1.Which tool is commonly used to enhance the visual appeal of a presentation?

A) Clicker

B) Microphone

C) Charts and images

D) Handouts

**Answer:** **C) Charts and images**

2.Which of the following is NOT a type of presentation mentioned?

A) Informative

B) Persuasive

C) Recreational

D) Motivational

**Answer:** **C) Recreational**

3.Which type of presentation is more likely to be casual and familiar with company culture?

A) External Presentation

B) Internal Presentation

C) Informative Presentation

D) Motivational Presentation

**Answer:** **B) Internal Presentation**

4.External presentations are typically aimed at:

A) Colleagues and managers

B) Clients and the public

C) Internal stakeholders

D) Team members

**Answer:** **B) Clients and the public**

5.Why is it important to know the demographics of your audience?

A) To decide on the presentation software

B) To choose appropriate visuals

C) To tailor the content and examples

D) To determine the presentation location

**Answer:** **C) To tailor the content and examples**

6What is an effective way to start a presentation?

A) Providing a detailed overview

B) Asking an engaging question

C) Introducing yourself formally

D) Listing the agenda

**Answer:** **B) Asking an engaging question**

7.In the closing of a presentation, what is crucial?

A) Introducing new topics

B) Summarizing key points

C) Providing detailed examples

D) Extending the presentation time

**Answer:** **B) Summarizing key points**

8.A call to action in a presentation is intended to:

A) Provide additional information

B) Summarize the presentation

C) Encourage the audience to take specific actions

D) Open the floor for questions

**Answer:** **C) Encourage the audience to take specific actions**

9.What is the foundation of effective teamwork?

A) Competition

B) Trust

C) Authority

D) Individual goals

**Answer: B) Trust**

10.What can leaders do to build trust in teams?

A) Enforce strict rules

B) Model vulnerability

C) Keep decisions secret

D) Favor certain team members

**Answer: B) Model vulnerability**

11.What is a common fear that prevents team members from collaborating?

A) Fear of success

B) Fear of being judged

C) Fear of feedback

D) Fear of teamwork

**Answer: B) Fear of being judged**

12.How can teams encourage open communication?

A) Setting strict deadlines

B) Creating a safe environment for sharing

C) Focusing solely on results

D) Minimizing meetings

**Answer: B) Creating a safe environment for sharing**

13.What is "Agree to Disagree" in a team context?

A) A strategy to avoid conflict

B) A method to reach consensus

C) Accepting differing opinions respectfully

D) Ignoring dissenting views

**Answer: C) Accepting differing opinions respectfully**

14.Which strategy can help overcome the fear of judgment in teams?

A) Public speaking courses

B) Anonymous feedback sessions

C) Team competitions

D) Individual performances

**Answer: B) Anonymous feedback sessions**

15.Which is a key strategy for active listening to encourage idea-sharing?

A) Dominating the conversation

B) Validating the speaker’s points

C) Ignoring the speaker’s emotions

D) Judging the speaker’s ideas

Answer: B) Validating the speaker’s points

16. What is the primary goal of brainstorming?

A) To critique ideas

B) To generate a large number of ideas

C) To analyze data

D) To solve specific problems

Answer: B

17. In brainstorming, what is “piggybacking”?

A) Repeating someone else’s idea

B) Building on another person’s idea

C) Ignoring unrelated ideas

D) Writing ideas without discussion

Answer: B

18. What is the best practice for categorizing ideas during documentation?

A) Use alphabetical order

B) Group similar ideas into themes

C) List ideas randomly

D) Discard non-feasible ideas immediately

Answer: B

19.Which of the following is NOT a characteristic of a high-trust team?

A) Open communication

B) Blame culture

C) Mutual respect

D) Shared goals

**Answer: B) Blame culture**

20.What is an essential quality for team members to foster collaboration?

A) Selfishness

B) Accountability

C) Indifference

D) Competition

**Answer: B) Accountability**

21.Which of the following promotes a "Disagree to Agree" mindset?

A) Ignoring differences

B) Engaging in constructive debate

C) Prioritizing harmony over discussion

D) Taking disagreements personally

**Answer: B) Engaging in constructive debate**

22.What is a potential outcome of a lack of trust in a team?

A) Increased creativity

B) Better decision-making

C) High turnover rates

D) Stronger collaboration

**Answer: C) High turnover rates**

23. Why is etiquette important in a professional setting?

a) To follow rigid rules

b) To create a positive impression

c) To force compliance

d) To delay decisions

Answer: b) To create a positive impression

24. Which is an example of internal communication?

a) A client newsletter

b) An email sent to employees

c) A social media post

d) An advertisement

Answer: b) An email sent to employees

25.Which technique can help reduce anxiety during team discussions?

A) Preparing in advance

B) Speaking without preparation

C) Avoiding participation

D) Limiting speaking time

**Answer: A) Preparing in advance**

26.How can team members support each other in overcoming fears?

A) By criticizing failures

B) By providing encouragement and reassurance

C) By competing against each other

D) By ignoring concerns

**Answer: B) By providing encouragement and reassurance**

27. The most effective way to inform employees of a company-wide change is through:

a) A casual conversation

b) A well-structured email or company memo

c) Social media

d) Unofficial rumors

Answer: b) A well-structured email or company memo

28. Which type of presentation aims to convince the audience to adopt a particular viewpoint?

A) Informative

B) Persuasive

C) Instructional

D) Motivational

**Answer: B) Persuasive**

29.Which of the following enhances trust within a team?

A) Lack of communication

B) Transparency

C) Micromanagement

D) Avoiding feedback

**Answer: B) Transparency**

30.What does it mean to “recapitulate” a point during a conversation?

A) To argue against the speaker

B) To summarize and repeat key points for clarity

C) To dismiss what the speaker said

D) To ignore the message and change the subject

Answer: B) To summarize and repeat key points for clarity

31.When should a team leader use silence during a conversation?

A) To make the speaker uncomfortable

B) To create a gap for the speaker to think and reflect

C) To signal disinterest

D) To dominate the conversation

Answer: B) To create a gap for the speaker to think and reflect

32.What can be done to avoid “prethinking” while listening?

A) Repeating the speaker’s words silently to yourself

B) Preparing your next question during the conversation

C) Taking mental notes about your personal opinion

D) Interrupting with clarifications often

Answer: A) Repeating the speaker’s words silently to yourself

33.What is the goal of active listening as a team member?

A) To find flaws in the speaker’s argument

B) To encourage open dialogue and mutual respect

C) To make quick decisions without full discussion

D) To avoid contributing to the conversation

Answer: B) To encourage open dialogue and mutual respect

34. Which of the following is a common barrier to effective group brainstorming?

A) Cognitive diversity

B) Groupthink

C) Role rotation

D) Creative freedom

Answer: B

35. Which of the following is a key outcome of good etiquette?

a) Earning respect

b) Gaining material wealth

c) Avoiding conflict completely

d) Winning arguments

Answer: a) Earning respect

36. Which brainstorming technique involves participants silently writing down ideas?

A) Nominal Group Technique (NGT)

B) Mind Mapping

C) Role Storming

D) Traditional Brainstorming

Answer: A

37. In brainstorming, what is “piggybacking”?

A) Repeating someone else’s idea

B) Building on another person’s idea

C) Ignoring unrelated ideas

D) Writing ideas without discussion

Answer: B

38. Which tool is often used to visually organize ideas during a brainstorming session?

A) Pareto Chart

B) Mind Map

C) Gantt Chart

D) Venn Diagram

Answer: B

39. What is the primary purpose of “mind mapping” in group brainstorming?

A) To restrict idea generation

B) To prioritize ideas immediately

C) To visually organize thoughts and concepts

D) To discard non-feasible ideas

Answer: C

40. Which tool is often used to visually organize ideas during a brainstorming session?

A) Pareto Chart

B) Mind Map

C) Gantt Chart

D) Venn Diagram

Answer: B

41. The key element of teamwork promoted by etiquette is:

a) Dominance

b) Cooperation

c) Aggression

d) Independence

Answer: b) Cooperation

42. Social etiquette helps individuals to:

a) Control others

b) Maintain decorum in society

c) Ignore rules

d) Compete for attention

Answer: b) Maintain decorum in society

43. Corporate etiquette refers to:

a) Informal conversation

b) Professional behavior in the workplace

c) Personal values and beliefs

d) Being relaxed in all situations

Answer: b) Professional behavior in the workplace

44. Which of the following demonstrates good etiquette in a team setting?

a) Criticizing others publicly

b) Listening actively to team members

c) Ignoring instructions

d) Interrupting frequently

Answer: b) Listening actively to team members

45. Adapting to diverse cultures involves:

a) Rejecting your own culture

b) Understanding and respecting differences

c) Forcing others to follow your ways

d) Avoiding interaction with others

Answer: b) Understanding and respecting differences

46. Which of the following internal communication methods offers immediate feedback?

a) Memos

b) Phone calls or video conferencing

c) Emails

d) Bulletin boards

Answer: b) Phone calls or video conferencing

47. Which of the following improves teamwork?

a) Tardiness

b) Clear communication and mutual respect

c) Focusing on personal goals only

d) Ignoring the contributions of others

Answer: b) Clear communication and mutual respect

48. In multicultural teams, etiquette helps to:

a) Increase divisions

b) Foster collaboration and understanding

c) Create confusion

d) Avoid communication

Answer: b) Foster collaboration and understanding

49. The importance of cultural adaptability is:

a) To fit in everywhere

b) To respect and thrive in different cultural environments

c) To impose your values

d) To avoid interaction

Answer: b) To respect and thrive in different cultural environments

50\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_means looking unwell or exhausted.

1. A) Lethargic
2. B) Frail
3. C) Haggard
4. D) Resilient

AnswerC) Haggard.

52.Internal Communication impacts\_\_\_\_\_\_\_\_\_\_\_\_

1. A) Employee Engagement
2. B) Financial Performance
3. C) Customer Satisfaction
4. D) All of the Above

AnswerD) All of the Above.

53. Digital communication tools include:

a) Newspapers

b) Chat applications like Slack or Microsoft Teams

c) Printed reports

d) Television

Answer: b) Chat applications like Slack or Microsoft Teams

54. Which of the following is a physical form of internal communication?

a) Emails

b) Memos

c) Text messages

d) Social media posts

Answer: b) Memos

55. One key advantage of using digital communication in teams is:

a) Delayed response times

b) Instant messaging and faster feedback

c) High cost of setup

d) Lack of record-keeping

Answer: b) Instant messaging and faster feedback

56. What is one of the key evaluation criteria in a group discussion?

A. Volume of speech

B. Contribution to the discussion

C. Personal opinions on unrelated topics

D. Interrupting others

**Answer: B. Contribution to the discussion**

56. How should a group discussion be concluded?

A. With a heated argument

B. Without a summary

C. By summarizing key points and decisions

D. By ignoring all opinions

**Answer: C. By summarizing key points and decisions**

57. What is the significance of personal growth and adaptability in career success?

A. It leads to fixed routines

B. It helps in coping with changes in the workplace

C. It creates more work stress

D. It is not important

**Answer: B. It helps in coping with changes in the workplace**

58. What factor is most critical when choosing a leadership style?

A. Personal values and strengths

B. Following popular trends

C. Using forceful tactics

D. Avoiding leadership altogether

**Answer: A. Personal values and strengths**

59. Conflict resolution skills are important in the workplace because:

A. They help avoid workplace conflicts completely

B. They ensure effective communication and collaboration

C. They allow for retaliation

D. They create distance between team members

**Answer: B. they ensure effective communication and collaboration**

60. Industry trends and dynamics are essential to understand because:

A. They allow you to ignore competition

B. They provide insight into future job opportunities and roles

C. They have no impact on career decisions

D. They only apply to business professionals

**Answer: B. They provide insight into future job opportunities and roles**

61. Which of the following should be considered when assessing workplace culture?

A. Salary and benefits only

B. Communication styles, values, and work-life balance

C. Strict adherence to deadlines

D. Physical office location

**Answer: B. Communication styles, values, and work-life balance**

62. Which of the following is critical when evaluating career opportunities based on personal potential?

A. Relying solely on job postings

B. Understanding one's skills, values, and long-term goals

C. Following others’ career paths

D. Focusing on salary only

**Answer: B. Understanding one's skills, values, and long-term goals**

63. Self-awareness helps in career exploration by:

A. Allowing one to copy others

B. Ensuring career choices align with personal values and strengths

C. Ignoring personal limitations

D. Making decisions based on trends

**Answer: B. Ensuring career choices align with personal values and strengths**

64. Which leadership style best suits someone with high emotional intelligence?

A. Authoritarian

B. Collaborative and empathetic

C. Inflexible and rigid

D. Silent and non-communicative

**Answer: B. Collaborative and empathetic**

65. Which communication channel should be used for discussing team performance regularly?

a) Printed reports

b) Face-to-face or virtual meetings

c) Social media

d) Notice boards

**Answer: b) Face-to-face or virtual meetings**

66. Confidential or sensitive information should be shared through:

a) Public channels

b) Secure communication methods like encrypted emails or closed meetings

c) Open forums

d) Group text messages

**Answer: b) Secure communication methods like encrypted emails or closed meetings**

67. The use of multiple internal communication channels helps to:

a) Increase redundancy

b) Reach a broader audience and ensure understanding

c) Confuse employees

d) Overwhelm recipients

**Answer: b) Reach a broader audience and ensure understanding**

68. What is the primary goal of an informative presentation?

A) To persuade the audience

B) To entertain the audience

C) To provide knowledge

D) To inspire the audience

**Answer: C) To provide knowledge**

69. Which type of presentation aims to convince the audience to adopt a particular viewpoint?

A) Informative

B) Persuasive

C) Instructional

D) Motivational

**Answer: B) Persuasive**

70.An instructional presentation is designed to:

A) Teach or demonstrate a process or skill

B) Motivate or inspire

C) Share updates on progress

D) Present research findings

**Answer: A) Teach or demonstrate a process or skill**