
Assessment

50 One-Minute Tips for Better Communication

Third Edition

Complete this book, and you'll know how to:

- 1) Conduct productive meetings
- 2) Implement effective business writing methods
- 3) Create and give efficient and successful business presentations
- 4) Take advantage of Microsoft PowerPoint as you prepare and deliver presentations



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Assessment Questions for 50 One-Minute Tips for Better Communication, Third Edition

Select the best response.

1. For a meeting you call, you can ensure that participants know the agenda by:
 - A. Distributing the agenda in advance
 - B. Having copies of the agenda available at the meeting
 - C. Displaying the agenda on a flip chart or board during the meeting
 - D. All of the above
2. The “public categories” technique of recording meeting minutes involves which of the following:
 - A. Having the group select categories of information
 - B. Relying on the minute-taker to decide what information is important to record
 - C. Asking a note-taker to record contributions to each category
 - D. A and C
 - E. All of the above
3. It is possible to actively involve all participants in group decision making if they are divided into small groups, with someone to record opinions.
 - A. True
 - B. False
4. An effective meeting leader will contribute comments to direct the flow of meeting discussions.
 - A. True
 - B. False
5. Which of the following is a good way to describe the “last words” technique for ending a meeting?
 - A. Having the meeting leader end the session by saying what’s on his or her mind
 - B. Reminding participants of the tasks they need to perform
 - C. Soliciting from each participant one final comment, observation, or commitment pertaining to the meeting
6. Effective meeting leaders:
 - A. Comment positively on the ideas of other group members
 - B. Monitor their own talk time
 - C. Request honest input
 - D. Summarize periodically
 - E. Do all of the above

7. If a meeting participant continues to disrupt by interjecting jokes, the meeting leader should:
 - A. Acknowledge the person's good intentions for lightening things up
 - B. Suggest a new behavior
 - C. Insist that the person stop
 - D. Both A and B above
8. If you meet regularly with your boss, you should bring your own prioritized agenda topics.
 - A. True
 - B. False
9. When planning to write a document, the writer should:
 - A. Identify who the readers will be
 - B. Write a plan for the document
 - C. Determine what the reader needs to learn from the document
 - D. All of the above
10. The rapid creation and recording of an abundance of unedited ideas is called:
 - A. Summarizing
 - B. Brainstorming
 - C. Group dynamics
11. Idea gathering that calls on both the right and left sides of the brain is a writing technique called:
 - A. Summarizing
 - B. Clustering
 - C. Outlining
12. Using predictable formats when writing memos makes it easier for readers to scan the information.
 - A. True
 - B. False
13. The practice of "aerobic writing" involves:
 - A. Writing quickly, stopping only to correct awkward phrasing
 - B. Writing quickly, making a conscious effort to avoid editing
14. When you're revising writing, it is best to:
 - A. Focus on minor details first—grammar, spelling, and punctuation
 - B. Look at the big picture first—the overall content and organization
 - C. Review the document only once, looking for all potential problems at the same time

15. When writing a business letter, you can assume that the reader will:
 - A. Read every word
 - B. First scan the beginning and end
 - C. Scan the end first
16. Incorporating “breathing space” makes a document:
 - A. Appear longer
 - B. Easier to read
 - C. Harder to read
17. Which of the following subject lines best expresses the purpose and subject of a memo about office dress code?
 - A. Casual Friday
 - B. Business Casual dress code
 - C. Announcing implementation of Business Casual dress code
 - D. Dress code change announcement
18. You should avoid the use of personal pronouns when writing business documents.
 - A. True
 - B. False
19. In good business writing, lists and headings make reading easier.
 - A. True
 - B. False
20. When writing a business memo, you should place the most important information:
 - A. At the beginning of the memo
 - B. At the end of the memo
 - C. Both of the above
 - D. Neither of the above
21. When you’re making a business presentation, introduce the topic right away.
 - A. True
 - B. False
22. An easy and effective way to deliver an impromptu speech is to:
 - A. Simply tell what you know
 - B. Ask and then answer three questions

23. As you switch topics in your presentation, a good technique to emphasize the different topics is to:
 - A. Change your voice pitch with each topic
 - B. Say “that leads me to my next point”
 - C. Speed up your presentation with each topic
24. An effective way to conclude a presentation is to:
 - A. Tell an appropriate joke
 - B. Summarize your main points
 - C. Repeat your concerns
25. When audience members ask questions, you should:
 - A. Repeat or restate the questions
 - B. Periodically say “good question”
 - C. Direct your answer only to the person who asks the question

**Assessment Answer Key for
50 One-Minute Tips for Better Communication, Third Edition*****Recommended response (Corresponding workbook page)***

1. D (12)	8. A (26)	15. B (50)	22. B (71)
2. D (14)	9. D (34)	16. B (50)	23. B (78)
3. A (17)	10. B (38)	17. C (53)	24. B (79)
4. A (18)	11. B (39)	18. B (55)	25. A (81)
5. A (19)	12. A (44)	19. A (60)	
6. E (18)	13. B (47)	20. D (60)	
7. D (21)	14. B (49)	21. A (71)	