   a. necessary
   b. optional
   c. useless
6. Reading out a presentation is:
   a. dull
   b. allowed
   c. helpful
   d. not allowed

7. To make a presentation effective and impressive, you should use:
   a. jargon
   b. a simple and active form of sentences
   c. passive sentences
   d. complex sentences

8. .............offers a motivating and comprehensive way for students to demonstrate their learning by creating a slideshow.
   a. Presentation software
   b. Presentation hardware
   c. Presentation skill
   d. None of these

9. A slideshow presentation is a formal display of information organized onto slides to show or explain a concept to an audience.
   a. True
   b. False

10. Initially, a presentation is a form of:
    a. intrapersonal communication
    b. two-way communication
    c. group communication
    d. one-way communication
11. The results section is where you present the findings in a readable format. In a qualitative report it is likely that you will always use:

   a. tables.
   b. words.
   c. graphs.
   d. pie charts.

12. Which of these software packages is most commonly used in presentations?

   a. NUD*IST.
   b. Mind Manager.
   c. PowerPoint.
   d. None of these

13. Which of these situations cannot be discovered to help preparation before a presentation?

   a. Reason for meeting.
   b. Acoustics.
   c. The mood of the meeting.
   d. Room size.

14. The one area on which many people forget to concentrate is the body language.

   a. True
   b. False

15. ........integration plays a vital role in any presentation.

   a. Voice
   b. Picture
   c. Voice and Picture
   d. None of these
   a. Voice Language
   b. Body Language
   c. Both (a) and (b)
   d. None of these

17. Effective body language supports the message and projects a strong image of the presenter.
   a. True
   b. False

18. These moments of stillness between gestures also have the effect of amplifying the gestures.
   a. True
   b. False

19. The movements of your eyes, mouth, and facial muscles can build a connection with your audience.
   a. True
   b. False

20. The easy explanation is to say that the word when connected with speaking or indeed music means a changing in the volume, timing or pitch.
   a. True
   b. False

Answers for Self Assessment Questions
1. (b)  2. (a)  3. (a)  4. (b)  5. (a)
6. (d)  7. (b)  8. (a)  9. (a)  10. (d)
11. (b) 12. (c)  13. (c)  14. (a)  15. (c)
16. (b) 17. (a)  18. (a)  19. (a)  20. (a)
Chapter-7: Relational Contexts

Self Assessment Questions

1. The initiating stages of any relationship are characterized by information .................by both individuals.
   a. seeking  
   b. sending  
   c. receiving  
   d. Both a and b

2. Initial conversations between two complete strangers intrigue scholars, since these meetings involve fast-paced judgments based on critical ......................... messages.
   a. verbal  
   b. nonverbal  
   c. Both a and b  
   d. None of these

3. The greatest success in a potential relationship theoretically occurs when both parties have agreeable expectations and perceptions of the numerous facets which constitute the .........................of communication.
   a. psychology  
   b. sociology  
   c. Both a and b  
   d. None of these

4. The phrase “predisposition to act,” however, implies more than using ................. to predict future behavior.
   a. past behavior  
   b. only behavior  
   c. behavior  
   d. All of these
5. A hypothetical construct is a process or entity which is presumed actually to exist, even though it is not directly observable or measurable.

   a. True
   b. False

6. A phenomenon such as mere exposure effect suggests that people come to hold more ................. toward familiar stimuli than toward novel, unfamiliar ones.

   a. negative attitudes
   b. positive attitudes
   c. Both a and b
   d. None of these

7. The most common technique for assessing an individual’s attitude has been to ask him to fill ................. questionnaire.

   a. out a self-report
   b. in a self-report
   c. Both a and b
   d. None of these

8. Friendship requires many qualities unselfishness, genuine care for the other person, and the ability to listen when the other person needs to talk, to name a few.

   a. True
   b. False

9. ................. studies with diverse groups of adolescents provide evidence that the transition to dating and the role restructuring that accompanies this transition can be distressing to young people.

   a. selection interview
   b. exit interview
   c. Qualitative interview
   d. None of these
10. Recent progress in social developmental theory has recognized the multiple social systems that interact and mutually influence individual psychosocial development.
   a. True
   b. False

11. The theory also focuses on the dialectics of close relationships.
   a. Future Directions
   b. Relational Dialectics
   c. Both a and b
   d. None of these

12. In an interpersonal relationship, communication partners feel the pressure to be transparent and reveal extensive personal information.
   a. Connectedness and Separateness
   b. Certainty and Uncertainty
   c. Openness and Closeness
   d. None of these

13. Relational Dialectics believes that there are many truths, dependent on the individual nature of each relationship.
   a. Ontological Assumption
   b. Epistemological Assumption
   c. Axiological Assumption
   d. None of these

14. Relational Dialectics if a humanistic theory based on the idea that people are responding to .............. that surround them in a relationship.
   a. the pulls
   b. the tugs
   c. Both a and b
   d. None of these
15. Relational Dialectics is useful to apply in situations when trying to explain dramatic or sudden changes in human communication behavior.
   a. True
   b. False

16. In contrast, ...................... studies have shown a steady and linear decline in satisfaction over time.
   a. less recent longitudinal
   b. more recent longitudinal
   c. Both a and b
   d. None of these

17. Relationship deterioration is characterized by increasingly dysfunctional interaction patterns and increased susceptibility to a range of physical and mental health problems.
   a. True
   b. False

18. Researchers have found a clear distinction between distressed and no distressed couples in the .......................of their communication.
   a. Negativity
   b. Passive
   c. Both a and b
   d. None of these

19. .................... when one partner defends against complaints and criticisms.
   a. Stonewalling
   b. Conflict
   c. Defensiveness occurs
   d. None of these
20. Researchers have also begun to explore the effect of context on relationship deterioration.
   
a. True
b. False

Answers for Self Assessment Questions
1. (d) 2.(c) 3.(c) 4.(a) 5.(a)  
6. (b) 7.(a) 8.(a) 9.(c) 10.(a)  
11. (b) 12.(c) 13.(a) 14.(c) 15.(a)  
16. (b) 17. (a) 18. (a) 19. (c) 20. (a)
Chapter-8: Cross-Cultural Communication

**Self Assessment Questions**

1. Most towns had a town crier who would walk through the streets bellowing……………
   
   a. In the news
   b. out the news
   c. in the advertisement
   d. out the advertisement

2. The global landscape continues to evolve and effective cross-cultural communication skills public speaking, presentation skills and message development skills will determine who the winners are in the coming century.
   
   a. True
   b. False

3. The health professionals felt that relatives’ approach to ownership of information and decision making could not hinder assessment, informed consent and discussion of care with patients.
   
   a. True
   b. False

4. Most of cross-cultural management study aims at dealing with the issue of organizational behavior such as leadership style
   
   a. motivational approaches
   b. strategy
   c. organizational structure
   d. All of these

5. Achieving good cross-cultural relations is hampered somewhat by people's predisposition to……….
a. Classify
b. Categorize
c. Discriminate
d. Judge

6. A key barrier to good cross-cultural relations is ............, the assumption that the ways of one’s culture are the best ways of doing things.

   a. ethnicity
   b. ethnocentric
   c. Ethnocentrism
d. domestication

7. A cross training cultural training program might include which of the following?

   a. Business etiquette
   b. Negotiation styles
   c. Communication techniques
d. All of the above.

8. A major cross-cultural................... is to confuse the identity of people because they are members of the same race or ethnic group.

   a. insult
   b. threat
   c. danger
d. risk

9. Which of following is not one of the suggested techniques for overcoming cross-cultural communication barriers?

   a. Be alert to cultural differences in customs and behavior
   b. Listen for understanding. Not agreement
   c. Observe culture differences and etiquette
d. Use commonly accepted business jargons
10. Few contending claims are more difficult to reconcile and also more prone to political smoothing over through rhetorical recourse to “.........................” values.
   
   a. middle-class
   b. long-class
   c. low-class
   d. None of these

11. The global landscape continues to evolve and effective cross-cultural communication skills public speaking, presentation skills and message development skills will determine who the winners are in the coming century.
   
   a. True
   b. False

12. Cross Cultural Communication topics include:
   
   a. Dealing with Public Speaking Fear and Anxiety.
   b. Speaking Traits of Successful Global Speakers.
   c. Both (a) and (b)
   d. None of these

13. A qualitative study explored health professionals’ experiences of caring for cancer patients from diverse...........
   
   a. Cross communities
   b. Ethnic communities
   c. Both (a) and (b)
   d. None of these

14. Cross cultural management mainly focuses on the behavior of people from different culture working together as a group or an organization.
   
   a. True
   b. False
15. The structural and functional characteristics of communication and the nature of the communication setting influence the degree of formal.
   
a. True  
b. False

16. Culture difference………………between the peoples with different identity.
   
a. Cross communication  
b. Influences communication  
c. Social communication  
d. All of these

17. Relational Dialectics is useful to apply in situations when trying to explain dramatic or sudden changes in human communication behavior.
   
a. True  
b. False

18. Stressful transitions include parenthood, the empty nest, and retirement, as well as acute and chronic circumstances such as disability, disease, and job loss.
   
a. True  
b. False

19. Data indicate that economic stress is also associated with marital deterioration and ................. conflict.
   
a. decreased marital  
b. increased marital  
c. Both a and b  
d. None of these

20. Marriage and relationship education (MRE) includes programs offered by private professionals, clinical researchers, and lay practitioners.
a. True  
b. False

<table>
<thead>
<tr>
<th>Answers for Self Assessment Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. (b)</td>
</tr>
<tr>
<td>6. (c)</td>
</tr>
<tr>
<td>11. (a)</td>
</tr>
<tr>
<td>16. (b)</td>
</tr>
</tbody>
</table>
Chapter 9: Body Language and Mannerism

Self Assessment Questions

1. Body language refers to any kind of .................. or posture, including facial expression, which transmits a message to the observer.
   a. bodily knowledge
   b. bodily movement
   c. bodily skill
   d. None of these

2. Body language is a form of mental and physical ability of ................ , which consists of body posture, gestures, facial expressions, and eye movements.
   a. human verbal communication
   b. human non communication
   c. human non-verbal communication
   d. None of these

3. Body language may provide clues as to the attitude or state of ......................
   a. Skill of a person
   b. Knowledge of a person
   c. mind of a person
   d. None of these

4. .................... requires the buttocks resting on a more or less horizontal structure, like a chair or the ground.
   a. Sitting
   b. Squatting
   c. Lying
   d. None of these
5. .................. is a posture where the weight of the body is on the feet (as with standing) but the knees are bent either fully (full or deep squat) or partially (partial, half, semi, parallel or monkey squat).
   a. Sitting
   b. Squatting
   c. Lying
   d. None of these

6. Lying on either side, with the body straight or bent/curled.........................
   a. forward
   b. backward
   c. Both a and b
   d. None of these

7. .......................... is standing not on the feet, but on one or both knees or shins approximately parallel to the ground, possibly raised to an angle depending on the position of the feet.
   a. Kneeling
   b. Crouching
   c. All-Fours/Cat Crawling
   d. None of these

8. A bondage position is a body position created by physical restraints which restricts locomotion, use of the limbs or general freedom of movement.
   a. True
   b. False

9. In addition to the lithotomic position still commonly used by many obstetricians, childbirth positions that are successfully used by midwives and traditional birth attendants the world over include squatting, standing, kneeling and on all-fours, often in a sequence.
10. The ………………. or coma position refers to one of a series of variations on a lateral recumbent or three-quarters prone position of the body.
   a. Resting Positions
   b. recovery position
   c. Sims position
   d. None of these

11. A large number of resting positions are possible, based on variations of sitting, squatting, kneeling or lying.
   a. Resting Positions
   b. recovery position
   c. Sims position
   d. None of these

12. Posture and body movement is not fundamental in all of the Eastern martial arts and this is no different in global performance arenas.
   a. True
   b. False

13. Positive body language is generally ………………. as an indicator of a person’s feelings.
   a. quite reliable
   b. quite unreliable
   c. Both a and b
   d. None of these
14. Looking in the other person’s eyes, particularly when they are speaking, indicates interest in that person.
   a. True
   b. False

15. Eye contact establishes rapport, helps to convince that you are trustworthy, and displays interest.
   a. Communicate Eye to Eye
   b. Use Facial Expressions Consciously
   c. Both a and b
   d. None of these

16. The eyes are sometimes called “the windows to the soul” because they express our feelings and reveal intentions.
   a. True
   b. False

17. Matching the pressure from the other person is very well received and communicates that you are nonthreatening.
   a. threatening
   b. Nonthreatening
   c. Both a and b
   d. None of these

18. Match the other person’s speech rate a person’s speed of speaking reveals the rate at which their brain can consciously analyze information.
   a. True
   b. False

19. The term ..................... describes the style of the paintings and bronze sculpture on this tour.
a. Mannerism
b. threatening
c. Don’t Lie
d. None of these

20. Etiquette is not defined as the rules for socially acceptable behavior.

a. True
b. False

Answers for Self Assessment Questions

1. (b)  2.(c)  3.(c)  4.(a)  5.(b)  
6. (c)  7.(a)  8.(b)  9.(b)  10.(b)  
11. (a)  12.(b)  13.(a)  14.(a)  15.(a)  
16. (a)  17. (b)  18. (a)  19. (a)  20. (b)
Chapter-10: Soft Skills

Self Assessment Questions

1. Which of the following is identified by Fiedler as an important contextual circumstance that influences the appropriateness of a leader’s style?
   a. Subordinate maturity.
   b. Subordinate’s pay level.
   c. Leader position power.
   d. Group composition.

2. Which of the following is NOT one of the leadership styles identified in House’s path-goal theory?
   a. Participative.
   b. Employee-centred.
   d. Achievement-oriented.

3. Delegation means assigning responsibility for a task to someone else, freeing up some of your time for tasks that require your expertise.
   a. True
   b. False

4. In the Hersey and Blanchard situational model of leadership the main factor that influences the appropriateness of a leaders style is:
   a. follower’s readiness to take responsibility for directing their own activities.
   b. the maturity of the leader.
   c. the nature of the task.
   d. the leader’s position power.

5. There are situations in which leadership is not important because leadership …………….. enable subordinates to function well without leader guidance.
   a. substitutes
b. styles 
c. neutralisers 
d. willingness

6. Effective managers who achieve goals in ‘steady state’ conditions by clarifying role and task requirements are called:

a. transformational leaders.  
b. charismatic leaders.  
c. action-centred leaders.  
d. transactional leaders.

7. Managers who articulate a new vision for subordinates and who are able to inspire subordinates to pursue the vision are called:

a. transformational leaders.  
b. charismatic leaders.  
c. action-centred leaders.  
d. transactional leaders.

8. The attribution approach to leadership argues that:

a. leadership ability is just an attribute that people make about an individual.  
b. people who make attributions about the leadership ability of someone else do so to explain past success or failure.  
c. leadership could be nothing more than an illusion, or a matter of impression management.  
d. all of these

9. Your text argues that participative styles of leadership would be more acceptable in countries that have cultures where:

a. power-distance and uncertainty avoidance are low, but individuality and masculinity are high.  
b. medium power-distance and individualism, low uncertainty avoidance and masculinity.
10. Your text argues that more autocratic styles of leadership are likely to be acceptable in cultures where:

a. power distance and uncertainty avoidance are low, but individualism and masculinity are high.
b. masculinity is medium, but power distance, uncertainty avoidance and individualism are all high.
c. low power distance and uncertainty avoidance, but high individualism and masculinity.
d. none of the above.

11. Which of the following statements about leadership is false?

a. When people operate as leaders their role is always clearly established and defined.
b. Not every leader is a manager.
c. Leadership does not necessarily take place within a hierarchical structure of an organisation.
d. All the above.

12. Most leadership writing is either about working with people or about managing organizational structure and systems.

a. True
b. False

d. 13. Legitimate power is based on the subordinate’s perception that the leader has a right to exercise influence because of the leader’s:

a. expertise and knowledge.
b. ability to punish or reward.
c. personal characteristics and personality.
d. role or position within the organisation.
14. Adair claims that the effectiveness of a leader is dependent upon meeting ………………… areas of need within the work group.

   a. four
   b. three
   c. two
   d. none of these

15. Soft-Skills and Leadership curricula offer customizable, high-impact courses aimed at the development needs of your individual contributors, team-workers, and teamleaders.

   a. True
   b. False

16. The care and attention you give yourself is an important investment of time. Scheduling time to relax, or do nothing, can help you rejuvenate both physically and mentally, enabling you to accomplish tasks more quickly and easily.

   a. True
   b. False

17. Tannenbaum and Schmidt's continuum of possible leadership behavior identifies four main styles of leadership by the manager. What are they?

   a. Tells, sells, consults and joins.
   b. Tells, helps, joins and leads.
   c. Commands, sells, consults and resists.
   d. Commands, helps, joins and leads.

18. Contingency theories of leadership are based on the belief that:

   a. there is no single style of leadership appropriate to all situations.
   b. there is a single style of leadership appropriate to all managers.
   c. there is a single style of leadership appropriate to all situations.
   d. none of the above.
19. Another contingency model of leadership is the path-goal theory. This suggests that subordinates will see leadership behavior as a motivating influence if:

   a. the necessary direction, guidance, training and support is provided.
   b. their effective performance will satisfy their needs.
   c. path-goal relationships are clarified.
   d. all of these

20. When determining the most appropriate form of leadership, which of the following should be considered?

   a. The group.
   b. The work environment.
   c. The manager.
   d. All of these

**Answers for Self Assessment Questions**

1. (c) 2.(b) 3.(a) 4.(a) 5.(a) 6. (a) 7.(a) 8.(d) 9.(a) 10.(b) 11. (a) 12.(a) 13.(d) 14.(b) 15.(a) 16. (a) 17. (a) 18. (a) 19. (d) 20. (d)