

SELF CHECK**Written test**

Sector: Manufacturing

Occupation: MACHINING

Unit of Competence: Lead Workplace Communication

Code: IND MAC3 14 0217

Name _____ ID. No. _____

I. Choose the best answer from the given choice (2 points each)

1. One of the following is the most powerful tools for personal and/or professional success
 - A. The ability to effectively communicate with others
 - B. challenged people
 - C. Understanding methods of communication
 - D. All of the above
2. _____ of problems in the workplace are communication related.
 - A. 80%
 - B. 75%
 - C. 800%
 - D. 90%
3. One of the quickest ways to alienate (disaffect) you from other people is
 - A. To communicate unsuccessfully
 - B. to communicate effectively
 - C. To communicate successfully.
 - D. All of the above
4. One of the following is not involved in leading workplace communication
 - A. Understanding methods of communication,
 - B. communication skills,
 - C. leading discussions,
 - D. identifying problems and
 - E. None of the above
5. One is not skills mastered to become good leader
 - A. Speaking skills
 - B. Listening skills
 - C. presentation skill
 - D. Leading discussions
 - E. None of the above
6. _____ is a fundamental communication skill for understanding both the verbal content and the underlying feelings embedded in the message.
 - A. Listening
 - B. listening skills
 - C. presentation skill
 - D. Leading discussions
7. How many steps effective Listening
 - A. five
 - B. Nine
 - C. Seven
 - D. Three
8. One of the following is not to Effective Listening
 - A. Be attentive, yet relaxed
 - B. Listen to the words and try to picture what the speaker is saying.
 - C. Do not interrupt and do not impose your "solutions."
 - D. Be aware of potential barriers that impact your ability to listen effectively.
 - E. None of the above
9. One of the following is nonverbal communication messages
 - A. Friendliness
 - B. Respect
 - C. acceptance
 - D. rejection
 - E. All of the above

10. Important dimensions of nonverbal communication is or are
 A. Body movements and gestures
 B. Touch
 C. eye contact
 D. All of the above
11. One of the following is verbal communication
 A. Memos
 B. employee handbooks
 C. policy manuals
 D. company newsletters
12. _____ is the most used form of written communication and mostly used for external communication.
 A. Letters
 B. policy manuals
 C. Memos
 D. company newsletters
13. Rich information content
 A. face-to-face communication
 B. None verbal communication
 C. Write communication
 D. All of the above
14. _____ the individual communicates with other individuals' through intervening persons.
 A. Single strand network
 B. gossip network
 C. probability network
 D. cluster network
15. One the following is not the key communication skills
 A. Assertive communication skills
 B. Presentations skills
 C. Nonverbal communication skills and Listening skills
 D. None of the above

II. Write “True” for the correct statement and “False” for wrong statement

16. A person who communicates assertively sticks to the fact, and does not communicate in critical, subjective way.
17. An aggressive communication style is a forceful approach to communicate with others which expresses dominance and even anger
18. A passive-aggressive communication style avoids giving direct responses to others' requests or feedback.
19. Nonverbal communication is sending and decoding messages with emotional content.
20. Supervisors should base their problem-solving approaches on a rational model of the process.
21. Evaluation requires examining how the solution was implemented and what the effects

Note: **Satisfactory** rating – 35 points above / **Unsatisfactory** 32 below points
 You can ask you teacher for the copy of the correct answers

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