**BM3103 BUSINESS COMMUNICATION**

**SELF-CHECK QUESTIONS: DEVELOPING LISTENING SKILLS AND NON-VERBAL COMMUNICATION SKILLS**

**Instructions:**

**Answer the following questions.**

**MCQ:**

1. Listening is the ability to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and appropriately respond to the meaning of another person’s spoken and nonverbal messages.

(a) Understand  
(b) Analyze  
(c) Respect  
(d) all of these

2. Which of these is not a step in the listening process?

(a)To stop talking  
(b) Receiving  
(c) Misinterpreting  
(d) Responding

3. What are the \_\_\_\_ listening levels?

(a) one  
(b) two  
(c) four  
(d) five

4. Listening means to respond to advice or request.  
a) True  
b) False

5. Which of these is the first step in the listening process?  
a) Stop talking  
b) Receiving  
c) Interpreting  
d) Responding

**Short Essay:**

1. Discuss tips in developing effective listening skills.
2. How to learn non-verbal communication skills?