МЕТОДИЧЕСКИЕ МАТЕРИАЛЫ ДЛЯ КОНТРОЛЯ ЗНАНИЙ СТУДЕНТОВ

**Перечень вопросов к экзамену по дисциплине «Деловые коммуникация» / List of exam questions on Business Communication**

1. Most important elements of communication. Functions of communication.
2. Models of communication. Improving effective communication skills.
3. Verbal and nonverbal communication. Functions of nonverbal communication.
4. Classifications of nonverbal business communication by body behavior, space, distance and time.
5. Stereotypes and prejudices as barriers on the way to business communication.
6. Business ethics as a part of business communication. Culture bound business ethics.
7. Business communication in the process of job application.
8. Handling a hiring interview.
9. Strategies and planning of business correspondence.
10. Types and characteristics of business letters.
11. Business communication and conflict resolution.
12. Conflict as an opportunity and conflict as destructive. Styles of resolving conflicts.
13. Cooperative vs. competitive conflict: win-win or win-lose?
14. Managing intercultural conflicts.
15. Business communication in the process of decision making.
16. Strategies of decision making and questions for decision makers.
17. Formats and structure of business presentations.
18. Lifelong development of business communication skills.

ОБРАЗЦЫ ТЕСТОВЫХ ЗАДАНИЙ

Комплексная контрольная работа

**Вариант 1**

Choose the right variant of the answer (A, B, C, D) to the following questions

1. Acculturation is a type of cultural change which occurs under the influence of …

 A) a culture of the neigbouring country (countries).

 B) a co-cultural group of a certain country.

 C) representatives of non-dominant groups existing in a national culture.

 D) a more dominant culture and society with which it has contacts.

2. What are the forms of intercultural communication?

 A) Interlingual, international and contextual.

 B) Interdisciplinary, formal and informal.

 C) Interracial, interethnic and co-cultural.

 D) Past-oriented, future-oriented and present-oriented.

3. How do we make sense of our physical and social world?

 A) By means of communication.

 B) By means of perception.

 C) By means of ageing.

 D) By means of self-identity.

4. What does the power distance index measure, according to G. Hofstede?

 A) The degree of inequality in the society.

 B) The preference for a certain management style.

 C) The preference for the boss’s decision making style.

 D) The importance attached to the power in the country.

5. What kind of cultures believe that silence often sends a better message than words?

 A) Low context cultures.

 B) High context cultures.

 C) Short-term oriented cultures.

 D) Western civilizations.

6. What does the dialectical approach to intercultural communication research and practice emphasize?

A) The processual, relational and contradictory nature of intercultural communication.

B) The importance of studying the context in which communication occurs.

C) The subjective nature of human experience.

D) The role of culture in the communication process.

7. What are identities created by?

 A) By the society the person lives in.

 B) By the people living next to the person.

 C) By self and by others in relation to group membership.

 D) By the person’s family and community he or she belongs to.

8. Which of the nonverbal communication functions adds more information to messages?

 A) Repeating.

 B) Complementing.

 C) Substituting.

 D) Regulating.

9. What stages of cultural adaptation does the U-curve theory describe?

A) Excitement and anticipation, culture shock and disorientation, gradual adaptation.

B) Uncertainty reduction, anxiety reduction, interaction with the new community.

C) Going away to college, getting married, moving from one part of the country to another.

D) Stress, adjustment, growth.

10. A conflict of interest describes a situation in which partners …

 A) become incompatible.

 B) differ in ideologies on specific issues.

 C) disagree about a preferred outcome of their activities.

 D) have incompatible preferences for a course of action or plan to pursue.

Комплексная контрольная работа

**Вариант 2**

Choose the right variant of the answer (A, B, C, D) to the following questions

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