

Quiz Questions for *Better Business Communication*

Video #1 – The Strengths (and Weaknesses) Of Different Types of Communication

1. According to the video, what is one downside to communication via text?
 - a. It is impossible to share anything important in that format.
 - b. Texting can sometimes take longer than other forms of communication.
 - c. Older workers will not take a text message seriously.
2. Which of these forms of communication is the best for getting someone's undivided attention?
 - a. Texting.
 - b. A phone call.
 - c. Emailing.
3. Which communication style should you use most often?
 - a. Texting – most business interaction can be resolved through short, direct conversation.
 - b. Emailing – it allows for the greatest number of people to contribute to a conversation.
 - c. Phone calls – they provide the best opportunity to understand what people really think.
 - d. In-person – it is the most natural form of communication.
 - e. All of them – the style you choose will depend on what works best in a particular situation.

Video #2 – The Essential Elements of Effective Written Communication

1. According to the video, writing in an informal or grammatically incorrect fashion can cause what problem?
 - a. No problems so long as the proper information is conveyed.
 - b. Others developing incorrect assumptions about your ability and intelligence.
 - c. Legal problems if important documents are missing the proper punctuation.
2. What important element of communication does written material fail to accomplish?
 - a. Written communication cannot convey tone, body language, and other nonverbal elements present in spoken communication.
 - b. Written communication is less effective at persuading others than spoken communication.
 - c. Written communication takes longer than spoken communication.
3. Which of the following is the best type of written communication?
 - a. Short, to-the-point communication (texts, emails, etc.)
 - b. Long, detailed communications (letters, prospectuses, etc.)
 - c. It depends on what you are trying to accomplish.

Video #3 – Proofreading Is More Important Than You Might Think!

1. According to the video, why is proofreading your work important?
 - a. Mistakes are unacceptable.
 - b. Proofreading will allow you to catch all of your mistakes.
 - c. If you don't proofread, you'll never catch any of your mistakes.

2. Which of the following is NOT shown in this video as a common type of mistake in business communication?
 - a. Using the wrong word.
 - b. Misspelling a word.
 - c. Omitting a word
 - d. Putting a word in the wrong place.
3. According to the video, too many errors in your written communication can cause which of the following?
 - a. Confusion and embarrassment.
 - b. Loss in revenue.
 - c. Unnecessary safety risks.

Video #4 – The Essential Elements of Effective Verbal Communication

1. Before initiating a conversation with somebody, what should you know?
 - a. How the person you're talking to is likely to respond to what you're going to say.
 - b. What you want to discuss.
 - c. How you're going to deal with any objections that might come up during the conversation.
2. According to this video, which of the following is more important?
 - a. The words you use.
 - b. How you say those words.
 - c. Both of them play an important role in how others will respond to you.
3. Verbal communication is the most _____ form of communication, so you should _____.
 - a. Effective; use it as often as possible.
 - b. Time-consuming; avoid it whenever you can.
 - c. Intrusive; respect other people's time.

Video #5 – Creating a Compelling Visual Presentation

1. According to the video, a good visual presentation is designed to _____.
 - a. Compensate for poor public speaking skills.
 - b. Stand on its own even without you saying anything.
 - c. Provide support for what you are planning to say.
2. Which of the following makes sense to do in a meeting but not in a presentation?
 - a. Let everyone know everything you plan on talking about before you begin.
 - b. Make it a priority to finish on time.
 - c. Allow the audience to ask questions.
3. Any text or graphs in a visual display should be _____.
 - a. Brightly colored.
 - b. Visible from all points of the room.
 - c. Eliminated.

Answers:

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