

Language Enhancement Program Pre-Assessment

Points: 11/20

1. Funnel technique is used to *
(1/1 Points)

- Question the client during the call ✓
- Write Email
- Maintain the workplace environment
- None of the above



2. The possible order of points for describing the steps for doing something in a sequence is known as: *
(0/1 Points)

- Topical order
- Chronological order ✓
- Spatial order
- Causal order



3. What is not a good strategy if you are unable to answer a question from an audience member during your presentation? *
(0/1 Points)

- Acknowledge you don't know the answer and would think and get back to the questioner
- Ask others in the audience if they could answer the question
- Acknowledge you don't know the answer and say the question was irrelevant to the topic of the presentation ✓
- Ask the audience member to see you after the presentation so you can understand the question better and answer it



4. When rehearsing a presentation, it is helpful to recognize and prevent: *
(0/1 Points)

- Fillers such as umm and ahh ✓
- Criticism from friends in the room
- Possible gestures
- Possible questions from the audience



5. Choose the option that conveys the idea in a more appropriate manner. *
(0/1 Points)

- You did not submit the report last week.
- You haven't submitted the report.

- You failed to submit the report last week.
- The report was not submitted last week. ✓

6. For better readability, the number of bullet points on a slide should be: *
(1/1 Points)

- More than 7
- Any number
- Less than 7 ✓
- 7-10



7. 'Urgent!' is an example of a bad subject line because *
(0/1 Points)

- It is not polite enough
- It has punctuation errors
- It fails to inform the reader what the mail is about ✓
- Options 1&2 are correct
- Options 1,2 &3 are correct
- Options 2&3 are correct
- None of the above

8. To probe is to *
(1/1 Points)

- Ask interrogative questions to assess the client's knowledge

- Ask to understand
- Questioning to understand the client requirement ✓
- Research on the client understanding

9. To paraphrase is to *
(1/1 Points)

- Repeat the same message
- Summarise the same message
- Shorten the message
- Convey the message in your own words ✓



10. Choose the option/s that conveys the idea in a more appropriate manner. *
(0/1 Points)

- That's not my job!
- That's his/her job
- This isn't my area of expertise... ✓
- I am not the best person to... ✓



11. CAR model mainly focuses on *
(0/1 Points)

- Having small talk
- Building the right context ✓

- Ensuring client is listening
- Hold and Mute procedure



12. 'Power Words' are used during client communication to *
(0/1 Points)

- Ensure the client is listening
- Build rapport and gain client confidence
- Question appropriately
- Summarise in a sequence ✓

13. Tejal,

"What's your status? Have you talked to your team yet? Are you free for a call tomorrow at noon so we can discuss any potential changes?"

Thanks,
Rick

The above email is a part of an email chain. How do you think can this be made better? *

(1/1 Points)

- The above email doesn't have a proper structure and should have been divided into paragraphs so that the different ideas are conveyed properly.
- The sentences seem to be in an impolite language
- There is no proper salutation in the above mail
- The question marks in the mail are not used sparingly and hence gives an impression of interrogating the recipient ✓
- No errors

14. It is generally not a good practice to deliver a presentation by: *
(1/1 Points)

- Paraphrasing what is on the presentation materials
- Reading the entire presentation line by line ✓
- Mentioning the highlights of what is on the screen
- Elaborating each bullet point on the presentation materials

15. One needs to avoid _____ to have smooth interaction during the call. *
(1/1 Points)

- Corporate Jargons ✓
- Smile
- Name of the client
- Acknowledging the client

16. The most important aspect of client communication is *
(1/1 Points)

- Passive listening
- Active listening ✓
- Primary hearing
- Selective listening

17. The outline of a presentation is a: *
(1/1 Points)

- List of major headings or topics to be covered in the presentation ✓
- List of external sources used in the presentation

- List of technologies that will be used to deliver the presentation
- List of requirements and purpose of the presentation

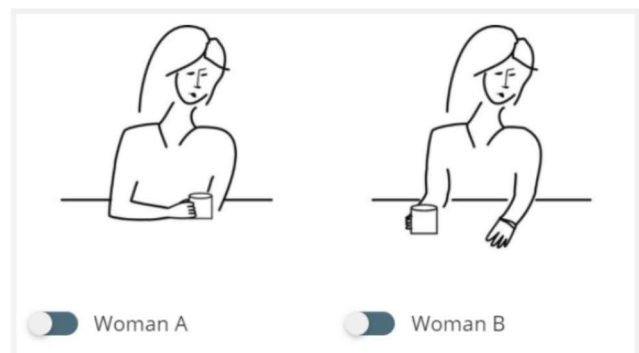


18. The best method to tell the client that you are listening is to _____ *
(0/1 Points)

- Probe
- Paraphrase ✓
- Ask for help
- Close the call

19. Choose the option that conveys the idea in a more appropriate manner. *
(1/1 Points)

- delay in the project schedule
- slight delay in the project schedule
- changes in the project schedule ✓
- problem in the project schedule



20. Which among the following women is more open to ideas? *
(1/1 Points)

Woman A

Woman B ✓

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