**Module 2: Communication Skills**

**1. The following are common types of communication used in the workplace:**

a. Employee memos and HR correspondences

b. Emails and phone calls

c. Supervisory instructions

d. Oral, non-verbal, written

**e. All of the above**

f. None of the above

**2. The National Career Readiness Certificate (NCRC) is a portable, evidence-based credential that measures:**

a. Soft skills

b. Job-specific skills like welding or electrical skills

**c. Essential workplace skills and is a reliable predictor of workplace success**

d. National jobs including the military or federal government

e. All of the above

f. None of the above

**3**. **The reason it is important to be able to locate and manipulate workplace documents is:**

a. The inability to do so could reflect poorly upon one’s workplace skills and could limit an employee’s progression within an organization

b. Manipulating (using) workplace documents is a commonplace task for most careers

c. Proper workplace documentation is critical to an organization’s success

**d. All of the above**

e. None of the above

**4. Regarding the NCRC, graphic literacy is fundamentally the ability to:**

**a. Read and interpret charts and graphs**

b. Read and interpret instructions and directions

c. Both a & b

d. Neither a nor b

**5. When delivering a five-minute presentation involving new company procedures or rules, one should:**

a. Take no longer than seven or eight minutes total

b. Stick to using PowerPoint which is preferred by professionals

**c. Be succinct and to the point**

d. Generalize and leave room for interpretation

e. All of the above

f. None of the above