	A	. Multiple Choice Que	estione		
	1.	a. 10% b. 20%			
		a. 10%	Of the meaning of communication comes from hody language		
	2.		b. 20%	c. 55%	d. None of these
		a. Conciseness	refers to explaining thin	c. 55% d. None of these is in a brief yet comprehensive manner.	
	3.	A coherent message is	b. Clarity	c. Concreteness	d. Correctness
		a. Clear	h Com-line :	and makes sense to the receiv	er.
.	4.		o. Complicated	0 0-11	
		a Fluores	so about avoiding the use of o	complex words, sentences, an	d confusing language.
١.	_		b. Accuracy	C. Punctuation	d. Clarity
٤	5.	Effective communication	results in		
		a. Building trust		c. Reducing misunderstand	lings
		b. Resolving conflicts		d. All of these	inigs
6		The most significant benefit of using effective communication techniques is that it			
		2. Holma va agus sur sur			
			L !	c. Makes us famous	
l _		b. Improves our relationships		d. None of these	
7.		The goals of effective communication are			
		a. Creating understanding		c. Acquiring information	
	l	b. Changing behaviour		d. All of these	
8.	7	The important factors of communication are			
	a	. Content	b. Process	c. Context	d. All of these
9 refers to the situation or environment in which the me				essage is delivered.	
	a	. Content	b. Process	c. Context	d. All of these
10.	•••		refers to communication t	that is believable and credible	e, in order to create
trust between the communicators.					
	-	Concreteness	h. Conciseness	c. Completeness	d. All of these