



Communicating in Business

Communication is something that all of us do every day. Effective business communication often determines the success of a project. As you answer the following questions, you'll have an idea of how much you may already know about business communication.

For each question, circle the answer that best represents how you think. In some cases, several may seem very close, but choose just one.

1. To be effective, business communications should
 - A. Let the recipient know what's needed.
 - B. Provide relevant information.
 - C. Be courteous.
 - D. All of the above
2. Giving speeches or presentations is a way of communicating orally. The best presentations are those that don't allow time for questions
 - A. True
 - B. False
3. All written business communications should be
 - A. As easy to read as possible.
 - B. As formal as possible.
 - C. As brief as possible.
 - D. As personal as possible.
4. Robert's construction business depends on getting payment at various stages in order to buy the materials he needs to do a project. What would be the best way for him to confirm the final arrangements for the work he's going to do with a client?
 - A. In a conversation, person to person.
 - B. In a telephone call.
 - C. With an e-mail.
 - D. With a business letter.
5. Using emoticons, such as a smiley face J or a wink ;-), in a business communication
 - A. Shows that you're a professional.
 - B. Shows that you're unprofessional.
 - C. Shows that you know how to have fun in your communications.

6. A good policy when making a business telephone call is to
 - A. Wait until you have the right person on the phone before giving your name.
 - B. Ask if the person has time to speak.
 - C. Hang up if you're put on hold. You can always call later.
 - D. Multi-task by doing several other things while you're talking.

7. "Keep it short and simple" is the key to effective business communication.
 - A. True
 - B. False

8. Before you send a business e-mail, you should
 - A. Write it off-line first.
 - B. Make sure the recipient can accept attachments.
 - C. Go over the grammar and spelling.
 - D. All of the above

9. The most important part of communicating verbally is
 - A. Speaking
 - B. Listening
 - C. Both are equal

10. Providing feedback means that you are
 - A. Telling the speaker that you understand what he/she said.
 - B. Telling the speaker that you disagree with what he/she said.
 - C. Telling the speaker that you agree with what he/she said.
 - D. Telling the speaker what a good job he/she did.