

EB I E-CONTENT

Question Bank

1. Organisations have several interconnected _____ of communication.
(methods, barriers, channels, ways).
2. Communication that moves from superior to subordinate is an example of _____ communication.(upward, diagonal, downward in vertical, horizontal)
3. _____ communication is the earliest channel of organisational communication. (vertical, horizontal, upward, downward)
4. Communication in the direction of higher authority is an example of _____ communication. (downward, upward in vertical, in the same horizon, angular)
5. _____ in the opinion given by one to another regarding how to do something to deal with someone or something in an organisation.
(Grapevine in horizontal, straight, star communication, one way)
6. _____ define as the help given to an individual to cope with a difficult situation. (Diagonal communication, downward, upward in vertical, in the same horizon, complex)
7. _____ give the subordinates a chance to express their views and opinions too. (Upward in vertical, Communication in the same horizon, Angular communication, Downward communication)
8. In advance knowledge of flaws, the consequences that an individual has to face if he/she continues the present behaviour pattern is described as _____
(stubborn attitude, friendly, flexible nature, dynamic person)
9. _____ is the power that is innate in an individual which is the driving force behind all his effort. (Motivation, objectives, channels, methods)
10. Communication between a sales manager and a managing director is an example of _____ communication.
(upward in vertical, downward, upward in vertical, in the same horizon, angular)
11. Communication between members of the same status is called _____ communication.(horizontal, downward, upward in vertical, in the same horizon, angular)
12. _____ is the well established informal channel in every organisation.
(Grapevine, downward, upward in vertical, in the same horizon)

13. The capacity of group to pull together persistently common goal is called _____ (persuasion, downward, upward in vertical, diagonal communication)
14. Personal advice is also known as _____. (counselling or boosting the morale, teaching, learning, facilitating knowledge)
15. Communication from individuals at higher levels to that of lower level is _____ (downward in vertical communication, upward in vertical, vertical, diagonal)
16. _____ is given to correct a situation or person. (Warning, order, command, request)
17. _____ means purpose or to put forward an idea for the consideration of the receiver. (celebration, Instructions, learning, training)
18. _____ communication is indicated as an arrow in the symbol. (upward, downward, same horizon, angular)
19. Internal communication is of two types, _____. (intra and trance, external, philosophical, logical).
20. In the organisational hierarchy information travels between _____ and _____. (sender and receiver, modes and methods, medium)
21. The _____ an unofficial channel which spreads distorted messages and rumours. (grapevine in informal channel of communication, downward in vertical, upward in vertical)
22. When a superior shows concern for a subordinate, it is _____ channel of communication. (downward in vertical, upward in vertical, intra and trance, external)
23. _____ is a common feature of horizontal communication. (communication between equal authority, downward in vertical, upward in vertical, intra communication)
24. Vertical and horizontal channels are part of an organisations _____ communication network. (formal channel, informal channel, diagonal channel, grapevine)
25. Giving job instructions is part of _____ training in communication. (educational, motivation, inspirational, international)
26. Upward and downward communications are part of _____ Channel of communication (horizontal, informal, vertical, diagonal)
27. Wheel and random patterns are different patterns, _____ in an organisation. (information/message, methods, channels, objectives)

28. _____ influence attitude value and behaviour (Education, motivation, learning, understanding)
29. Report gives _____ about an activity/program. (information, story, instructions, motif)
30. Job satisfaction and success at work can give _____ to employees (motivation, money, comfort, learning)
31. _____ is an ongoing process required by employees at all levels in an organisation. (Persuasion, Motivation, Education, Learning)
32. In public places _____ may be given through signs and symbols. (non- verbal communication, verbal communication, broken communication)
33. _____ employees work more effectively. (trained/skilled, intelligent, hardworking, punctual)
34. Professional _____ is got from experts in specific fields. (knowledge/training, understanding, memorising, practice)
35. All personnel require a complete precise and accurate _____ plan and organise. (information, understanding, memorising, practice)
36. _____ is a process of passing information and understanding from one person to another. (Communication, understanding, memorising, practice)
37. Communication is an _____ facts, ideas, opinions or emotions by two or more persons. (expression, understanding, memorising, practice)
38. To communicate we use sign _____ symbols and gestures. (pictures, understanding, memorising, practice)
39. The Latin word _____ is the source for the word communication. (communis/communicare, community, communion, commune)
40. The sender is the _____ participant in the process of communication. (first, second, third, fourth)
41. Feedback could be _____ or _____.(verbal or nonverbal, spoken/oral, physical/intellectual)
42. _____ is the final component application cycle. (Feedback, medium, process, channel)
43. The encoded messages sent to the receiver through a _____.(medium, medium, process, channel)
44. The _____ is also known as the encoder. (sender, decoder, receiver, feedback)
45. An idea in the mind of the _____ is the beginning of the communication cycle. (sender /encoder, decoder, receiver)

46. The medium of the communication is decided by the _____ during communication. (sender, decoder, receiver)
47. _____ extends the communication cycle and ensures its continuity. (Receiver with feedback, encoder, channel, process)
48. _____ is a dynamic, continuous and two way process. (Business communication, non verbal communication, individual communication)
49. Verbal and _____ are two methods of communication. (nonverbal, oral, spoken, powerpoint presentation)
50. We are physically, mentally and _____ involved in the communication process. (emotionally, numerically, technically)
51. All _____ of one kind or other. (languages, statistics, calculations)

Obstacles/ Barriers to communication

52. Environmental factors that distort communication are referred to as _____ barriers.
53. _____ is the tendency to take extreme positions avoiding a middle path.
54. Message got _____ due to faulty transmission .
55. Resistance to _____ can be reduced by informing the employees in advance and why involving them in introduction of new ideas.
56. Every culture has its own prejudices based on which day forms generalisations by creating barriers of _____.
57. If a communication has to be effective both sender and receiver must assign the same _____ to a given word.
58. _____ barriers can be overcome to a large extent by regular serving and updating media and modes of communication being used.
59. Poor composition, wrong spelling and miss pronunciation can lead to _____ barriers.
60. Time, distance and _____ can be reasons for physical barriers.
61. When the mike fails to function properly there is a _____ barrier.
62. Bias And Prejudice are _____ barriers that disrupt communication.
63. Psychological barriers are in our _____ and can be overcome if we think clearly.

Methods and modes of communication

64. When we communicate through any media other than language we are communicating _____.
65. _____ communication breaks the barriers of illiteracy.

66. Business _____ is the way we conduct ourselves while doing business in the professional arena.
67. _____ is the study of body movements.
68. _____ is the study of space around us.
69. A person's voice, tone and pitch is referred to as _____.
70. The _____ can reproduce paragraph documents and any other printed , written material and transmit it over a distance.
71. Specialised vocabulary that people belonging to a certain technical professional group use is called _____.
72. _____ allows a group of people to interact on telephone with each and every member of the group.
73. The term _____ refers to a specialised vocabulary used by certain professional groups.
74. Verbal communication maybe _____ or _____.
75. _____ communication is more expressive.
76. Good _____ adds to the personality of a person.
77. The _____ machine is commonly called the fax machine.
78. The _____ of the voice conveys the various moods of the speaker.
79. _____ communication represents the sender's message and so has to be planned.
80. Reports, memos and letters are examples of _____ communication.
81. _____ communication is more spontaneous and most of the time not planned.
82. Written communication is _____ and can be used as a reference.
83. Movements of limbs, head and shoulders are called _____.
84. The _____ is a private internal network setup by an organisation for its employees.
85. Business _____ is the way we conduct ourselves while doing business.

Topics for short notes-

1. Communication Cycle
2. Feedback in communication
3. Encoding and decoding
4. Need and objectives of Business communication
5. Process of communication
6. Importance of communication
7. Grapevine communication

8. Horizontal communication
9. Types of grapevine
10. Downward communication
11. Upward communication
12. Problems in downward and upward communication
13. Grapevine in horizontal communication
14. Education in training objectives
15. Persuasion as an objective of communication
16. Advice and counselling
17. Motivation in an organisation
18. Written communication
19. kinesics
20. Signs and symbols
21. Oral communication
22. verbal communication
23. Visual communication
24. Proximity And time
25. Sketches graph and map
25. Body language and facial expression
26. Video conferencing and email
27. Computer
- 28 Filtering
- 29 organisation barriers
- 30 socio cultural barriers
- 31 Language barriers and slating
- 32 physical barriers
33. Methods of communication

Matched the column

1. Physical barriers- environmental stress
2. Mechanical barriers -static on the radio
3. Organisational barriers- train status
4. Psychological barriers- halo effect
5. Language barrier- use of slang
6. Proxemics- study of space
7. Kinesics- body language
8. Posture- high visibility

9 Signals - sign in motion

Topics for long answers

1. Definition and process of communication
2. Objectives of communication with examples
3. The channels of communication in organisations
4. Barriers to communication and ways to overcome
5. Methods and modes of communication