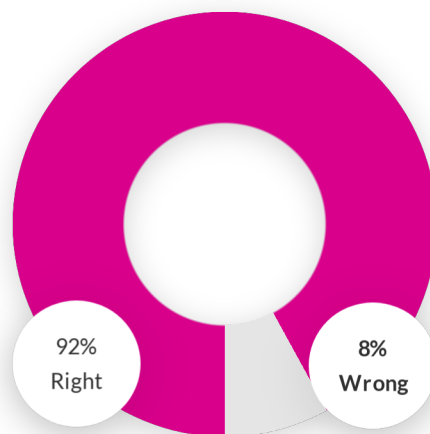


Executive Diploma in Business Communication

Concepts of Communication at Workplace

Quiz Result

Quiz Completion Time : 00:07:19



Wrong/Skipped

Right Answer

Your Score : 92%

Passing Score : 50%

Areas to Focus:

- Lesson - [Communication at Work](#)
- Lesson - [Succeeding in the New Workplace](#)
- Lesson - [Interpersonal Communication](#)
- Lesson - [Communicating in Organization](#)
- Lesson - [Information Flow in Organization](#)
- Lesson - [Ethics in Business Communication](#)
- Lesson - [Strengthening Communication Skills](#)

1. Every functioning organization has a hierarchy.

Your Answer : True ✓

Description : Every functioning organization has a hierarchy, which defines the formal structure of authority, responsibility, and communication channels within the organization.

Question Reference From : Strengthening Communication Skills

-
2. A way to improve communication skills can be done by _____.

Your Answer : All of the above ✓

Description : Understanding the purpose of communication helps to ensure that the message is clear and appropriate for the situation. Understanding the people with whom the communication is taking place can help to tailor the message to their needs and preferences. Removing barriers impacting communication can help to ensure that the message is received and understood as intended.

Question Reference From : Strengthening Communication Skills

-
3. Promoting a positive image of the organization is a function of external non-operational communication.

Your Answer : True ✓

Description : External non-operational communication refers to the exchange of information between an organization and its external stakeholders, such as customers, suppliers, investors, and the general public. This type of communication is not directly related to the day-to-day operations of the organization but is instead focused on building and maintaining relationships with external stakeholders.

Question Reference From : Communicating in Organization

-
4. Interpersonal Communication creates a negative communication climate among people.

Your Answer : True ✗

Correct Answer : False ✓

Description : Interpersonal communication can have a positive effect on the communication climate among people. Interpersonal communication involves the exchange of information, ideas, and emotions between two or more individuals in a face-to-face or proximity setting.

Question Reference From : Interpersonal Communication

-
5. Which among the following is/ are activity(ies) performed by people in the organization?

Your Answer : All of the above ✓

Description : All of the above activities - thinking, reading, and writing - can be performed by people in an organization.

Question Reference From : Communication at Work

-
6. Which among the following is the correct definition of communication?

Your Answer : The transmission of messages/information sent from one person, party, and place to another person, party, and place. ✓

Description : Communication is the act of exchanging information, ideas, thoughts, or messages between individuals or groups. It involves a sender who encodes a message and a receiver who decodes it. Communication can occur through various channels such as verbal, written, or nonverbal means, and it plays a critical role in human interaction, relationships, and society as a whole.

Question Reference From : Communication at Work

-
7. Which principle of effective communication focuses on being polite and respectful?

Your Answer : Completeness ✗

Correct Answer : Courtesy ✓

Description : Courtesy in communication emphasizes showing respect and thoughtfulness towards the audience, making the message more well-received.

Question Reference From : Succeeding in the New Workplace

-
8. _____ is/are a factor that influences business communication.

Your Answer : All of the above ✓

Description : Flattening management hierarchies, new working conditions, and a workforce that is more varied all have an impact on business communication.

Question Reference From : Succeeding in the New Workplace

-
9. The process of communication becomes successful only when the receiver understands the ideas that are transmitted by the sender.

Your Answer : True ✓

Description : Effective communication requires that the sender can express their message clearly and that the receiver can accurately understand the message.

Question Reference From : Succeeding in the New Workplace

-
10. Formal Channels of communication generally follow an Organization's _____ of command.

Your Answer : Hierarchy ✓

Description : Formal channels of communication are those that are established by an organization's structure, policies, and procedures. They follow a specific path or chain of command that reflects the organization's hierarchy of authority.

Question Reference From : Information Flow in Organization

-
11. Which among the following is correct about Ethics?

Your Answer : Ethics are principles of conduct that govern a person or group. ✓

Description : Ethics are principles of conduct that govern a person or group. They are a set of moral principles or values that guide behavior, actions, and decisions. Ethics help individuals and organizations to distinguish right from wrong, good from bad, and acceptable from unacceptable behavior.

Question Reference From : Ethics in Business Communication

12. What is plagiarism in the context of business communication?

Your Answer : Writing unclear messages ✗

Correct Answer : Using others' ideas without giving credit ✓

Description : Plagiarism in business communication refers to the unethical act of using someone else's ideas, words, or work without properly crediting the original source. It undermines trust and integrity, which are essential for maintaining professionalism and ethical standards in communication.

Question Reference From : Ethics in Business Communication