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BUS207
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1. Developing good _____ is essential in verbal communication.

- >> listening skills
- dancing skills
- cooking skills
- chatting

2. A wave hello or a peace sign are examples of _____

- >> speech independent gestures
- Strategy
- Pattern
- Skill

3. In business today, _____ is of utmost importance to all members involved

- >> hierarchical communication
- Organisational Communication
- Organisational Behaviour
- Organisational Commitment

4. Some of the key components of verbal communication are sound, writing, speaking, and _____

- >> language
- Typing
- proofreading
- chatting

5. _____ are conveyed through channels, with verbal channels including face-to-face meetings, telephone and videoconferencing; and written channels including letters, emails, memos and reports

- Location
- Strategy
- >> Messages
- Communication

6. _____ is more effective in reaching a focused target audience, as it involves interaction and additional non-verbal cues to augment the

speech, written communication is necessary for reaching a large number of scattered recipients.

Constitutional communication

--->> dialogue

oral communication

Condition

7. _____ also plays an important role in an area that has developed in most if not all business settings: hierarchical communication.

Hierarchy

Critique

--->> Etiquette

Communication

8. Effective _____ communication is crucial for the success of individuals as well as organisations.

network

--->> business

communication

Organisational Commitment

9. _____ is a process whereby information is enclosed in a package and is discrete and imparted by sender to a receiver via a channel/medium

Intellectual

--->> Communication

Contribution

Constitution

10. A _____ is a reciprocal conversation between two or more entities.

preposition

--->> dialogue

country

noun

1. A _____ is a non-vocal bodily movement intended to express meaning

school

hospital

--->> gesture

book

2. _____ behavior is sometimes used as the sole channel for communication of a message

Verbal and non-verbal

Verbal

method

--->> Non-verbal

3. _____ is a process whereby information is enclosed in a package and is discrete and imparted by sender to a receiver via a channel/medium

Intellectual

--->> Communication

Contribution

Constitution

4. The study of the role of eyes in non-verbal communication is sometimes referred to as _____

package

--->> oculosics.

polymetrics

values

5. _____ is the study of the use of time in non-verbal communication.

Chronicals

--->> Chronemics

Gimmicks

Inksnation

6. _____ is the study of touching as non-verbal communication

Optics

scanning

printing

--->> Haptics

7. _____ is the process of communicating through sending and receiving wordless messages.

--->> Non-verbal communication

Non-communal

non-verbal cues

verbal communication

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

vocalics

Looks

--->> Gaze

views

9. _____ and _____ messages within the same interaction can sometimes send opposing or conflicting messages

--->> Verbal and non-verbal

Method and Non Method

Book and Pen

Paper and Ink

10. Paralanguage (sometimes called vocalics) is the study of _____ of the voice.

Non-verbal communication

Verbal

--->> non-verbal cues

intonation