



**INDIAN INSTITUTE OF MATERIALS MANAGEMENT**  
**PGDMM/PGDSCM&L – Two Years Course**

**COMPUTER MARKED ASSIGNMENT (CMA) For Jan-June 2020 semester.**

**Semester 1**  
**PAPER –3**  
**BUSINESS COMMUNICATION**

**Instructions:**

1. Answer all 50 questions ( compulsory). Each question carries 2 marks Total : 100 Marks
  2. Read instructions given on the OMR answer sheet and answer the questions.
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1) How many ways are there to communicate?

- a. 1                      b. 2                      c. 3                      d. 4

2) What is Verbal Communication?

- a. Talking to someone  
b. When someone is talking and someone else is listening  
c. When more than one person is talking  
d. Using verbal noises to show you are listening like “uh huh”

3) If someone has a trouble speaking, for example had a stroke, what should you do?

- a. Guess what they are trying to say. Give them paper so they can write it down  
c. Teach them sign language. Allow them time to answer

4) If you are speaking with someone who has a hearing impairment, what should you do?

- a. Make sure you face them when you are talking  
b. You should not be speaking to them, this is disrespectful as they cannot hear you  
c. Give them paper and pen and write to each other  
d. You should learn sign language to communicate with them

5) Which of the following is NOT a form of non-verbal communication?

- a. Body language    b. Tone of voice  
c. Facial expressions      d. Telepathy

6) What are the two parts to communication?

- a. There only needs to be one part, when someone says something  
b. When someone says something, and the other person has understood  
c. When someone says something, and the other person has replied  
d. When someone says something while using non-verbal communication

7) What needs to be complete for there to have been effective communication?

- a. The persons sentence                      b. The documentation  
c. Both the sending and receiving of the message. The task that was asked of the person

- 8) Scenario: You ask a co-worker if they can help you with a client, they cross their arms and roll their eyes but do not say anything. Have they communicated?
- No, at this stage it is one-way communication
  - No, when they answer you they will have communicated back, completing two-way communication
  - No, but they are being rude
  - Yes, they have used non-verbal communication
- 9) When you are talking directly to a person and you can see them, this is called what?
- Verbal contact
  - Face to face communication
  - Talking
  - Interaction
- 10) How will you find out how you should answer the phone at your workplace?
- You should not be answering the phone at your workplace
  - Listen to what the others say
  - Do what feels most comfortable
  - In the policies manual
- 11) When speaking on the phone, what type of communication is being used?
- Verbal and tone of voice
  - Verbal and body language
  - Verbal
  - Nonverbal communication
- 12) When speaking on the phone, you need to ensure you do not do what?
- Break communication law
  - Break telephone contracts
  - Breach confidentiality
  - Hang up on someone
- 13) Besides how to answer the phone, what else might be in the policy about communication?
- Methods of communication are acceptable to use with a client
  - There are not really policies on communication
  - Why you should communicate
  - What not to say when communicating
- 14) How can a person correctly communicate?
- Speaking
  - Text message
  - Email
  - Phone
- 15) Which of the following is NOT an instance to use text messaging or Email?
- To change an appointment time
  - To swap a shift
  - A reminder for an appointment
  - To quickly give test results
- 16) What should never be discussed on social media?
- Workplace politics
  - Clients in the facility
  - How you feel about management
  - How much you dislike your job

17) Which of the following is NOT a reason to use minimal encouragers (sounds that are not words)?

- a. Show you are listening
- b. Encourage your client
- c. So you don't interrupt
- d. Avoid answering a question

18) What is the term used to describe the emotion or feeling in your voice?

- a. Affect
- b. Verbal communication
- c. Tone
- d. Sarcasm

19) Using your whole body to communicate is called what?

- a. Miming
- b. Body language
- c. Sign language
- d. Exuberant communication

20) If you cross your arms when talking to someone you are doing what?

- a. Being very rude
- b. Putting your body in a closed position
- c. Putting your body in an open position
- d. Putting your body in a defensive position

21) Facial expressions are a part of what?

- a. Gestures
- b. Sign language
- c. Body language
- d. Verbal communication

22) Sitting in a position where you are below a person, looking up is a sign of what?

- a. You think they are more powerful than you
- b. You think you should give them more power
- c. You are weaker than the other person
- d. You are showing respect to their position

23) Which of the following is NOT an accepted form of written communication?

- a. Policies
- b. Emails
- c. Text Messages
- d. Notes

24) When writing a formal letter, what do you need to begin with?

- a. Date
- b. Greeting
- c. Address
- d. Signature

25) When using electronic communication, which of the following is something you should NOT do?

- a. Use jargon
- b. Use text language
- c. Give private information
- d. Give important news

26) Which of the following is a legal document?

- a. Any emails with a client's name
- b. Any emails regardless of content
- c. Policy manual
- d. Client notes

27) When writing clinical notes, you should only write what?

- a. The cares you have done
- b. Factual information
- c. Your perspective of their overall health for the day
- d. What the client has given permission for you to write

28) Notes should be written in what colour?

- a. Blue or Black
- b. Blue
- c. Black
- d. Red

29) How often are policies reviewed?

- a. Every 6 months
- b. Every year
- c. Every 2 years
- d. Every 5 years

30) If you think a policy has become outdated, what should you do?

- a. Change it
- b. Talk to your manager
- c. Nothing, it will be reviewed at some stage. Ignore it

31) What is sign language?

- a. Using your hands to make gestures that form words
- b. Another name for lip reading
- c. Written signs
- d. Using a series of tapping to create words

32) When using sign language, it is important to remember what?

- a. To only use your left hand
- b. The signs vary from country to country
- c. To only use your right hand
- d. To show no emotion on your face

33) Which of the following is NOT a way of tactile signing?

- a. Finger spelling
- b. Hand-over-hand signing
- c. Adapted written signs
- d. Lip Reading

34) How do you need to stand for someone who is lip reading?

- a. To the left of them
- b. To the right of them
- c. Looking up to them
- d. Facing them

35) Which of the following is NOT an aspect of being able to speak professionally?

- a. Polite tone of voice
- b. Using more formal language
- c. Open body language
- d. Using technical language

36) What is the name used to describe the body of terms used for a profession?

- a. Jargon
- b. Paraphrasing

c. Terminology

d. Lingo

37) What is the term used to describe words or expressions used by a specific group of people?

a. Terminology

b. Jargon

c. Lingo

d. Paraphrasing

38) What happens when you are using jargon or terminology with someone who doesn't understand it?

a. You are demonstrating you are smarter than them

b. You are excluding them

c. You are embarrassing them

d. You are causing miscommunication

39) No matter who you are speaking to, you must always speak what?

a. The truth

b. With respect

c. English

d. With correct terminology

40) How can a verbal report be done?

a. Face to Face or on the phone

b. Face to Face only

c. To a board or panel of people

d. At meetings

41) Who would you NOT give a verbal report to?

a. The family of the client

b. The manager of the facility

c. Other health care assistants

d. Health and Disability Commission

42) Why do you need to give a verbal report?

a. Speed, convenience, saves having to write

b. Effective Communication, saves having to write, helps with remembering

c. Effective communication, speed, helps with remembering

d. Convenience, helps with remembering, Saves having to write

43) What is listening well called?

a. Correct listening

b. Passive listening

c. Active listening

d. Total listening

44) Fill in the blank: Active listening involves listening and \_\_\_\_\_?

a. Action

b. Responding

c. Agreeing

d. Being active

45) How many types of active listening is there?

a. 1

b. 2

c. 3

d. 4

46) Which type of listening is missing, empathetic listening, informational listening and?

a. Functional listening

b. Critical listening

c. Casual listening

d. Passive listening

47) If you are showing that you are interested in what a person is saying, then this shows what?

a. That you care

b. That you agree with them

c. That you are good at your job

d. You are encouraging them to talk more

48) What is a good way to continue the communication?

- a. Make good eye contact
- b. Active listening
- c. Nod while they make a point
- d. Ask questions

49) What is the term used when you are checking that you understand what has been communicated?

- a. Paraphrasing
- b. Reflecting Back
- c. Active listening
- d. a and b

50) What is the term used when you are listening to learn?

- a. Critical listening
- b. Informational listening
- c. Focused listening
- d. Empathetic listening

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