

Id	1
Question	Corporate communication is to achieve.....
A	Planned Objective
B	Unplanned Objective
C	Lateral Objective
D	None of these

Id	2
Question	Corporate communication is.....
A	Internal
B	External
C	Both of the above
D	none of the above

Id	3
Question	Are there any strategies to overcome barriers in communication
A	Yes
B	No
C	Cannot say
D	None of these

Id	4
Question	Corporate communication is managing.....communication
A	Internal
B	External
C	Both of these
D	None of these

Id	5
Question	Crisis communication must be implemented.....
A	Quickly
B	Late
C	Both of the above
D	None of the above

Id	6
Question	Exchange of information with a large number of people within and outside the business is required in.....
A	Group Discussion
B	Corporate communication
C	Both of these
D	None of these

Id	7
Question	Internal communication takes place with.....
A	managers and employees
B	Customers
C	Vendors
D	Distributors

Id	8
Question	external communication takes place with.....
A	Vendors
B	Distributors
C	Competitors & investors
D	All of the above

Id	9
Questioncommunication is used for closer and internal communication with the employees
A	Oral
B	Written
C	None of the above
D	All of the above

Id	10
Questioncommunication is made with the outsiders and distant people
A	Oral
B	Written
C	Both of the above
D	None of the above

Id	11
Question	Corporate organisations areand a wide range of people are required to be covered in communication.
A	Small
B	Large
C	Tiny
D	None of these

Id	12
Questionare used as the mediums or channels of corporate communication.
A	Phones
B	face-to-face conversation
C	e-mail, fax telegrams
D	All of the above

Id	13
Question	Corporate organisation has aexistence.
A	Perpetual
B	Temporary
C	Transient
D	None of these

Id	14
Question	corporate communication is asystem or process
A	long-term
B	Short term
C	None of these
D	All of the above

Id	15
Question	Communication is carried out continuously through a
A	Stable process
B	Unstable process
C	None of the above
D	All of the above

Id	18
Question	In a corporate organisation, flow of communication is
A	continuous and uninterrupted
B	Non continuous and interrupted
C	All of the above
D	None of the above

Id	19
Question	In a corporate organisation, information is collected through.....
A	Reliable Information
B	Unreliable information
C	None of these
D	All the above

Id	20
Question	Feedback is anof successful corporate communication.
A	essential element
B	Non- essential
C	Not important
D	None of these

Id	21
Question	Communication is aprocess of sending information and receiving response.
A	two-way
B	One way
C	Silent
D	None of these

Id	22
Question	Corporate communication is important as it helps
A	Decision-making and Implementation
B	Corrective Measures
C	Discipline and Peace
D	All the above

Id	23
Question	In a corporate organisation, communication with the external people, such as customers, vendors, investors, competitors, government departments, etc. are
A	Essential
B	Non -essential
C	Not required
D	None of the above

Id	24
Question	Communicationto co-ordinate such activities and to develop co-operation.
A	Helps
B	Does not help
C	Not required
D	None of these

Id	25
Question	Communication playsrole in connecting Link with the Outside World
A	Important
B	Not so important
C	Not applicable
D	None of these

Id	26
Question	Connecting links with the foreign counterparts and centres are necessary for functioning of the organisation
A	Proper
B	Improper
C	Not applicable
D	None of these

Id	27
Question	Communication helps to..... the employees to obey the orders and directives of the management authority.
A	Motivate
B	De-motivate
C	Plays no role
D	Not of the above

Id	30
Question	The interaction between the..... encourages all to devote themselves fully to achieve the objectives of the organisation.
A	managers and the employees
B	Customers and the vendors
C	Employees and customers
D	None of the above

Id	31
Question	communication works as a lubricant tothe efficiency of management
A	Increase
B	Decrease
C	Plays no role
D	All the above

Id	32
Question	Communication supplies the managers and employees with the information, co-ordinates and motivates the employees playing an..... management
A	Efficient
B	Non efficient
C	Poor
D	None of these

Id	33
Question	Communication builds..... and ultimately develops efficient management.
A	co-operation
B	better performance
C	resolves conflicts and builds confidence
D	All of the above

Id	34
Question	Communicationefficient management.
A	Stimulates
B	Plays no role
C	Both of the above
D	None of the above

Id	35
Question	The success of any corporate organisation depends largely upon.....
A	decision-making
B	Nothing
C	None of these
D	All of these

Id	36
Question	Right decision-making depends upon correct and timely information which is obtained through.....
A	Communication
B	Silence
C	Nothing
D	None of the above

Id	37
Question	Implementation of the decision requirescommunication
A	Proper
B	Improper
C	Not applicable
D	Cannot say

Id	38
Question	Lack of communication creates
A	Distrust
B	doubts
C	Misunderstanding
D	All of the above

Id	39
Question	In a corporate organisation the number of employees is.....
A	Large
B	Small
C	Very Small
D	None of these

Id	40
Question	In corporate communication everybody's performance may not achieve required standard therefore some corrective measures may become
A	Necessary
B	Unnecessary
C	not required
D	None of the above

Id	41
Question	Communication is necessary in imparting training to the.....
A	managers
B	supervisors
C	executives and general employees
D	All of the above

Id	42
Question	Corporate communication to be effective should be.....
A	Clear
B	Concise
C	Meaningful
D	All Of the above

Id	43
Question	Repetition of words and unnecessary explanation are to be..... for effective communication.
A	Avoided
B	Followed
C	Both of the above
D	None of the above

Id	44
Question	The communication should giveinformation in proper time and in right manner.
A	Correct
B	Incorrect
C	Not applicable
D	None of these

Id	45
Question	The communication should giveinformation
A	Correct
B	Incorrect
C	Wrong
D	None of the above

Id	46
Question	Proper planning before communication is
A	Necessary
B	Unnecessary
C	Not required
D	None of the above

Id	47
Question	Two-way communication should be
A	Encouraged
B	Discouraged
C	None of the above
D	All of the above

Id	48
Question	For effective communication one needs to..... before Communication
A	Clarify Ideas
B	Overthink
C	Cannot say
D	None of these

Id	49
Question	For effective communication one needs to communicate
A	Softly
B	Loudly
C	Shout
D	None of these

Id	50
Question	For effective communication one needs to
A	Understand the objective of the message
B	Understand nothing
C	Both of the above
D	none of the above

Id	51
Question	TO overcome the barrier in the communication one should communicate according to the need of the receiver.
A	The above statement is correct
B	The above statement is incorrect
C	The statement has no meaning
D	None of the above

Id	52
Question	Consult Others before Communication to overcome the barriers in communication
A	True
B	False
C	Not Applicable
D	None of these

Id	53
Question	Consulting the team members before communication will help in reducing the barriers in the communication thus contributing in the.....
A	Success of the communication system in effective manner
B	Unsuccessful communication
C	Failure
D	None of the above

Id	54
Question	At the time of planning suggestions should bebefore planning
A	Invited
B	Not invited
C	not applicable
D	none of these

Id	55
Question	To overcome the communication barrier one must take care of.....
A	Language
B	Tone
C	Message
D	All of the above

Id	56
Question	While communicating The sender should take care of the fact that the message should be framed in clear and beautiful language.
A	True
B	False
C	Cannot say
D	None of the above

Id	57
Question	The subject matter of the message should be helpful to the receiver. The need and interest of the receiver should specially be kept in mind. Communication isin such a situation.
A	Poor
B	more effective
C	Not Effective
D	None of these

Id	58
Question	The purpose of feedback is to find out whether the receiver has properly understood the meaning of the information received.
A	The above statement is not correct
B	The above statement is correct
C	Cannot say
D	None of these

Id	59
Question	In the face-to- face communication, the reaction on the face of the receiver also communicates some message.....
A	True
B	Not true
C	Cannot say
D	None of these

Id	60
Question	The information sent to the receiver should not be self- contradictory. It should be in accordance with the.....of the organisation.
A	Objectives
B	Policies
C	programmes and techniques
D	All of the above

Id	61
Question	In order to make communication effective the management should regularly try to know theof the communication system.
A	Weaknesses
B	Feedbacks
C	Both a and b
D	None of these

Id	62
Question	It is the essence of communication that both the sender and the receiver should be good listeners.
A	True
B	False
C	Cannot say
D	None of the above

Id	63
Question	Communication takes place effectively when there are good.....
A	Listeners
B	Does not matter if one is not a good listener
C	Judgement
D	None of these

Id	64
Question	Listening skills play arole in effective communication
A	Important
B	Unimportant
C	Neither A nor B
D	None of these

Id	65
Question	Attentive listening requires.....
A	Holding eye contact
B	Maintaining good posture
C	Allowing speaker to complete entire thoughts
D	All of the above

Id	66
Question	People with..... are more likely to understand tasks and projects, build strong relationships with co-workers, and also be able to solve problems and resolve conflicts.
A	Good Listening Skills
B	Judging skills
C	Analyzing
D	None of the above

Id	67
Question	Listening within the work context is the process by which you gain understanding of the of your stakeholders through direct interaction.
A	needs
B	Demands
C	Preferences
D	All of the above

Id	68
Question	Two main components of active listening are.....
A	Attention and reflection
B	Overthinking and hasty replies
C	Both A and B
D	None of the above

Id	69
Question	Interrupting indicates that your listening skills are.....
A	Underdeveloped
B	Developed
C	Both A and B
D	None of the above

Id	70
Question	The way to improve your listening skills is to practice "active listening."
A	True
B	False
C	Cannot say
D	None of the above

Id	71
Question	You need towhile listening
A	Pay attention
B	Sleep
C	Talk
D	None of the above

Id	72
Question	Do you need to show that you are listening to the speaker by your facial expressions, nodding, eye contact
A	Yes
B	No
C	Cannot say
D	None of the above

Id	73
Question	A good Listener.....
A	Doesn't interrupt with counter arguments.
B	interrupt with counter arguments
C	Neither A nor B
D	None of the above

Id	74
Question	Active Listening
A	helps you build connections
B	helps you build trust
C	helps you identify and solve problems
D	All of the above

Id	75
Question	Good Listening.....
A	included interactions that build a person's self-esteem
B	was seen as a cooperative conversation
C	Both A and B
D	None of these

Id	76
Question	The active listening skillset involves.....
A	Paying attention
B	Withholding judgment
C	Summarizing and Sharing
D	All of the above

Id	77
Question	In corporate communication.....popularly labeled as GD
A	Group Discussion
B	General Duty
C	General Diary
D	Gross Domestic Product

Id	78
Question	Group Discussion.....
A	helps assess how a participant performs under different situations in a group.
B	helps to judge how one conceptualizes and manoeuvres his ideas through the discussion.
C	helps evaluate whether a candidate is the right fit for the organisation.
D	All of the above

Id	79
Question	Does body geustures play an important role in group discussion.....
A	Yes
B	No
C	Cannot say
D	None of the above

Id	80
Question	Being aggressive, shouting and not allowing others in the group to speak, isin /group discussion
A	not appreciated.
B	Appreciated
C	Cannot say
D	None of the above

Id	81
Question	Debate is away of communication
A	Formal
B	Informal
C	Casual
D	None of these

Id	82
Question	Debate hasteams
A	Two
B	Three
C	Four
D	Five

Id	83
Question	Is time allotted while conducting debate
A	Yes
B	No
C	Cannot say
D	None of these

Id	84
Questionsentences should be used while conducting debate
A	Complicated
B	Simple
C	Incorrect
D	All of the above

Id	85
Question	Does shouting and yelling makes a debate win?
A	Yes
B	No
C	Cannot say
D	None of these

Id	86
Question	Should a debate end up with a meaningful conclusion
A	Yes
B	No
C	Cannot say
D	None of these

Id	87
Question	During debateare the factors that are attentively paid attention in order to proceed with effective communication
A	Speed
B	Volume
C	Tone
D	All of the above

Id	88
Question	Debate is away of communication
A	Written
B	Oral
C	Conferencing
D	None of the above

Id	89
Question	Does your dress conduct matter during corporate communication
A	Yes
B	No
C	Not applicable
D	None of these

Id	90
Question	Elements affecting the delivery of speech
A	Posture
B	Geusture
C	Voice
D	All of the above

Id	91
Question	Oral communication is the process of expressing information or ideas by.....
A	Text message
B	email
C	Word of mouth
D	None of these

Id	92
Question	Formal types of communication includes
A	Presentation at business meetings
B	Classroom lectures
C	Both A and B
D	None of these

Id	93
Question	Oral communications tend to be less detailed without no written record

A	True
B	False
C	Cannot Say
D	None of these

Id	94
Question	Not only the speaker but everyone in the team must communicate their ideas
A	The statement is true
B	The statement is incorrect
C	Cannot Say
D	None of these

Id	95
Question	Oral communication is more effective when communication needs a human touch, establishing a direct relationship, maintaining secrets, reaching mutual understanding and avoiding complexities with oral consent.
A	True
B	False
C	Cannot say
D	None of these

Id	96
Question	Oral Communication is best suited as it.....
A	Instant communication and Instant response
B	Can be used for Detailed Explanation of Policies
C	Developing direct relationship
D	All of the above

Id	97
Question	Causes of failure of oral communication.....
A	Presence of emotion
B	Status difference
C	Poor and defective presentation
D	All of the above

Id	98
Question	Next to oral communicationis the oldest known form of communication. Any form of communication which is written and documented from the sender to the receiver is known as.....
A	written communication
B	Oral communication
C	Neither A and B
D	None of these

Id	99
Question	Emotions of both parties may influence the effectiveness of communication. Sometimes in oral communication, parties may not control their emotions. Their emotional behavior may lead the communication in vain.
A	True
B	False
C	Cannot say
D	None of these

Id	100
Question	In case of oral communication, listener pays attention to the personality of the speaker. If the speaker holds less personality, the listener will not pay attention to the speaker's message. Thus this difference in status becomesin oral communication
A	Barrier
B	support
C	Cannot say
D	None of these

Id	101
Question	Tips to improve written communication
A	Use Short and Familiar words.
B	Use Short Sentence and Paragraphs.
C	Use Active Voice.
D	All the above

Id	102
Question	Clarity of thoughts is very necessary in communication
A	True
B	False
C	Partially true
D	None of the above

Id	103
Question	Words should be carefully chosen in consideration of the gender, roles, ethnicity, preferences, and status of the person or people you are talking to.
A	Correct
B	Incorrect
C	Partially correct
D	None of the above

Id	104
Question	Top tips for improving your oral communication skills
A	Clarity And Brevity
B	Empathy
C	Respect
D	All the above

Id	105
Question	The study of oral communication is a process that helps in understanding between the speaker and the audience.
A	True
B	False
C	Cannot say
D	None of these

Id	106
Questionis making use of words in an ordinary voice, uttering words, knowing and being able to use language; expressing one in words; making a speech.
A	Speaking
B	shouting
C	Yelling
D	None of the above

Id	107
Question	Factors important while communicating
A	Grammar
B	Vocabulary
C	Pronunciation
D	All of the above

Id	108
Question	Internal communication is the communication that takes place internally in the.....
A	Organization
B	Mind
C	Country
D	None of these

Id	109
Question	Internal communication is the sharing of the information, knowledge, ideas, and beliefs between the
A	members of the company
B	Members of the city
C	Members of other company
D	None of these

Id	110
Question	Communications is fundamental to the existence and survival of humans as well as to an organization. It is a process of creating and sharing ideas, information, views, facts, feelings, etc. among the people to reach a common understanding. Communication is the key to the directing function of management.
A	True
B	False
C	Cannot say
D	None of these

Id	111
Question	Internal communication can be formal or informal. It depends upon the persons to which we are communicating. We use informal or not so formal language with our colleagues. The language used while communicating the head of the company is formal.
A	Correct
B	Incorrect
C	cannot say
D	None of these

Id	112
Question	Importance of internal communication.....
A	It increases productivity.
B	Effective and responsive customer service.
C	Reduce day-to-day conflict between team members.
D	All of the above

Id	113
Question	Common Internal Communication.....
A	Group meetings, Staff communication.
B	Telephonic conversation between employees
C	E-mails within an organization.
D	All the above

Id	114
Questionis the transmission of information between two organizations. It also occurs between a business and another person in the exterior to the company.
A	Internal communication
B	External communication
C	Neither A nor B
D	None of these

Id	115
Question	Effective External Communication.....
A	It must be two-way communication.
B	Understanding the need of the audience.
C	Clear ideas, thoughts, and statement or the reason for communication.
D	All the above

Id	116
Question	Importance of External Communication....
A	It presents a favorable image of an organization
B	It provides information about products and services to customers.
C	Advertise the organization.
D	All the above

Id	117
Question	Common External Communication.....
A	Advertisement of an organization.
B	Response to a customer.
C	Tender documents.
D	All the above

Id	118
Question	Communication between employees of an organization is an
A	'Employee Communication'
B	Vendor communication
C	Cannot say
D	None of these

Id	119
Question	The purpose of a complaint letter in business is to get rectification and replacement and not finding fault with the seller.
A	True
B	False
C	Cannot Say
D	None of these

Id	120
Question	Effective complaints letters (and any other way of complaining) should be:
A	concise
B	factual
C	constructive
D	All the above

Id	121
Question	Ethics play a very.....role in corporate communication
A	important
B	unimportant
C	Not applicable
D	None of these

Id	122
Question	A..... Statement defines the company's business, its objectives and its approach to reach those objectives.
A	Mission
B	vision
C	Neither a nor b
D	None of these

Id	123
Question	A statement describes the desired future position of the company.
A	Vision
B	Mission
C	Both the aboven
D	none of these

Id	124
Question	What is mission statement?
A	Usually includes audit report
B	usually includes a brief description of what the organization does and its key objectives.
C	Both of the above
D	None of these

Id	125
Question	Vision statement is.....
A	short description of an organization's aspirations and the wider impact it aims to create.
B	Past history of the organization
C	Audit report of the organization
D	None of these

Id	126
Question	The mission statement defines what an organization does and includes tangible goals which the organization strives to accomplish. The vision statement, meanwhile, should clarify the aspirations of the organization and define the direction it's heading in.
A	The statement is correct
B	The statement is incorrect
C	Cannot say
D	None of these

Id	127
Question	The key to great mission and vision statements is
A	clarity.
B	unclarity
C	Both a and b
D	None of these

Id	128
Question	Ethics and culture of organization playrole
A	important
B	Not so important
C	Neither A nor B
D	None of these

Id	129
Question	Values in the organization must be laid at.....level for the successful working of the organization
A	All
B	specific
C	any
D	None of these

Id	130
Question	Goals and objectives of the organization must be given pre fixed time limit for its execution
A	Yes
B	No
C	Cannot say
D	None of these

Id	131
Question	Should all the organizations define its vision and mission statements
A	Yes
B	No
C	Cannot say
D	None of these

Id	132
Question	For the vision and mission statement execution one should think of.....goals of the company
A	Short term
B	Long term
C	Cannot say
D	None of these

Id	133
Question	Training & Organization Development Mission/Vision
A	make the most of our human talent and potential
B	inform, educate, and inspire people to reach their professional goals;
C	accomplish our goals faster and easier, with less stress and more enjoyment.
D	All the above

Id	134
Question	Vision and mission statement should be.....
A	formal
B	informal
C	Cannot say
D	None of these

Id	135
Question	Building trust with the stakeholders is.....
A	Important
B	Not important
C	Cannot say
D	None of these

Id	136
Question	Does human rights play an important role in the corporate organizations and the company plan executions
A	Yes
B	No
C	Cannot say
D	None of these

Id	137
Question	From your mission statement you can then begin to write your team's goals and objectives for the year.
A	True
B	False
C	Cannot say
D	None of these

Id	138
Question	Public relations of the company play an important role in the successful execution of the company goals
A	Yes
B	No
C	Cannot say
D	None of these

Id	139
Question	Vision and mission statements shouldthe members of the organization
A	motivate
B	De-motivate
C	Cannot say
D	None of these

Id	140
Question	Vision and mission statement of the organization should.....the skills and knowledge
A	enhance
B	degrade
C	Cannot say
D	None of these

Id	141
Questionstatements unify the organization and keep everyone focused on what really matters.
A	Vision and mission
B	Exclamatory
C	Interrogative
D	Financial

Id	142
Question	While working one should keep in mind the core purpose and vision mission statement of the company
A	True
B	False
C	Cannot say
D	None of these

Id	143
Question	Is there any difference in between vision and mission statement
A	yes
B	no
C	cannot say
D	None of these

Id	144
Question	Does Your Business Need Mission and Vision Statements?
A	Yes
B	No
C	Cannot say
D	None of these

Id	145
Question	Why Do Mission, Vision and Values Matter?
A	Provide focus and direction.
B	Create coherence, connectedness and common aspiration.
C	Connect daily work to a larger purpose.
D	All of the above

Id	146
Question	Vision, Mission Values.....
A	Builds trust
B	Creates unity, Increases communication
C	Promotes collaboration
D	All of the above

Id	147
Question	Moral and ethical values of every single member of the organization leads to the successful execution of the company goals
A	Yes
B	No
C	Cannot say
D	None of these

Id	148
Question	What are the values guides of our behaviour
A	Integrity
B	Respect
C	Honesty and loyalty
D	All of the above

Id	149
Question	The vision statement helps the organization simply define its goals, creating something to work towards in the future. The statement should be
A	Simple and precise
B	complicated
C	Cannot say
D	none of these

Id	150
Question	The key to a good vision statement is to think of things in a long-term, broad sense, but without sounding generic.
A	True
B	False
C	Cannot say
D	None of these