

FBQ1: Re-writing _____ is time-consuming, but one of the most effective ways of studying.
Answer: *Notes*

FBQ2: There exists a variety of ways to present _____ visually, like gestures, body languages, video and TV.
Answer: *Information*

FBQ3: Using spider _____ or mind maps can be an effective way of linking concepts together.
Answer: *Diagrams*

FBQ4: Graphic designers use _____ of visual communication in their professional practice.
Answer: *Methods*

FBQ5: Communication is an essential aspect of _____ life.
Answer: *Business*

FBQ6: Diagrams can be used to bring all the information together and provide practice reorganising what has been learned in order to produce something _____ and useful.
Answer: *Practical*

FBQ7: Poor or inaccurate _____ can lead to conflict and negativity in the workplace.
Answer: *Communication*

FBQ8: Business communication examines verbal, _____ and written communication in the world of business.
Answer: *Non-verbal*

FBQ9: Many people can communicate well either in _____ or speech, but often they can't do both.
Answer: *Writing*

FBQ10: Flashcard are effective revision tools but students often set out to make them and they become more of a _____.
Answer: *Chore*

FBQ11: Communication _____ is often considered a part of both the social sciences and the humanities,
Answer: *Studies*

FBQ12: Most graduate programs in _____ today trace their history through speech to ancient rhetoric.
Answer: *Communication*

FBQ13: _____ is often recognised as a cornerstone of modern society—it

would be hard to conceive of modern life without it.

Answer: *Communication*

FBQ14: Traffic light is a common pitfall in studying to set out to learn everything that you have been taught in an orderly and preciseÂ-Â-_____

Answer: *Fashion*

FBQ15: Effective communication is vital for the success of personal _____ and for organisational communication.

Answer: *Interactions*

FBQ16: In organisation, it is necessary to communicate with different _____ and overcome difficulties in effective communication.

Answer: *Sub-groups*

FBQ17: It is necessary to ensure that communications between individuals the various sub-cultures serve to meet the _____ and goals of the organisation.

Answer: *Mission*

FBQ18: Communications training can assist leaders to develop the ability to perceive how various individuals and _____ relate to each other and make appropriate interventions.

Answer: *Sub-groups*

FBQ19: _____ Communication is the process of exchanging messages or information between two or more parties for the purpose of promoting business growth.

Answer: *Business*

FBQ20: An easy way to separate what is really important to know from what you would like to know if you had infinite _____ and energy is the traffic light system.

Answer: *Time*

FBQ21: Effective business communication is crucial for the success of individuals as well as _____

Answer: *Organisation*

FBQ22: _____ communication skills help individuals to effectively interact with others in an organisation.

Answer: *Good*

FBQ23: The colour system reminds students that it is easier to get moving on green topics, and discourage wasted time on red and amber _____

Answer: *Topics*

FBQ24: Non-verbal communication is a primitive form of communication that does not involve the use of _____

Answer: *Words*

FBQ25: _____ communication involves the arrangement of words in a

structured and meaningful manner, adhering to the rules of grammar.

Answer: *Verbal*

FBQ26: Cognitive Dissonance, a psychological theory that applies to communication, states that a person feels _____ it they hold two or more attitudes that are in opposition to each other.

Answer: *Conflict*

FBQ27: Oral communication cannot be effective unless the audience is good at listening and most of its content is forgotten after a _____

Answer: *Presentation*

FBQ28: People communicate in businesses with each other most often by _____ communication.

Answer: *Oral*

FBQ29: Managers have authority or the right to give orders and expect the orders to be _____

Answer: *Obeyed*

FBQ30: Note taking is the practice of writing pieces of _____ often in an informal or unstructured manner.

Answer: *Information*

FBQ31: The communication process among workers of the same level is called the _____ form of business communication.

Answer: *Horizontal*

FBQ32: The grapevine is the _____ way that communication takes place in an organization.

Answer: *Unofficial*

FBQ33: The grapevine can be used by an "open" company and it will have accurate _____ however, in an authoritative culture the rumor mill may not be accurate.

Answer: *Information*

FBQ34: Educational institutions often offer student counseling, or provide resources for improving _____ skills.

Answer: *Study*

FBQ35: One major specific type of note taking is the practice of writing in shorthand, which can allow large amounts of _____ to be put on paper very quickly.

Answer: *Information*

Multiple Choice Questions (MCQs):

MCQ1: When using the Cornell note-taking system a column of white space is left to the left side of the _____ that are written as they come up

Answer: Government

MCQ2: Verbal communication cannot be effective unless the audience is good at _____ and most of its content is forgotten after a presentation.

Answer: Viewing

MCQ3: Questions or key words based on the notes are written in the white space after the session has _____.

Answer: Pause

MCQ4: _____ communication plays a key role in every person's day to day life, from employment to romantic engagements.

Answer: Listening

MCQ5: Written texts have non-verbal elements such as handwriting style, spatial arrangement of words, or the use of _____.

Answer: Words

MCQ6: Charting is creating a _____ with symbols, or table with rows and columns. Graphs and flow-charts are useful for documenting a process or event.

Answer: Diagram

MCQ7: _____ is the study of how people use and perceive the physical space around them.

Answer: Semantic

MCQ8: The space between the sender and the receiver of a _____ influences the way the message is interpreted.

Answer: Information

MCQ9: The perception and use of space varies significantly across _____ and different settings within cultures.

Answer: Nations

MCQ10: While notes can be written freely, many people structure their writing in a/an _____.

Answer: Outline

MCQ11: The distance between communicators will also depend on _____, status, and social role.

Answer: People

MCQ12: Chronemics is the study of the use of _____ in non-verbal communication.

Answer: Space

MCQ13: The way we perceive time, structure our time and react to time is a powerful _____ tool, and helps set the stage for communication.

Answer: Models

MCQ14: Mind maps are commonly drawn with a central point, purpose or goal in the

center of the page and then branching outward to identify all the ideas connected to that _____.

Answer: Group

MCQ15: The timing and frequency of an action as well as the tempo and rhythm of _____ within an interaction contributes to the interpretation of non-verbal messages.

Answer: Space

MCQ16: Kinetics is the study of body movements, facial expressions, and _____.

Answer: Signs

MCQ17: _____ is the most desirable attribute of this method because not much thought about formatting is needed to form the layout and create enough space for more notes.

Answer: Goal

MCQ18: _____ can be used to determine a participant's degree of attention or involvement, the difference in status between communicators, and the level of fondness a person has for the other communicator.

Answer: Postures

MCQ19: A gesture is a non-vocal bodily movement intended to express _____.

Answer: Information

MCQ20: A common noun is a noun referring to a person, place, or thing in a general _____.

Answer: Views

MCQ21: A _____ hello or a peace sign are examples of speech-independent gestures.

Answer: Communication

MCQ22: Haptics is the study of _____ as non-verbal communication.

Answer: Symbols

MCQ23: A _____ noun is a noun which names anything (or anyone) that you can perceive through your physical senses: touch, sight, taste, hearing, or smell.

Answer: Verb

MCQ24: Gaze comprises the actions of looking while talking, looking while listening, amount of gaze, and frequency of glances, patterns of fixation, pupil dilation, and _____ rate.

Answer: Waves

MCQ25: Characterisers are emotions expressed while speaking, such as laughing, crying, and _____.

Answer: Talking

MCQ26: A verb is a word that expresses an _____ (to run), occurrence (to happen), or state of being (to appear).

Answer: Symbol

MCQ27: Repeating consists of using gestures to strengthen a verbal message, such as pointing to the object of _____.

Answer: Communication

MCQ28: Verbal and non-verbal messages within the same interaction can sometimes send opposing or conflicting _____.

Answer: Reports

MCQ29: A person verbally expressing a statement of truth while simultaneously fidgeting or avoiding eye contact may convey a mixed message to the _____ in the interaction.

Answer: Receiver

MCQ30: An object complement is similar to a subject complement, except that (obviously) it modifies a/an _____ rather than a subject.

Answer: Object

MCQ31: Non-verbal cues can be used to elaborate on _____ messages to reinforce the information sent when trying to achieve communicative goals etc.

Answer: Written

MCQ32: Non-verbal _____ is sometimes used as the sole channel for communication of a message.

Answer: Messages

MCQ33: _____ learn to identify facial expressions, body movements, and body positioning as corresponding with specific feelings and intentions.

Answer: People

MCQ34: Non-verbal signals are used to _____ the interpretation of verbal messages.

Answer: Received

MCQ35: In general, verbs which have to do with perceiving, _____, or changing something can cause their direct objects to take an object complement.

Answer: Viewing