Question FBQ1 : The \_\_\_\_\_\_\_\_\_\_\_of a good visual design is based on measuring comprehension by the audience, not on aesthetic or artistic preference.  
Answer: evaluation  
  
Question FBQ2 : There exists a variety of ways to present \_\_\_\_\_\_\_\_\_\_\_\_ visually, like gestures, body languages, video and TV.  
Answer: information  
  
Question FBQ3 : Recent \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in the field has focused on web design and graphically oriented usability.  
Answer: research  
  
Question FBQ4 : Graphic designers use \_\_\_\_\_\_\_\_\_\_ of visual communication in their professional practice.  
Answer: methods  
  
Question FBQ5 : Communication is an essential aspect of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ life.  
Answer: business  
  
Question FBQ6 : Everyday business persons have to communicate with people at different levels of the organisation or with people external to the \_\_\_\_\_\_\_\_\_\_\_\_\_.  
Answer: organisation  
  
Question FBQ7 : Poor or inaccurate \_\_\_\_\_\_\_\_\_\_\_\_\_\_ can lead to conflict and negativity in the workplace.  
Answer: communication  
  
Question FBQ8 : Business communication examines verbal, \_\_\_\_\_\_\_\_\_and written communication in the world of business.  
Answer: non-verbal  
  
Question FBQ9 : Many people can communicate well either in \_\_\_\_\_\_\_ or speech, but often they can‘t do both.  
Answer: writing  
  
Question FBQ10 : Communication \_\_\_\_\_\_\_\_\_ is an academic field that deals with the processes of communication, commonly defined as the sharing of symbols over distances in space and time.  
Answer: Studies  
  
Question FBQ11 : Communication \_\_\_\_\_\_\_\_\_\_ is often considered a part of both the social sciences and the humanities,  
Answer: Studies  
  
Question FBQ12 : Most graduate programs in \_\_\_\_\_\_\_\_\_\_today trace their history through speech to ancient rhetoric.  
Answer: Communication  
  
Question FBQ13 : \_\_\_\_\_\_\_\_\_\_\_\_\_is often recognised as a cornerstone of modern society—it would be hard to conceive of modern life without it.  
Answer: Communication  
  
Question FBQ14 : Communications training provides necessary skills for individuals to be effective in \_\_\_\_\_\_\_\_\_\_\_.  
Answer: Business  
  
Question FBQ15 : Effective communication is vital for the success of personal \_\_\_\_\_\_\_\_\_ and for organisational communication.  
Answer: interactions  
  
Question FBQ16 : In organisation, it is necessary to communicate with different \_\_\_\_\_\_\_\_\_and overcome difficulties in effective communication.  
Answer: sub-groups  
  
Question FBQ17 : It is necessary to ensure that communications between individuals the various sub-cultures serve to meet the \_\_\_\_\_\_\_ and goals of the organisation.  
Answer: Mission  
  
Question FBQ18 : Communications training can assist leaders to develop the ability to perceive how various individuals and \_\_\_\_\_\_\_\_\_\_ relate to each other and make appropriate interventions.  
Answer: sub-groups  
  
Question FBQ19 : \_\_\_\_\_\_\_\_\_\_ Communication is the process of exchanging messages or information between two or more parties for the purpose of promoting business growth.  
Answer: Business  
  
Question FBQ20 : Business is conducted through various \_\_\_\_\_\_\_\_\_ of communication, including the Internet, Print, Radio, Television, Ambient media, Outdoor, and Word of mouth.  
Answer: channels  
  
Question FBQ21 : Effective business communication is crucial for the success of individuals as well as \_\_\_\_\_\_\_\_\_\_.  
Answer: organisation  
  
Question FBQ22 : \_\_\_\_\_\_\_\_\_communication skills help individuals to effectively interact with others in an organisation.  
Answer: Good  
  
Question FBQ23 : The basic forms of \_\_\_\_\_\_\_\_\_\_ communication are of two types, namely non-verbal and verbal communication.  
Answer: business  
  
Question FBQ24 : Non-verbal communication is a primitive form of communication that does not involve the use of \_\_\_\_\_\_\_\_\_\_.  
Answer: words  
  
Question FBQ25 : \_\_\_\_\_\_\_ communication involves the arrangement of words in a structured and meaningful manner, adhering to the rules of grammar.  
Answer: Verbal  
  
Question FBQ26 : Businesses have so far not paid much attention to \_\_\_\_\_\_\_\_\_ as a skill.  
Answer: Listening  
  
Question FBQ27 : Oral communication cannot be effective unless the audience is good at listening and most of its content is forgotten after a \_\_\_\_\_\_\_\_\_\_\_\_.  
Answer: Presentation  
  
Question FBQ28 : People communicate in businesses with each other most often by \_\_\_\_\_\_\_\_\_\_\_ communication.  
Answer: Oral  
  
Question FBQ29 : Managers have authority or the right to give orders and expect the orders to be \_\_\_\_\_\_\_\_\_\_\_\_\_.  
Answer: Obeyed  
  
Question FBQ30 : Communication from a manager to a \_\_\_\_\_\_\_\_\_\_\_\_is also different.  
Answer: Subordinate  
  
Question FBQ31 : The communication process among workers of the same level is called the \_\_\_\_\_\_\_\_\_\_\_ form of business communication.  
Answer: Horizontal  
  
Question FBQ32 : The grapevine is the \_\_\_\_\_\_\_\_\_\_ way that communication takes place in an organization.  
Answer: Unofficial  
  
Question FBQ33 : The grapevine can be used by an "open" company and it will have accurate \_\_\_\_\_\_\_\_\_\_ however, in an authoritative culture the rumor mill may not be accurate.  
Answer: Information    
  
Question FBQ34 : Educational institutions often offer student counseling, or provide resources for improving \_\_\_\_\_\_\_\_\_ skills.  
Answer: Study  
  
Question FBQ35 : A study method, study system, or study technique, is a formalised learning process or procedure of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
Answer: Study  
  
Question MCQ1 : Some people do not pay much attention to \_\_\_\_\_\_\_\_\_as a communication skill.  
Answer: Listening  
  
Question MCQ2 : Verbal communication cannot be effective unless the audience is good at \_\_\_\_\_\_\_\_\_and most of its content is forgotten after a presentation.  
Answer: Listening  
  
Question MCQ3 : \_\_\_\_\_\_\_\_communication is the process of communicating through sending and receiving wordless messages.  
Answer: Non-verbal  
  
Question MCQ4 : \_\_\_\_\_\_\_\_\_\_\_communication plays a key role in every person's day to day life, from employment to romantic engagements.  
Answer: Non-verbal  
  
Question MCQ5 : Written texts have non-verbal elements such as handwriting style, spatial arrangement of words, or the use of \_\_\_\_\_\_\_\_.  
Answer: Emotions  
  
Question MCQ6 : Environmental factors such as furniture, architectural style, interior decorating, lighting conditions, colours, temperature, noise, and music affect the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_of communicators during interaction.  
Answer: Behavior  
  
Question MCQ7 : \_\_\_\_\_\_\_\_\_\_\_is the study of how people use and perceive the physical space around them.  
Answer: Proxemics  
  
Question MCQ8 : The space between the sender and the receiver of a \_\_\_\_\_\_\_\_\_\_\_\_influences the way the message is interpreted.  
Answer: Message  
  
Question MCQ9 : The perception and use of space varies significantly across \_\_\_\_\_\_\_\_\_and different settings within cultures.  
Answer: Cultures  
  
Question MCQ10 : Space in non-verbal communication may be divided into \_\_\_\_\_\_\_\_\_\_ main categories.  
Answer: Four  
  
Question MCQ11 : The distance between communicators will also depend on \_\_\_\_\_\_\_\_, status, and social role.  
Answer: Sex  
  
Question MCQ12 : Chronemics is the study of the use of \_\_\_\_\_\_\_\_ in non-verbal communication.  
Answer: Time  
  
Question MCQ13 : The way we perceive time, structure our time and react to time is a powerful \_\_\_\_\_\_\_\_\_ tool, and helps set the stage for communication.  
Answer: Communication  
  
Question MCQ14 : \_\_\_\_\_\_\_\_\_\_ perceptions include punctuality and willingness to wait, the speed of speech and how long people are willing to listen.  
Answer: Time  
  
Question MCQ15 : The timing and frequency of an action as well as the tempo and rhythm of \_\_\_\_\_\_\_\_\_\_\_\_ within an interaction contributes to the interpretation of non-verbal messages.  
Answer: Communications  
  
Question MCQ16 : Kinetics is the study of body movements, facial expressions, and \_\_\_\_\_\_\_.  
Answer: Gestures  
  
Question MCQ17 : Kinesic behaviors include \_\_\_\_\_ gaze, smiling, facial warmth or pleasantness, childlike behaviors, direct body orientation, and the like.  
Answer: Mutual  
  
Question MCQ18 : \_\_\_\_\_\_\_\_ can be used to determine a participant‘s degree of attention or involvement, the difference in status between communicators, and the level of fondness a person has for the other communicator.  
Answer: Postures  
  
Question MCQ19 : A gesture is a non-vocal bodily movement intended to express \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
Answer: Meaning  
  
Question MCQ20 : The boundary between language and gesture, or verbal and non-verbal communication, can be hard to \_\_\_\_\_\_\_\_\_\_\_.  
Answer: Identify  
  
Question MCQ21 : A \_\_\_\_\_\_\_\_\_\_\_\_hello or a peace sign are examples of speech-independent gestures.  
Answer: Wave  
  
Question MCQ22 : Haptics is the study of \_\_\_\_\_\_\_\_\_\_\_\_ as non-verbal communication.  
Answer: Touching  
  
Question MCQ23 : The study of the role of \_\_\_\_\_\_\_ in non-verbal communication is sometimes referred to as "oculesics".  
Answer: Eyes  
  
Question MCQ24 : Gaze comprises the actions of looking while talking, looking while listening, amount of gaze, and frequency of glances, patterns of fixation, pupil dilation, and \_\_\_\_\_\_\_\_\_\_\_\_ rate.  
Answer: Blink  
  
Question MCQ25 : Characterisers are emotions expressed while speaking, such as laughing, crying, and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
Answer: Yawning  
  
Question MCQ26 : A/an\_\_\_\_\_\_\_\_\_\_\_\_ qualifier is the style of delivering a message - for example, yelling "Hey stop that!",  
Answer: Voice  
  
Question MCQ27 : Repeating consists of using gestures to strengthen a verbal message, such as pointing to the object of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
Answer: Discussion  
  
Question MCQ28 : Verbal and non-verbal messages within the same interaction can sometimes send opposing or conflicting \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
Answer: Messages  
  
Question MCQ29 : A person verbally expressing a statement of truth while simultaneously fidgeting or avoiding eye contact may convey a mixed message to the \_\_\_\_\_\_\_\_\_\_\_\_\_ in the interaction.  
Answer: Receiver  
  
Question MCQ30 : Accurate \_\_\_\_\_\_\_of messages is made easier when non-verbal and verbal communication complements each other.  
Answer: Interpretation  
  
Question MCQ31 : Non-verbal cues can be used to elaborate on \_\_\_\_\_\_\_\_ messages to reinforce the information sent when trying to achieve communicative goals etc.  
Answer: Verbal  
  
Question MCQ32 : Non-verbal \_\_\_\_\_\_\_\_is sometimes used as the sole channel for communication of a message.  
Answer: Behavior  
  
Question MCQ33 : \_\_\_\_\_\_\_learn to identify facial expressions, body movements, and body positioning as corresponding with specific feelings and intentions.  
Answer: People  
  
Question MCQ34 : Non-verbal signals are used to \_\_\_\_\_\_\_\_\_\_ the interpretation of verbal messages.  
Answer: Alter  
  
Question MCQ35 : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_communication as the name suggests is communication through visual aid.  
Answer: Visual