



Culture of Speech and Business Communication.d

- 1 In effective business writing, where in a paragraph does a topic sentence usually appear?
- 2 «Tightening» your message refers to
- 3 Which of the following is an acceptable reason for following up with an employer in writing?
- 4 Which of the following statements about video résumés is most accurate?
- 5 Which of the following should you do during a panel interview?
- 6 Before you write a message, your first step should be to
- 7 When you apply for a position but are rejected, employment experts recommend that you
- 8 One way to improve the clarity of your writing is to apply the KISS formula. KISS stands for
- 9 Which of the following is not a dimension of culture?
- 10 The primary route to hiring today continues to be
- 11 Strategic use of e-mail, internet, voice mail, and texting are most important in developing your
- 12 Which of the following would you not want to do when taking meeting minutes?
- 13 What advice should you follow when using down-editing to reply to an e-mail message?
- 14 North Americans value straightforwardness and are suspicious of evasiveness. These traits identify the cultural dimension of
- 15 When developing a claim message, you should
- 16 The primary channel that consumers use to interact with brands today is
- 17 What is the best advice to follow when participating in workplace conversations?





- 18 Which of the following is a common trait of a business communicator from a low-context culture?
- 19 Thomas is in charge of taking formal minutes during an Institute of Internal Auditors chapter meeting. Which of the following is the best advice for him to follow as he prepares these minutes?
- 20 All of the following are front matter components of a formal report except the
- 21 A topic sentence
- 22 Reviewing a report's mechanics before submission refers to checking it for
- 23 Communication is defined as «the transmission of information and meaning from one individual or group to another.» The crucial element of this definition is
- 24 Surveys, which are used to collect firsthand data, have many advantages. One advantage is that
- 25 Before Melissa organizes and composes her message, she should ask two questions: (1) Why am I sending this message? and (2)
- 26 The primary benefit of using the indirect strategy to communicate bad news is that it
- 27 Which of the following is most likely to be written as an informational report?
- 28 Which of the following is an example of an idiom, which can cause confusion for multicultural audiences?
- 29 Which of the following sentences avoids clichés?
- 30 Which of the following situations might require a progress report?
- 31 Which of the following best avoids a long lead-in?
- 32 Which of the following sentences to employees best explains the reasons for a reduction in a company workforce?
- 33 Which of the following tips will best help you protect yourself when posting at online job boards?
- 34 If you will take questions at the end of your presentation, which of these is the best advice?





- 35) ... are visual representations of data or information that can easily be embedded into blogs and posts on social media.
- 36) The first phase of the writing process involves analyzing the audience and your purpose for writing, anticipating your audience's reaction to your message, and
- 37) Branch managers of First Federated Savings and Loan received this e-mail message: Please inform all personal that management retains the right to check personal belongings of employees before employees leave the bank. What error did the writer make?
- 38) Tyrone has just told his audience that engineering a hostile business takeover is similar to conducting guerilla warfare. He is using what technique?
- 39) Which of the following bad-news messages should be organized using the direct strategy?
- 40) Why do some employers forbid employees to use instant messaging (IM) and texting?
- 41) Ellen wants to create a blog for her business. What is the best advice for her to follow?
- 42) Words such as definitely, quite, actually, extremely, and totally are
- 43) White space refers to
- 44) Yer's company has decided to let employees use instant messaging (IM) as an internal communication tool, and she wants to make sure that she's using it professionally. What should she do?
- 45) Which of the following should not be included in the minutes of a meeting?
- 46) When you organize an informational report directly, in what order should the ideas be presented?
- 47) Michael usually holds team meetings on Tuesday mornings, but he needs to reschedule next week's meeting to Wednesday morning. To tell team members of the date change for the next meeting, Michael should
- 48) Which of the following would probably best help a group achieve its goal?
- 49) Travis must determine the appropriate channel for an important business message. In this context channel refers to the





- 50 Concise writing
- 51 What is the best advice to follow when creating a multimedia presentation?
- 52 The benefits of voice mail include eliminating unnecessary chit chat, telephone tag, inaccurate messages, and
- 53 To help you clarify your reason for writing a report, you should write a
- 54 Minimizing I when praising others to a good way to ensure that your message is
- 55 When you give a speech without multimedia technology, you may need to prepare notes. You should prepare these notes by writing major ideas
- 56 Will has just driven home following an interview. What is the first thing he should do?
- 57 A communication channel
- 58 Which of these is the most effective response to the question, What do you think is your greatest weakness?
- 59 Business messages are most effective when they convey which type of tone?
- 60 You can send positive nonverbal messages during your interview by dressing professionally, controlling your body movements, making eye contact, and
- 61 The introduction of a presentation should include all of the following except
- 62 Which of the following is not an effective subject line?
- 63 Although you can't expect to be perfect in an employment interview, you can do your best by
- 64 Corporate sectors use wikis
- 65 Professional behavior is comprised of six dimensions, including courtesy and respect, appearance and appeal, tolerance and tact, honesty and ethics, reliability and diligence, and
- 66 Persuasive claims are often written when
- 67 All of the following are informal research methods except





- 68 One of the best ways to increase tolerance when communicating with those from other cultures is to practice empathy, which refers to
- 69 Which of the following constructions uses the best writing style for an informal report?
- 70 All of the following would have a positive impact on team behavior except
- 71 When you expect a reader of your message to be uninterested, unwilling, displeased, or hostile, you should
- 72 When the purpose of your meeting is to solve an intense problem, what is the recommended number of meeting participants?
- 73 Which of the following statements is most accurate?
- 74 In deciding to share negative information about another employee to your supervisor, what question should you consider first?
- 75 Graphics are important in business reports because
- 76 When you must deliver bad news to one person or a small group, you should usually
- 77 Which of the following would show confidence in the closing of an adjustment message?
- 78 Sondra works for a development firm and must explain to a customer the results of a year-long study of potential sites for new stores. In what format should she develop this report?
- 79 All of the following are reasons memos are used to send internal messages except

