BUS207 (FMS207) BUSINESS COMMUNICATION SUMMARY

_____ is a process of transferring information from one entity to another.
Communication

Communication is a process of transferring _____ from one entity to another.
information

Communication is a process of transferring information from one _____to another.
entity

Communication is_____
a process of transferring information from one entity to another

Communication processes are _____-mediated interactions between at least two agents which share a repertoire of signs and semiotic rules.
Sign

Communication processes are sign-mediated interactions between at least _____ agents which share a repertoire of signs and semiotic rules.
two

Communication processes are sign-mediated interactions between at least two agents which share a repertoire of _____and semiotic rules.
signs

Communication processes are sign-mediated interactions between at least two agents which share a repertoire of signs and_____.
semiotic rules

Communication processes are sign-mediated interactions between at least two agents which share a repertoire of _____
signs and semiotic rules

Communication processes are sign-mediated interactions between at least two agents which share a repertoire of signs and semiotic_____.
rules

_____ is commonly defined as "the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs".
Communication

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Communication is commonly defined as_____
the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.

_____ can be perceived as a two-way process in which there is an exchange and progression of thoughts, feelings or ideas towards a mutually accepted goal or direction.
Communication

Communication can be perceived as a _____-way process in which there is an exchange and progression of thoughts, feelings or ideas towards a mutually accepted goal or direction.
two

_____ is a process whereby information is enclosed in a package and is discrete and imparted by sender to a receiver via a channel/medium.
Communication

Communication is a process whereby _____is enclosed in a package and is discrete and imparted by sender to a receiver via a channel/medium.
information

Communication is a process whereby information is enclosed in a package and is discrete and imparted by _____to a receiver via a channel/medium.
sender

Communication is a process whereby information is enclosed in a package and is discrete and imparted by sender to a _____ via a channel/medium.
receiver

In the process of communication, the _____then decodes the message and gives the sender a feedback.
receiver

In the process of communication, the receiver then _____ the message and gives the sender a feedback.
decodes

In the process of communication, the receiver then decodes the _____ and gives the sender a feedback.
message

In the process of communication, the receiver then decodes the message and gives the _____a feedback.
sender

In the process of communication, the receiver then decodes the message and gives the sender a_____.

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feedback

_____ requires that all parties have an area of communicative commonality.
Communication

Communication requires that all parties have an area of communicative_____.
commonality

_____ is thus a process by which we assign and convey meaning in an attempt to create shared understanding.
Communication

It is through _____ that collaboration and cooperation occur.
communication

It is through communication that _____and cooperation occur.
collaboration

It is through communication that collaboration and _____occur.
cooperation

To be an effective communicator and to get your point across without misunderstanding and confusion, your goal should be_____
to lessen the frequency of problems at each stage of this process, with clear, concise, accurate, well-planned communications

As the _____ of the message, you need to be clear about why you're communicating, and what you want to communicate.
source

The _____ is the information that you want to communicate.
message

_____ is the process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end.
Encoding

Messages are conveyed through_____, with verbal channels including face-to-face meetings, telephone and videoconferencing
channels

Written channels of communication including _____
letters, emails, memos and reports

Different channels have different strengths and weaknesses.
True

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Your _____ is delivered to individual members of your audience.
message

Your message is delivered to individual members of your_____.
audience

Your _____will provide you with feedback, as verbal and nonverbal reactions to your communicated message.
audience

Your audience will provide you with_____, as verbal and nonverbal reactions to your communicated message.
feedback

Your audience will provide you with feedback, as _____ and_____ reactions to your communicated message.
verbal and nonverbal

The situation in which your message is delivered is the_____.
context

In a simple model, _____is sent in some form (as spoken language) from an emisor/ sender/ encoder to a destination/ receiver/ decoder.
information or content

A particular instance of communication is called a_____.
speech act

In the presence of _____ on the transmission channel (air, in this case), reception and decoding of content may be faulty, and thus the speech act may not achieve the desired effect.
communication noise

One problem with this encode-transmit-receive-decode model is that _____
the processes of encoding and decoding imply that the sender and receiver each possess something that functions as a code book, and that these two code books are, at the very least, similar if not identical

Creating and delivering the effective presentation requires basic understanding of a _____
communication process

Creating and delivering the effective _____ requires basic understanding of a communication process
presentation

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Communication can be seen as processes of information transmission governed by _____ levels of semiotic rules
three

Communication can be seen as processes of information transmission governed by three levels of semiotic_____
rules

Communication can be seen as processes of information transmission governed by three levels of _____rules
semiotic

Communication can be seen as processes of information transmission governed by three levels of semiotic rules:
1. Syntactic (formal properties of signs and symbols)
2. Pragmatic (concerned with the relations between signs/expressions and their users)
3. Semantic (study of relationships between signs and symbols and what they represent).

_____ is social interaction where at least two interacting agents share a common set of signs and a common set of semiotic rules.
Communication

Communication is _____ interaction where at least two interacting agents share a common set of signs and a common set of semiotic rules.
social

_____ is the interference that keeps a message from being understood or accurately interpreted.
Noise

_____ is communication that occurs within us; it is also referred to as Self-talk.
Intrapersonal communication

_____ occurs when we communicate on a one-to one basis-usually in an informal, unstructured setting.
Interpersonal communication

_____ occurs when a small number of people meet to solve a problem.
Interpersonal communication

_____ occurs when the sender-receiver sends a message to an audience.
Public communication

_____ is communication that occurs whenever two or more people from different cultures interact.
Intercultural communication

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_____ is communication that is fair, honest, and considerate of others rights.
Ethical communication

Human spoken and written _____ can be described as a system of symbols (sometimes known as lexemes) and the grammars (rules) by which the symbols are manipulated.
languages

The word _____ is also used to refer to common properties of languages.
language

_____ is normal in human childhood.
Language learning

Language _____ is normal in human childhood.
learning

Language learning is normal in human_____.
childhood

Most human _____ use patterns of sound or gesture for symbols which enable communication with others around them.
languages

Most human languages use patterns of ____ or gesture for symbols which enable communication with others around them.
sound

Most human languages use patterns of sound or _____ for symbols which enable communication with others around them.
gesture

Most human languages use patterns of sound or gesture for _____ which enable communication with others around them.
symbols

_____ is credited as saying that "a language is a dialect with an army and a navy".
Max Weinreich

There are _____ major parts in human face to face communication
three

There are three major parts in human face to face communication which are_____, voice tonality, and words.
body language

There are three major parts in human face to face communication which are body language, _____, and words.

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voice tonality

There are three major parts in human face to face communication which are body language, voice tonality, and_____.
words

There are three major parts in human face to face communication which are _____
body language, voice tonality, and words

Three forms of communication are: _____
verbal communication non-verbal communication visual communication

A _____ is a reciprocal conversation between two or more entities.
dialogue

A dialogue is a _____ conversation between two or more entities.
reciprocal

The basis of communication is the _____ between people.
interaction

The basis of communication is the interaction between_____.
people

_____ is one way for people to communicate face-to-face.
Verbal communication

Verbal communication is one way for people to communicate_____.
face-to-face

At birth, most people have_____, which produce sounds.
vocal cords

At birth, most people have vocal cords, which produce_____.
sounds

Effective _____ involves the use of both speech and writing to transmit a message.
verbal communication

_____ involves interaction and additional non-verbal cues to augment the speech, written communication is necessary for reaching a large number of scattered recipients.
Oral communication

Speaking can be looked at in _____ major areas
two

Speaking can be looked at in two major areas: _____ and public speaking.

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inter-personal

Speaking can be looked at in two major areas: inter-personal and_____.
public speaking

Speaking can be looked at in two major areas:_____
inter-personal and public speaking

In _____ speaking, etiquette is very important.
interpersonal

In interpersonal speaking, _____ is very important.
etiquette

In business today, _____ communication is of utmost importance to all members involved.
hierarchical

Verbal communication cannot be effective unless_____
the audience is good at listening and most of its content is forgotten after a presentation

_____ is the process of communicating through sending and receiving wordless messages.
Non-verbal communication

Non-verbal communication is the process of communicating through sending and receiving _____ messages.
wordless

_____ and_____ are generally understood as forms of verbal communication as both make use of words
Sign languages and writing

Sign languages and writing are generally understood as forms of _____ communication as both make use of words
verbal

_____ is the study of how people use and perceive the physical space around them.
Proxemics

_____ is the study of the use of time in non-verbal communication.
Chronemics

Gudykunst & Ting-Toomey (1988) identified _____ dominant time patterns
2

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_____ is the study of body movements, facial expressions, and gestures.
Kinetics

Kinetics is the study of_____, facial expressions, and gestures.
body movements

Kinetics is the study of body movements, _____, and gestures.
facial expressions

Kinetics is the study of body movements, facial expressions, and gestures_____.
facial expressions

Kinetics was developed by anthropologist _____ in the 1950s.
Ray L. Birdwhistell

Kinetics was developed by anthropologist Ray L. Birdwhistell in the_____.
1950s

_____ proposed the term kineme to describe a minimal unit of visual expression, in analogy to a phoneme which is a minimal unit of sound.
Birdwhistell

_____ 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.
Posture

A _____ is a type of gesture.
wink

A wink is a type of_____.
gesture

A _____ is a non-vocal bodily movement intended to express meaning.
gesture

A _____ is an example of communicative touch.
high five

_____ is the study of touching as non-verbal communication.
Haptics

Touches that can be defined as communication include _____
handshakes, holding hands, kissing (cheek, lips, hand), back slapping, high fives, a pat on the shoulder, and brushing an arm

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The study of the role of eyes in non-verbal communication is sometimes referred to as_____.
oculesics

_____ is the study of non-verbal cues of the voice.
Paralanguage

Paralanguage is also called _____
vocalics

Various acoustic properties of speech such as tone, pitch and accent are collectively known as_____
prosody

The _____ is the context in which the speaker is speaking.
voice set

A _____ is the style of delivering a message
voice qualifier

Argyle (1988) concluded there are _____ primary functions of non-verbal bodily behavior in human communication
five

Argyle (1988) concluded there are five primary functions of non-verbal bodily behavior in human communication:

- Express emotions
- Express inter-personal attitudes
- To accompany speech in managing the cues of interaction between speakers and listeners
- Self-presentation of one‘s personality
- Rituals (greetings)

_____ consists of using gestures to strengthen a verbal message, such as pointing to the object of discussion.
Repeating

Verbal and non-verbal messages within the same interaction can sometimes send opposing or conflicting messages.
True

_____ are used to alter the interpretation of verbal messages.
Non-verbal signals

Non-verbal signals are used to alter the _____ of verbal messages.
interpretation

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_____ is a form of non-verbal communication that requires the same underlying faculty in the brain for conceptualization, creativity and memory as does verbal language in speaking and writing.
Dance

_____ as the name suggests is communication through visual aid.
Visual communication

_____ is the conveyance of ideas and information in forms that can be read or looked upon.
Visual communication

Communication is an essential aspect of business life.

True

Communication is a _____-way street.
two

_____ is an academic field that deals with the processes of communication, commonly defined as the sharing of symbols over distances in space and time.
Communication studies

_____ as a discipline, is also often interested in how audiences interpret information and the political, cultural, economic, and social dimensions of speech and language in context.
Communication studies

_____ is often recognised as a cornerstone of modern society—it would be hard to conceive of modern life without it.
Communication

A more recent "ritual" view, proposed by the late_____, holds that communication partakes in central daily rituals that forge meaningful human relationships and communities.
James W. Carey

_____ provides necessary skills for individuals to be effective in business.
Communications training

Communication skills are particular to various situations
True

The following are the benefits of business communication training

- Business communication training
- Corporate communications training
- Executive communication training
- Crisis communication training
- Public speaking training

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_____ is the process of exchanging messages or information between two or more parties for the purpose of promoting business growth.
Business Communication

_____ are used to promote a product, service, or an organisation; relay information within the business; or deal with legal and similar issues.
Business communications

Business Communication can also refer to_____.
internal communication

_____ is the form of communication between a worker and his or her boss.
Vertical business communication

The communication process among workers of the same level is called the _____ form of business communication.
horizontal

When workers talk to each other and relay information on to other workers it is called the_____.
grapevine

The _____ is the unofficial way that communication takes place in an organization.
grapevine

_____ can be seen as the bedrock of any business organisation.
Communication

_____ is a formalised learning process or procedure of study.
Study method

PQRST is an acronym for _____
Preview, Question, Read, Summary, and Test

_____ is a thoroughgoing method [developed through the Royal Literary Fund] which helps the student to ensure that every aspect of the question posed has been considered, both in exams and essays
The Black-Red-Green method

_____ is a method of memorising lists and organising them.
Mnemonics

_____ are often underrated tools.
Diagrams

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_____ is the process of receiving, constructing meaning from, and responding to spoken or nonverbal messages.
Listening

People can think approximately _____ words per minute.
500

The average person speaks _____ words per minute.
125 - 150

People can give their full attention for approximately _____ seconds.
20

_____, a psychological theory that applies to communication, states that a person feels conflict it they hold two or more attitudes that are in opposition to each other.
Cognitive Dissonance

The following are types of Listening

- Listening for information
- Critical listening
- Empathic listening
- Listening for enjoyment

_____ is the practice of writing pieces of information, often in an informal or unstructured manner.
Note taking

The _____ requires no rewriting and yet results in systematic notes.
Cornell method

_____ is creating a graph with symbols, or table with rows and columns.
Charting

_____ and_____ are useful for documenting a process or event.
Graphs and flow-charts

_____ are useful for facts and values
Tables

_____ is a method for taking notes from written material, though it might be better classed as method of reading and gaining understanding.
SQ3R

In linguistics, _____ refers to the logical and structural rules that govern the composition of sentences, phrases, and words in any given natural language.
grammar

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_____ is the set of rules within the English language itself.
English grammar

_____ is a specific study or analysis of these rules.
An English grammar

A fully explicit grammar exhaustively describing the grammatical constructions of a language is called a_____
descriptive grammar

A _____ is a word that names a person (teacher), thing (pencil), animal (cat), place (Paris) or abstract idea (love).
Noun

A _____ is a noun referring to a person, place, or thing in a general sense.
common noun

You always write a _____with a capital letter, since the noun represents the name of a specific person, place, or thing.
proper noun

A _____ is a noun which names anything (or anyone) that you can perceive through your physical senses: touch, sight, taste, hearing, or smell.
concrete noun

A _____ is the opposite of an abstract noun.
concrete noun

A concrete noun is the opposite of an_____.
abstract noun

An _____ is a noun which names anything which you can not perceive through your five physical senses, and is the opposite of a concrete noun.
abstract noun

A _____ is a noun with both a singular and a plural form, and it names anything (or anyone) that you can count.
countable noun (or count noun)

A _____ is a noun which does not have a plural form, and which refers to something that you could (or would) not usually count.
non-countable noun (or mass noun)

A _____ is a noun naming a group of things, animals, or persons.
collective noun

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A _____ is a word that expresses an action (to run), occurrence (to happen), or state of being (to appear).
verb

_____ comprise the third largest group of words in English (about 10%) and appear in any sentence as a major mandatory element tying the subject and predicate together.
Verbs

Verbs that take objects are known as_____.
transitive verbs

Verbs not followed by objects are called_____.
intransitive verbs

In addition to the transitive verb and the intransitive verb, there is a third kind of verb called a_____.
linking verb

_____is a word that modifies (describes) a noun or pronoun.
An adjective

_____ comprise the second largest group of words in English (about 23%).
Adjectives

_____ informs about the qualities and features of people, things or concepts (big, strong, beautiful, and sensitive) and can be considered as an added intensifier or even "decoration" to the required basic sentence elements, adding variety and liveliness.
An adjective

_____ is a type of word that has many uses in English. It can modify (describe) a verb, an adjective, another adverb, or a whole sentence (composed from at least an independent clause).
An adverb

You can use a _____ to join two clauses together.
conjunctive adverb

_____ is a word or expression that conveys a strong emotion, such as surprise, joy or disgust.
An interjection

A _____ is a word that accompanies a noun or noun phrase and determines whether it is general or specific, its quantity, who it belongs to and more.
determiner

A _____ is a word that has replaces a noun or refers to it.
pronoun

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A _____ is a word that conveys relationships between other words, usually in time, place or direction.
preposition

A _____ is a word that connects other words, phrases and clauses reflecting some kind of logical relationship between the connected elements (addition, illustration, cause, effect, contrast etc.).
conjunction

_____ actually helps the flow of the message being presented in writing form to be meaningful.
Punctuation

_____ is the system of symbols (.,! - : etc) that we use to separate sentences and parts of sentenc
es, and to make their meaning clear.
Punctuation

The _____ that signal the end of a sentence are the period, the question mark and the exclamation mark.
punctuation marks

The punctuation marks that signal the end of a sentence are_____, the question mark and the exclamation mark.
period

The punctuation marks that signal the end of a sentence are the period, _____and the exclamation mark.
question mark

The punctuation marks that signal the end of a sentence are the period, the question mark and the_____.
exclamation mark

A _____ is a phrase or clause that does not restrict or limit the meaning of the word it is modifying.
non-restrictive modifier

A _____ is a phrase or clause that limits the meaning of what it modifies and is essential to the basic idea expressed in the sentence.
restrictive modifier

A _____ is a group of two or more grammatically linked words without a subject and predicate
phrase

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A group of grammatically-linked words with a subject and predicate is called a_____.
clause

A _____ consists of a verb, its direct and/or indirect objects, and any adverb, adverb phrases, or adverb clauses which happen to modify it.
verb phrase

A _____ consists of a pronoun or noun with any associated modifiers, including adjectives, adjective phrases, adjective clauses, and other nouns in the possessive case.
noun phrase

An _____ is any phrase which modifies a noun or pronoun.
adjective phrase

A _____ is a collection of grammatically-related words including a predicate and a subject (though sometimes the subject is implied).
clause

A collection of grammatically-related words without a subject or without a predicate is called a_____.
phrase

A _____ is an entire clause which takes the place of a noun in another clause or phrase.
noun clause

An _____ is a dependent clause which takes the place of an adjective in another clause or phrase.
adjective clause

An _____ is a dependent clause which takes the place of an adverb in another clause or phrase.
adverb clause

An _____ answers questions such as "when?", "where?", "why?", "with what goal/result?", and "under what conditions?".
adverb clause

In linguistics, a _____ is an expression in natural language—a grammatical and lexical unit consisting of one or more words, representing distinct and differentiated concepts, and combined to form a meaningful statement, question, request, command, etc.
sentence

A _____ consists of a single independent clause with no dependent clauses.
simple sentence

A _____ consists of multiple independent clauses with no dependent clauses.
compound sentence

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A _____ consists of one or more independent clauses with at least one dependent clause.
complex sentence

A _____ consists of multiple independent clauses, at least one of which has at least one dependent clause.
complex-compound sentence

The most basic type of sentence is the_____, which contains only one clause.
simple sentence

A _____ consists of two or more independent clauses (or simple sentences) joined by co-ordinating conjunctions like "and," "but," and "or":
compound sentence

A _____ contains one independent clause and at least one dependent clause.
complex sentence

A _____ is a single, focused argument, and most paragraphs prove or demonstrate a thesis through explanations, examples and concrete details.
thesis

A _____ encapsulates or organises an entire paragraph, and you should be careful to include one in most of your major paragraphs.
topic sentence

A topic sentence is also known as a _____
focus sentence

_____ is the science of the sounds of human speech.
Phonetics

_____ regards the nature of sounds in speech (called phones) and how they are made, heard and thought of.
Phonetic theory

_____ is your magic key to understanding spoken English.
Word stress

Word stress is your _____ to understanding spoken English.
magic key

Word stress is not used in all languages.
True

There are _____ very simple rules about word stress
two

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_____ is the music of spoken English.
Sentence stress

_____ are the key words of a sentence.
Content words

_____ are words that have exactly the same sound (pronunciation) but different meanings and (usually) spelling.
Homophones

The _____ is the bedrock of communication in business organisation.
writing process

_____ is a pedagogical term that appears in the research of Janet Emig who published The Composing Processes of Twelfth Graders in 1971.
Writing process

Janet Emig published ‘’The Composing Processes of Twelfth Graders’’ in_____.
1971

Generally the writing process is seen as consisting of _____ steps.
five

_____ consists of memos, letters, and electronic mail.
Correspondence

_____ is a less formal version of memos and letters.
Electronic mail

A _____ is the one that accompanies your CV when you are applying for a job.
covering letter

_____ and oration are sometimes considered some of the most importantly valued skills that an individual can possess.
Public speaking

Public speaking and _____ are sometimes considered some of the most importantly valued skills that an individual can possess.
oration

_____ is an effective way of promoting an image of an organisation through dissemination of information to the public.
Public speaking

_____ enhances mutual relationship.
Interpersonal communication

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Interpersonal communication enhances _____.
mutual relationship

_____ is an aspect of every person within an organisation.
Relationship

_____ refers to the conditions that precede or surround the communication.
Context

_____ is a communication skill that must be mastered by every business organisation.
Negotiation

_____ is a dialogue intended to produce an agreement upon courses of action, to bargain for individual or collective advantage, to resolve disputes or to craft outcomes to satisfy various interests.
Negotiation

_____ is the communication that is issued by a corporate / organisation / body / institute to all its public(s).
Corporate communication

_____ can be defined as the set of activities involved in managing and orchestrating all internal and external communications aimed at creating favorable starting points with stakeholders on which the company depends.
Corporate Communication

_____ involves building and maintaining a positive relationship with the media (television, print, web, et cetera).
Media relations

_____ is generally considered a sub-specialty of the public relations profession that is designed to protect and defend an individual, company, or organisation facing a public challenge to its reputation.
Crisis communications

_____ provides access to information and markets in business organization
Communication technology

A _____ is the live exchange and mass articulation of information among several persons and machines remote from one another but linked by a telecommunications system.
teleconference or teleseminar

_____ enables face to face interaction between the employees and their boss.
Video-conferencing

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The _____ is a global system of interconnected computer networks that use the standardised Internet Protocol Suite (TCP/IP).
Internet

_____is a network of networks that consists of millions of private and public, academic, business, and government networks of local to global scope that are linked by copper wires, fiber-optic cables, wireless connections, and other technologies.
Internet

WWW stands for_____
World Wide Web

VoIP stands for_____
Voice over Internet Protocol

_____ promotes independence and self-assessment.
Computer technology

Computer technology promotes _____ and self-assessment.
independence

Computer technology promotes independence and_____.
self-assessment

_____ protects the sensitive corporate information.
Management technology

Management technology protects the sensitive_____.
corporate information

If a clause can stand alone as a sentence, it is called an ____
independent clause

If a clause cannot stand alone as a sentence, it is called a ____
dependent clauses or subordinate clauses.

_____is the process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end
Encoding

The elements involved in communication process_____
Source ,Message,Encoding ,Channel ,Decoding ,Receiver ,Feedback ,Context

There are _____levels of semiotic rules
Three (Syntactic,Pragmatic,Semantic)

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The study of relationships between signs and symbols and what they represent is referred to as _____level of semiotic rules
Semantic

The _____level of semiotic rules Is concerned with the relations between signs/expressions and their users
Pragmatic

_____ comes from environment. i.e. loud music, hot sun, babies
External noise

_____ occurs in the minds of the sender or receiver when their thoughts and feelings are focused on something other than the communication at hand.
Internal noise

Human spoken and written languages can be described as a system of symbols sometimes known as_____
Lexemes

There are _____major parts in human face to face communication
Three (body language, voice tonality, and words)

According to the research: 55% of impact is determined by_____
body language

According to the research: 38% of impact is determined by_____
tone of voice

According to the research: 7% of impact is determined by_____
words

The basis of communication is the interaction between _____
People

The actual origin of language is subject to considerable _____
Speculation

Some of the key components of verbal communication are _____
sound, writing, speaking, and language

Speech may also contain non-verbal elements known as _____
Paralanguage

prosodic features are _____
rhythm, intonation and stress

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An _____is a symbol or combination of symbols used to convey emotional content in written or message form
emoticon

_____is the study of the use of time in non-verbal communication. The way we perceive time, structure our time and react to time is a powerful communication tool, and helps set the stage for communication.
Chronemics

_____perceptions include punctuality and willingness to wait, the speed of speech and how long people are willing to listen
Time

Gudykunst & Ting-Toomey (1988) identified 2 dominant time patterns which are_____
Monochronic time schedule (M-time) and Polychronic time schedule (P-time)

The M-pattern is typically found in _____and _____
North America and Northern Europe

_____ is the usual pattern that is typically found in Latin America and the Middle East.
Polychronic time schedule (P-time)

_____is the study of body movements, facial expressions, and gestures
Kinetics

_____ developed by anthropologist Ray L. Birdwhistell in the 1950s
Kinetics

The term _____to describe a minimal unit of visual expression
Kineme

_____ is a minimal unit of sound.
Phoneme

_____ 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.
Posture

A _____is a non-vocal bodily movement intended to express meaning.
Gesture

_____ may be articulated with the hands, arms or body, and also include movements of the head, face and eyes, such as winking, nodding, or rolling ones' eyes.
Gesture

Gestures could be categorised into five types_____

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emblems, illustrators, affect displays, regulators, and adaptors

_____are gestures with direct verbal translations, such as a goodbye wave
Emblems

_____are gestures that depict what is said verbally, such as turning an imaginary steering wheel while talking about driving
Illustrators

An _____is a gesture that conveys emotions, like a smile
affectdisplay

_____are gestures that control interaction; and finally
Regulators

An _____is a gesture that facilitates the release of bodily tension, such as quickly moving one's leg
adaptor

Gestures can also be categorised as either speech-independent or _____
speech-related

_____is the study of touching as non-verbal communication
Haptics

Touching of oneself may include licking, picking, holding, and scratching. These behaviors are referred to as_____
Adaptor

The study of the role of eyes in non-verbal communication is sometimes referred to as _____ **Oculesics**

_____ comprises the actions of looking while talking, looking while listening, amount of gaze, and frequency of glances, patterns of fixation, pupil dilation, and blink rate.
Gaze

Paralanguage sometimes called _____
Vocalic

_____ is the study of non-verbal cues of the voice
Paralanguage

When communicating, nonverbal messages can interact with verbal messages in six ways which are_____
repeating, conflicting, complementing, substituting, regulating and accenting/moderating

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_____consists of using gestures to strengthen a verbal message, such as pointing to the object of discussion.
Repeating

Visual communication as the name suggests is communication through _____
visual aid

The evaluation of a good visual design is based on measuring comprehension by the _____
audience

The communication process among workers of the same level is called the _____
horizontal form of business communication

When workers talk to each other and relay information on to other workers it is called the_____ **Grapevine**

The grapevine can be used by an _____ company and it will have accurate information however, in an authoritative culture the rumor mill may not be accurate.
Open

_____could be found in a situation where the communication between the management of an organisation and the workers is achieved through the labour union which the workers belong to **Quasi-Vertical Business Communication**

Study skills and study strategies are abilities and approaches applied to_____
Learning

In The Black-Red-Green method, BLAck denotes_____
BLAtant instructions

In The Black-Red-Green method, REd denotes_____
REference Point or REquired input

In The Black-Red-Green method, GREen denotes _____
GREmlins

_____can be useful for planning essays and essay responses in exams.
Spider diagrams

_____ can be used to bring all the information together and provide practice reorganising what has been learned in order to produce something practical and useful.
Diagram

Flashcards are also be referred to as _____
A5 index cards

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_____are effective revision tools but students often set out to make them and they become more of a chore
Flashcards

_____ is a common pitfall in studying to set out to learn everything that you have been taught in an orderly and precise fashion.
Traffic lights

One major specific type of note taking is the practice of writing in_____
Shorthand

Notes are frequently written in_____, though any available piece of paper can suffice in many circumstances
Notebooks

Systems of notetaking are _____
Mapping ,Sentence method ,SQ3R,Charting ,Outlining, Cornell Notes

When using _____system a column of white space is left to the left side of the notes that are written as they come up
The Cornell note-taking

_____is creating a graph with symbols, or table with rows and columns.
Charting

While notes can be written freely, many people structure their writing in an _____
outline
In _____ ideas are written in a tree structure, with lines connecting them together
mapping

Mind maps are commonly drawn with a_____, purpose or goal in the center of the page and then branching outward to identify all the ideas connected to that goal.
central point

A fully explicit grammar exhaustively describing the grammatical constructions of a language is called a _____
descriptive grammar

_____is referred as the one which tries to enforce the governing rules of how a language is to be used
linguistic prescription

Computer technology promotes independence and _____
self-assessment

The origins of the Internet reach back to the _____
1960s

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The Internet carries a vast array of information resources and services, most notably the inter-linked _____documents of the World Wide Web (WWW) and the infrastructure to support electronic mail
Hypertext

The word telefax, short for telefacsimile, means _____
make a copy at a distance

The latin word fac similar means _____
make a copy or make similar

The latin word for facsimilar is _____
fac similar

The best approach for the negotiation within the team is to adopt the _____approach
win-win

Negotiation occurs in business, non-profit organisations, government branches, legal proceedings, among nations and in personal situations such as employment salary, marriage divorce and everyday life. The study of the subject is called _____
negotiation theory

_____are usually recognised subconsciously by the receiver, and are not always under direct control of the sender.
Indirect channels

The second step to delivering an effective public speaking is _____
Practice

The first step in planning a talk is developing a _____
Purpose Statement

The common fear of public speaking is called _____
Glossophobia

The first step in planning a public speaking involves acknowledging two fundamental differences between oral and _____
written communication

Communication channels, the conceptualization of mediums that carry messages from sender to receiver, take two distinct forms_____
direct and indirect

A _____ is the one that accompanies your CV when you are applying for a job.
covering letter

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A _____is when you are approaching a company speculatively, that is you are making an approach without their having advertised or announced a vacancy
letter of enquiry

Communication processes are sign-mediated interactions between at least two agents which share a repertoire of signs and semiotic _____.
rules

_____ of signals, such as voice sounds, intonations or pitch, gestures or written symbols which communicate thoughts or feelings.
communication

There are three major parts in human face to face communication which are body language, voice tonality, and _____.
words

Between parties, communication includes acts that confer knowledge and experiences, give advice and _____ and ask questions.
commands

In a simple model, _____ or content is sent in some from an emisor/ sender/ encoder to a destination/ receiver/ decoder.
information

The situation in which your message is delivered is the context, this may include the _____ environment or broader culture.
surrounding

Encoding is the process of transferring the information you want to communicate into a form that can be sent and correctly _____ at the other end.
decoded

As the planning of the _____, you need to be clear about why you're communicating, and what you want to communicate.
message

Problems with communication can _____ at every stage of the communication process.
pop-up

_____ is a process of transferring information from one entity to another.
Communication

Listening carefully with the intent of attacking the speaker is known as_____
ambushing

The process of screening out parts of information that bores us or makes us uncomfortable in a communication process is known as_____

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selective listening

The psychological theory which states that a person feels conflict if they hold two or more attitudes that are in opposition to each other is known as_____
dissonance

The method of memorising lists and organising them is known as_____
mnemonics

A symbol or combination of symbols used to convey emotional content in written or message form is known as_____
emoticons

Any interference that keeps a message from being understood or accurately interpreted is regarded as_____
noise

A dialogue intended to produce an agreement upon courses of action, to bargain for individual or collective advantage, to resolve disputes or to craft outcomes to satisfy various interests is referred to as_____
negotiation

The process of breaking talks into steps, organised by time is known as_____
chronology

The first step in planning an oral presentation is developing a_____
purpose statement

The process of speaking to a group of people deliberately and in a structured manner with the intention of informing, influencing, or entertaining them is known as_____
public speaking

The letter that accompanies an applicant's curriculum vitae is known as_____
cover letter

In formal letter writing, the abbreviation RSVP stands for_____
please reply

PP is the abbreviation for_____ which is a Latin phrase used in formal letter writing to show that one is signing a letter on somebody else's behalf
per procurationem

Internal communications within an organization is conveyed through_____
memos

Writing is said to be_____ because it can occur at any time and the process can return several times

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recursive

The method of drawing rough sketches to plan a picture book, a movie script, a graphic novel or other fiction is known as_____
storyboarding

The technique of creating a visual web that represents associations among ideas is known as_____
clustering

Words that carry the meaning or sense in a sentence is referred to as_____
keywords

Words are made from_____
Syllables

A_____ sentence encapsulates or organises an entire paragraph and often appear at the beginning
Topic

A complete sentence has a subject and a_____
predicate

A_____ is the most basic type of a sentence which consists of a single independent clause
simple sentence

A_____ is a grammatical and lexical unit consisting of one or more words, representing distinct and differentiated concepts, and combined to form a meaningful statement, question, request, or command.
sentence

One method of note taking common among visual communicators that allows them to illustrate using a tree structure is known as_____
mapping

The practice of writing pieces of information, often in an informal or unstructured manner is known as_____
note taking

PQRST is an acronym for a study method which stands for_____, Question, Read, Summary, and Test
Preview

Communication among employees of the same level in an organization is called_____
horizontal communication

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The process of exchanging messages or information between two or more parties for the purpose of promoting business growth is referred to as_____
business communication

Voice qualities such as volume, pitch, tempo, rhythm, articulation, resonance, nasality, and accent give each individual a unique_____
voice print

The context in which a communicator speaks is known as_____
voice set

The vocalized but nonverbal parts of a message are known as_____
paralanguage

The study of the role of eyes in non-verbal communication is referred to as _____
oculesics

Gestures with direct verbal translations are referred to as_____
emblems

_____ is central to the construction, maintenance and transmission of culture, as well as to cultural resistance and change
Communication

The communication between people involving the sending and reception of wordless clues is known as_____
nonverbal communication

_____ are specific body movements that carry meaning
Gestures

When an organization is facing a public challenge, or comes under threat, the communication that is put out by the management is commonly referred to as_____
Crisis management

The aggregate perceptions and assessment by stakeholders including employees of an organisation's ability to fulfil their expectations is known as_____
organizational reputation

_____ is the reality and uniqueness of an organisation, which is integrally related to its external and internal image and reputation through corporate communication
Corporate Identity

The set of activities involved in managing and orchestrating all internal and external communications aimed at engaging employees and stakeholders on which an organization depends is known as_____
corporate communication

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Communication_____ is the notion that an individual's or group's behavior are governed by their morals which in turn affects communication
Ethics

The live exchange and mass articulation of information among several persons and machines remote from one another but linked by a telecommunications system is known as_____
teleconference

_____ is understood through such indicators as direction of lean, body orientation, arm position, and body openness
Posture

In a communication process_____ can be used to determine a communicator's degree of attention or involvement
posture

The study of body movements, facial expressions, and gestures in a communication process is known as _____
Kinesics

Space in non-verbal communication may be divided into four main categories: intimate, personal, public, and _____ space
Social

_____ is the study of the use of time in non-verbal communication
Chronemics

The study of how people use and perceive the physical space around them is known as _____
proxemics

The process of communicating through sending and receiving wordless messages is known as_____
non-verbal communication

A_____ is an organizational structure where every entity in the organization, except one, is subordinate to a single other entity
hierarchical organization

The imparting or interchange of thoughts, opinions, or information by speech, writing, or signs is known as?
Communication

Communication is commonly perceived as a_____
One-way process

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The following are common barriers to successful communication except_____
Structure

The collection of rules and conventions that govern the composition of sentences in any given natural language is known as_____
Grammar

In the sentence note taking method, every new thought is written as_____
A new line

The 'R's in SQ3R study skill stand for_____
Read, Recite and Review

The form of note taking that uses graphic organizers and diagrams to organize information is known as_____
Mapping

The mere exchange of words between two or more parties is regarded as_____
Conversation

The following are types of paralinguistic symbols except_____
Vocal synthesisers

Paralinguistic symbols concerned with momentary variations in the manner in which verbal symbols are presented (e.g., volume, force, pitch) are known as_____
Vocal qualifiers

Sounds that can stand alone as symbols because they can be interpreted as having a specific meaning are known as_____
Vocal characterizers

Sounds that regulate the flow of verbal conversation is known as_____
Vocal segregates

Body movements that facilitate the release of tension, stress, or anxiety is known as_____
Adaptors

The following are qualities of effective feedback except_____
Political correctness

The principle that people are drawn towards persons and things they like, evaluate highly, and prefer; and they avoid or move away from things they dislike, evaluate negatively, or do not prefer is known as_____
Immediacy principle

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The context in which a speaker speaks is known as_____
Voice set

The use of space and distance within communication is known as_____
Proxemics

The study of how time affects communication is known as_____
Chronemics

The study of paralanguage, which includes the vocal qualities that go along with verbal messages, such as pitch, volume, rate, vocal quality, and verbal fillers is known as_____
Vocalics

The most common type of gesture which are used to illustrate the verbal message they accompany are known as_____
Illustrators

Gestures that have a specific agreed-on meaning are known as_____
Emblems

The main types of gesture include the following except_____
Amber

What is the term for the psychological distance between communicators which includes eye contact, smiling, vocal expressiveness, physical proximity etc.
Immediacy

The physical distance between communicators indicates_____
The type of relationship they have

For the purposes of understanding how different people communicate non-verbally, Edward Hall separated cultures into two basic categories_____
Contact and non-contact cultures

The personal space, or "bubble," that one maintains around their person in non-verbal communication is known as_____
Body territory

The following are kinds of territories in proxemics except_____
Private territory

The following are types of distances communicators keep except_____
Private

The study of the way in which certain body movements and gestures serve as a form of non-verbal communication is known as_____

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Kinesics

The following are non-verbal communication theories except_____
Kinetics

The phrase or sentence that has meaning (vocabulary) and structure (grammar) is known as a_____
Locution

The following are illocutionary/perlocutionary points except_____
Constitutives

The two types of locutionary act are_____
Propositional and utterance acts

Speech acts that have an effect on the feelings, thoughts or actions of either the speaker or the listener is known as _____
Perlocutionary act

Communication contexts include the following except_____
Private communication

The first major context within the field of communication is_____
Intrapersonal communication

The utterance of sounds that have sense and reference and therefore meaning is known as a_____
Locutionary act

The theory of language that says that our utterances aren't just about words and their dictionary definitions.
Speech act theory

The distance between communicators interacting with each will depend on the following factors except_____
Music

Which of the following is a type of space in non-verbal communication?
All of the options

Which of the following factors are capable of influencing the behaviour of communicators during an interaction?
All of the options

The overall assessment of an organisation by its stakeholders is known as_____
Reputation

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The reality and uniqueness of an organisation, which is integrally related to its external and internal image and reputation through corporate communication is known as_____
Corporate identity

A dialogue intended to produce an agreement upon courses of action, to bargain for individual or collective advantage, to resolve disputes or to craft outcomes to satisfy various interests is referred to as_____
Negotiation

The following are principles of interpersonal communication except_____
Interpersonal communication is rigid

The common fear of public speaking is called_____
Glossophobia

The writing process is seen as consisting the following steps except_____
Storing

Words that have exactly the same sound (pronunciation) but different meanings and (usually) spelling is known as_____
Homophones

The science of the sounds of human speech is known as_____
Phonetics

"Although my friend invited me to a party, I do not want to go"; what type of sentence is this?
Complex sentence

The _____of a good visual design is based on measuring comprehension by the audience, not on aesthetic or artistic preference.
evaluation

There exists a variety of ways to present _____ visually, like gestures, body languages, video and TV.
information

Recent _____ in the field has focused on web design and graphically oriented usability.
research

Graphic designers use _____ of visual communication in their professional practice.
methods

Communication is an essential aspect of _____ life.
business

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Everyday business persons have to communicate with people at different levels of the organisation or with people external to the _____
organisation

Poor or inaccurate _____ can lead to conflict and negativity in the workplace.
communication

Business communication examines verbal, _____and written communication in the world of business.
non-verbal

Many people can communicate well either in _____ or speech, but often they can‘t do both.
writing

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.
Studies

Communication _____ is often considered a part of both the social sciences and the humanities,
Studies

Most graduate programs in _____today trace their history through speech to ancient rhetoric.
Communication

_____is often recognised as a cornerstone of modern society—it would be hard to conceive of modern life without it.
Communication

Communications training provides necessary skills for individuals to be effective in _____
Business

Effective communication is vital for the success of personal _____ and for organisational communication.
interactions

In organisation, it is necessary to communicate with different _____and overcome difficulties in effective communication.
sub-groups

It is necessary to ensure that communications between individuals the various sub-cultures serve to meet the _____ and goals of the organisation.
Mission

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Communications training can assist leaders to develop the ability to perceive how various individuals and _____ relate to each other and make appropriate interventions.
sub-groups

_____ Communication is the process of exchanging messages or information between two or more parties for the purpose of promoting business growth.
Business

Business is conducted through various _____ of communication, including the Internet, Print, Radio, Television, Ambient media, Outdoor, and Word of mouth.
channels

Effective business communication is crucial for the success of individuals as well as _____
organisation

_____communication skills help individuals to effectively interact with others in an organisation.
Good

The basic forms of _____ communication are of two types, namely non-verbal and verbal communication.
business

Non-verbal communication is a primitive form of communication that does not involve the use of _____
words

_____ communication involves the arrangement of words in a structured and meaningful manner, adhering to the rules of grammar.
Verbal

Businesses have so far not paid much attention to _____ as a skill.
Listening

Oral communication cannot be effective unless the audience is good at listening and most of its content is forgotten after a _____
Presentation

People communicate in businesses with each other most often by _____ communication.
Oral

Managers have authority or the right to give orders and expect the orders to be _____
Obeyed

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Communication from a manager to a _____ is also different.
Subordinate

The communication process among workers of the same level is called the _____ form of business communication.
Horizontal

The grapevine is the _____ way that communication takes place in an organization.
Unofficial

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.
Information

Educational institutions often offer student counseling, or provide resources for improving _____ skills.
Study

A study method, study system, or study technique, is a formalised learning process or procedure of _____.
Study

Some people do not pay much attention to _____as a communication skill.
Listening

Verbal communication cannot be effective unless the audience is good at _____and most of its content is forgotten after a presentation.
Listening

_____communication is the process of communicating through sending and receiving wordless messages.
Non-verbal

_____communication plays a key role in every person's day to day life, from employment to romantic engagements.
Non-verbal

Written texts have non-verbal elements such as handwriting style, spatial arrangement of words, or the use of _____.
Emotions

Environmental factors such as furniture, architectural style, interior decorating, lighting conditions, colours, temperature, noise, and music affect the _____of communicators during interaction.
Behavior

_____ is the study of how people use and perceive the physical space around them.

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Proxemics

The space between the sender and the receiver of a _____influences the way the message is interpreted.
Message

The perception and use of space varies significantly across _____and different settings within cultures.
Cultures

Space in non-verbal communication may be divided into _____ main categories.
Four

The distance between communicators will also depend on _____, status, and social role.
Sex

Chronemics is the study of the use of _____ in non-verbal communication.
Time

The way we perceive time, structure our time and react to time is a powerful _____ tool, and helps set the stage for communication.
Communication

_____ perceptions include punctuality and willingness to wait, the speed of speech and how long people are willing to listen.
Time

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.
Communications

Kinetics is the study of body movements, facial expressions, and _____.
Gestures

Kinesic behaviors include _____ gaze, smiling, facial warmth or pleasantness, childlike behaviors, direct body orientation, and the like.
Mutual

_____ 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.
Postures

A gesture is a non-vocal bodily movement intended to express _____
Meaning

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The boundary between language and gesture, or verbal and non-verbal communication, can be hard to _____
Identify

A _____hello or a peace sign are examples of speech-independent gestures.
Wave

Haptics is the study of _____ as non-verbal communication.
Touching

The study of the role of _____ in non-verbal communication is sometimes referred to as "oculesics".
Eyes

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.
Blink

Characterisers are emotions expressed while speaking, such as laughing, crying, and _____
Yawning

A/an_____ qualifier is the style of delivering a message - for example, yelling "Hey stop that!",
Voice

Repeating consists of using gestures to strengthen a verbal message, such as pointing to the object of _____
Discussion

Verbal and non-verbal messages within the same interaction can sometimes send opposing or conflicting _____
Messages

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.
Receiver

Accurate _____ of messages is made easier when non-verbal and verbal communication complements each other.
Interpretation

Non-verbal cues can be used to elaborate on _____ messages to reinforce the information sent when trying to achieve communicative goals etc.
Verbal

Non-verbal _____is sometimes used as the sole channel for communication of a

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message.
Behavior

_____ learn to identify facial expressions, body movements, and body positioning as corresponding with specific feelings and intentions.
People

Non-verbal signals are used to _____ the interpretation of verbal messages.
Alter

_____communication as the name suggests is communication through visual aid.
Visual

Re-writing _____ is time-consuming, but one of the most effective ways of studying.
Notes

There exists a variety of ways to present _____ visually, like gestures, body languages, video and TV.
Information

Using spider _____ or mind maps can be an effective way of linking concepts together.
Diagrams

Graphic designers use _____ of visual communication in their professional practice.
Methods

Communication is an essential aspect of _____ life.
Business

Diagrams can be used to bring all the information together and provide practice reorganising what has been learned in order to produce something _____ and useful.
Practical

Poor or inaccurate _____ can lead to conflict and negativity in the workplace.
Communication

Business communication examines verbal, _____ and written communication in the world of business.
Non-verbal

Many people can communicate well either in _____ or speech, but often they can‘t do both.
Writing

Flashcard are effective revision tools but students often set out to make them and they become more of a _____
Chore

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Communication _____ is often considered a part of both the social sciences and the humanities,
Studies

Most graduate programs in_____ today trace their history through speech to ancient rhetoric.
Communication

_____ is often recognised as a cornerstone of modern society—it would be hard to conceive of modern life without it.
Communication

Traffic light is a common pitfall in studying to set out to learn everything that you have been taught in an orderly and precise_____
Fashion

Effective communication is vital for the success of personal _____ and for organisational communication.
Interactions

In organisation, it is necessary to communicate with different _____ and overcome difficulties in effective communication.
Sub-groups

It is necessary to ensure that communications between individuals the various sub-cultures serve to meet the _____ and goals of the organisation.
Mission

Communications training can assist leaders to develop the ability to perceive how various individuals and _____ relate to each other and make appropriate interventions.
Sub-groups

_____ Communication is the process of exchanging messages or information between two or more parties for the purpose of promoting business growth.
Business

An easy way to separate what is really important to know from what you would like to know if you had infinite _____ and energy is the traffic light system.
Time

Effective business communication is crucial for the success of individuals as well as _____
Organisation

_____ communication skills help individuals to effectively interact with others in an organisation.

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Good

The colour system reminds students that it is easier to get moving on green topics, and discourage wasted time on red and amber_____
Topics

Non-verbal communication is a primitive form of communication that does not involve the use of _____
Words

_____ communication involves the arrangement of words in a structured and meaningful manner, adhering to the rules of grammar.
Verbal

Cognitive Dissonance, a psychological theory that applies to communication, states that a person feels _____ it they hold two or more attitudes that are in opposition to each other.
Conflict

Oral communication cannot be effective unless the audience is good at listening and most of its content is forgotten after a _____
Presentation

People communicate in businesses with each other most often by _____ communication.
Oral

Managers have authority or the right to give orders and expect the orders to be _____
Obeyed

Note taking is the practice of writing pieces of _____ often in an informal or unstructured manner.
Information

The communication process among workers of the same level is called the_____ form of business communication.
Horizontal

The grapevine is the _____ way that communication takes place in an organization.
Unofficial

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.
Information

Educational institutions often offer student counseling, or provide resources for improving _____ skills.
Study

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One major specific type of note taking is the practice of writing in shorthand, which can allow large amounts of _____ to be put on paper very quickly.
Information

When using the Cornell note-taking system a column of white space is left to the left side of the _____that are written as they come up
Government

Verbal communication cannot be effective unless the audience is good at _____and most of its content is forgotten after a presentation.
Viewing

Questions or key words based on the notes are written in the white space after the session has_____
Pause

_____communication plays a key role in every person's day to day life, from employment to romantic engagements.
Listening

Written texts have non-verbal elements such as handwriting style, spatial arrangement of words, or the use of _____.
Words

Charting is creating a _____with symbols, or table with rows and columns. Graphs and flow-charts are useful for documenting a process or event.
Diagram

_____ is the study of how people use and perceive the physical space around them.
Semantic

The space between the sender and the receiver of a _____influences the way the message is interpreted.
Information

The perception and use of space varies significantly across _____and different settings within cultures.
Nations

While notes can be written freely, many people structure their writing in a/an_____.
Outline

The distance between communicators will also depend on _____, status, and social role.
People

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Chronemics is the study of the use of _____ in non-verbal communication.
Space

The way we perceive time, structure our time and react to time is a powerful _____ tool, and helps set the stage for communication.
Models

Mind maps are commonly drawn with a central point, purpose or goal in the center of the page and then branching outward to identify all the ideas connected to that_____
Group

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.
Space

Kinetics is the study of body movements, facial expressions, and _____.
Signs

_____is the most desirable attribute of this method because not much thought about formatting is needed to form the layout and create enough space for more notes.
Goal

_____ 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.
Postures

A gesture is a non-vocal bodily movement intended to express _____
Informtion

A common noun is a noun referring to a person, place, or thing in a general_____
Views

A _____hello or a peace sign are examples of speech-independent gestures.
Communication

Haptics is the study of _____ as non-verbal communication.
Symbols

A _____noun is a noun which names anything (or anyone) that you can perceive through your physical senses: touch, sight, taste, hearing, or smell.
Verb

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.
Waves

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Characterisers are emotions expressed while speaking, such as laughing, crying, and _____

Talking

A verb is a word that expresses an _____(to run), occurrence (to happen), or state of being (to appear).

Symbol

Repeating consists of using gestures to strengthen a verbal message, such as pointing to the object of _____

Communication

Verbal and non-verbal messages within the same interaction can sometimes send opposing or conflicting _____

Reports

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.

Receiver

An object complement is similar to a subject complement, except that (obviously) it modifies a/an _____rather than a subject.

Object

Non-verbal cues can be used to elaborate on _____ messages to reinforce the information sent when trying to achieve communicative goals etc.

Written

Non-verbal _____is sometimes used as the sole channel for communication of a message.

Messages

_____ learn to identify facial expressions, body movements, and body positioning as corresponding with specific feelings and intentions.

People

Non-verbal signals are used to_____ the interpretation of verbal messages.

Received

In general, verbs which have to do with perceiving, _____, or changing something can cause their direct objects to take an object complement.

Viewing

Crisis communications is a part of larger process referred to as_____

Crisis management

E-mail systems are based on a_____ model

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Store and forward

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