**BM3103 BUSINESS COMMUNICATION**

**SELF-CHECK QUESTIONS: BUSINESS COMMUNICATION TOOLS AND ITS IMPORTANCE**

**Instructions:**

**Answer the following questions.**

**MCQ:**

1. Which of the following not the characteristic of 21st century workplace:

A. fast moving B. digital communication C. conventional method D. competitive

2. Solid communication skills are your key to success in the 21st century workplace.

A. True B. False

3. Great job opportunities are open if you have effective \_\_\_\_\_\_\_ skills.

A. reading B. listening C. writing D. negotiating

4. Businesses need people who \_\_\_\_\_\_ better.

A. read B. listen C. write D. negotiate

5. Recruiters rank communication high in their wish list.

A. True B. False

**Short Essay:**

1. Does communication technologies reshaping the world of work?
2. Describe how solid communication skills will improve your career prospects and help you succeed in today’s challenging digital-age workplace.