1. Choose the *most* accurate statement about business presentations.

|  |  |
| --- | --- |
| a. | At some point nearly half of businesspeople have to inform others or sell an idea. |
| b. | Good speakers are born, not made. |
| c. | If you are like most people, you may be apprehensive about making informational or persuasive oral presentations. |
| d. | Information and persuasion are seldom conveyed in person because e-mail, memos, and letters are more effective. |

ANSWER: C

TYPE: MC

2. Which of the following statements about business presentations and speaking skills is *most* accurate?

|  |  |
| --- | --- |
| a. | Speaking skills are useful only for individuals in upper-level positions. |
| b. | Effective speaking skills and career success go hand in hand. |
| c. | For many positions only technical skills, not communication skills, are needed. |
| d. | Oral presentations in the workplace are necessary only when you must motivate action. |

ANSWER: B

TYPE: MC

3. According to a major study on public speaking,

|  |  |
| --- | --- |
| a. | the No. 1 predictor of success and upward mobility is how much you enjoy public speaking and how effective you are at it. |
| b. | everyone fears public speaking, and overcoming that fear is impossible; instead you must learn to focus your fears. |
| c. | presentation skills measure the success and pay of middle and upper management but have little correlation to entry-level employment. |
| d. | job seekers who highlight public-speaking skills in their application materials are more than twice as likely to receive an interview. |

ANSWER: A

TYPE: MC

4. Which of the following statements about preparing for an oral presentation is *not* accurate?

|  |  |
| --- | --- |
| a. | Many people feel a great deal of anxiety when getting ready for an oral presentation. |
| b. | You can lay the foundation for a professional performance by focusing on preparation, organization, audience rapport, visual aids, and delivery. |
| c. | The key element in successful preparation for an oral presentation is assessing your knowledge and related technical skills. |
| d. | For many people fear of speaking before a group is even greater than fear of dying. |

ANSWER: C

TYPE: MC

5. Anxiety about a presentation is normal. You can reduce your anxiety and set the groundwork for a professional performance by focusing on five areas:

|  |  |
| --- | --- |
| a. | audience clothing, your clothing, seating arrangement or pattern, sight lines, and lighting. |
| b. | volume, pace, pitch, tone, and pattern. |
| c. | adequate rest, driving time (or commuting time), parking arrangements, building identification, and name tags. |
| d. | preparation, organization, audience rapport, visual aids, and delivery. |

ANSWER: D

TYPE: MC

6. The *most* important part of preparing for an oral presentation is

|  |  |
| --- | --- |
| a. | analyzing the audience. |
| b. | determining the purpose. |
| c. | gathering research. |
| d. | creating a professional appearance. |

ANSWER: B

TYPE: MC

7. Choose the *best* example of a statement of purpose for an oral presentation.

|  |  |
| --- | --- |
| a. | *To persuade the management team to offer flexible work schedules to all executive-level employees.* |
| b. | *To persuade my listeners in a brief, interesting, and effective speech.* |
| c. | *This effective presentation will be both entertaining and informative for my audience about my chosen subject.* |
| d. | *We made fiscal mistakes that we can't afford to repeat that caused the economic downturn and created widespread business closures and the collapse of the housing market in several major metropolitan areas.* |

ANSWER: A

TYPE: MC

8. After determining your purpose for the presentation, what is your next important step?

|  |  |
| --- | --- |
| a. | Conducting research |
| b. | Examining the room where the presentation will be made |
| c. | Preparing your PowerPoint slides |
| d. | Analyzing the audience |

ANSWER: D

TYPE: MC

9. Your task in audience analysis is to

|  |  |
| --- | --- |
| a. | select a presentation topic and a purpose best suited to your audience. |
| b. | anticipate the audience's reactions and adjust to its needs, if necessary. |
| c. | determine your needs and develop your visual aids. |
| d. | begin information research and organization. |

ANSWER: B

TYPE: MC

10. Audience analysis issues you should consider when preparing your presentation include size, age, gender, and which of the following?

|  |  |
| --- | --- |
| a. | Height and weight |
| b. | Race, religion, and culture |
| c. | Stereotypes, biases, and prejudices |
| d. | Experience, attitude, and expectations |

ANSWER: D

TYPE: MC

11. Presentations are given to many types of audiences. According to your text, what are the four categories of audiences?

|  |  |
| --- | --- |
| a. | Informed, uninformed, intelligent, and stupid |
| b. | Hostile, friendly, neutral, and uninterested |
| c. | Workplace, education or school-related, community, and political |
| d. | Manuscript, extemporaneous, impromptu, and memorized |

ANSWER: B

TYPE: MC

12. Your audience analysis reveals that audience members will be friendly and interested in your topic. You should be

|  |  |
| --- | --- |
| a. | warm, pleasant, and open; and you should use a lot of eye contact and smiles. |
| b. | be calm and controlled, and you should speak evenly and slowly. |
| c. | controlled and do nothing showy; you should use confident, small gestures. |
| d. | dynamic and entertaining; you should also use large gestures and move around. |

ANSWER: A

TYPE: MC

13. If you have agreed to speak to an audience with which you are unfamiliar, you should

|  |  |
| --- | --- |
| a. | obtain the names of several audience members, and contact them to ask questions about their backgrounds, attitudes, and expectations. |
| b. | imagine for yourself what an average audience in this part of the country might be like. |
| c. | use a search engine to collect as much information about the region and its people as possible and then base your audience analysis on this. |
| d. | ask the person sponsoring the event to complete your audience analysis worksheet for you. |

ANSWER: A

TYPE: MC

14. Irina will make her presentation to a large audience of members whose negative attitudes range from displeased to outraged. What advice should Irina follow in preparing her presentation for this audience?

|  |  |
| --- | --- |
| a. | Include plenty of personal stories, several anecdotes, and lots of jokes or humor. |
| b. | Use facts, statistics, and expert opinions along with an energizing, upbeat delivery style. |
| c. | Be humorous, add colorful visuals and startling statistics, and keep the presentation brief. |
| d. | Present objective data and expert opinion in a calm, controlled delivery style. |

ANSWER: D

TYPE: MC

15. After you determine your purpose and analyze your audience, your next step is to

|  |  |
| --- | --- |
| a. | practice your delivery. |
| b. | collect information. |
| c. | organize the ideas. |
| d. | choose your topic. |

ANSWER: B

TYPE: MC

16. Two of the *most effective* techniques to improve your audience's ability to understand and remember your speech are

|  |  |
| --- | --- |
| a. | good organization and intentional repetition. |
| b. | eliminating repetition and removing obvious signposting. |
| c. | startling statistics and colorful visuals. |
| d. | striking quotations and well-placed gestures. |

ANSWER: A

TYPE: MC

17. Some repetition in oral presentations

|  |  |
| --- | --- |
| a. | is necessary because speaking speed is much greater than listening speed. |
| b. | is helpful because it increases audience comprehension and retention. |
| c. | bores listeners and should be avoided. |
| d. | encourages daydreaming and makes the speaker sound unprepared. |

ANSWER: B

TYPE: MC

18. You should do all of the following in the introduction of a presentation *except*

|  |  |
| --- | --- |
| a. | preview the main points of your presentation. |
| b. | capture your listeners' attention and get them involved. |
| c. | develop the main points with adequate explanation and details. |
| d. | introduce yourself and establish your credibility. |

ANSWER: C

TYPE: MC

19. The *best* techniques to establish your credibility in a business presentation include

|  |  |
| --- | --- |
| a. | describing your knowledge, position, or experience. |
| b. | telling the audience your salary, age, and hometown. |
| c. | revealing your ethnicity, cultural heritage, and religious background. |
| d. | discussing your love for public speaking. |

ANSWER: A

TYPE: MC

20. Jessica tells her audience about her five years' experience as a social networking professional helping over 100 local businesses learn to use social networking as an effective marketing tool. Jessica is attempting to

|  |  |
| --- | --- |
| a. | capture her listeners' attention and get them involved. |
| b. | preview the main points of her presentation. |
| c. | present the main goals of her presentation. |
| d. | identify herself and establish credibility. |

ANSWER: D

TYPE: MC

21. Connor opened his presentation to an audience of business owners with this statement: *If you want to reduce employee benefit costs by at least 15 percent without hurting employee morale or impacting your work environment, please stand up right now.* By asking them to stand, Connor is

|  |  |
| --- | --- |
| a. | identifying himself and establishing credibility. |
| b. | previewing the main points of his presentation. |
| c. | capturing listeners' attention and getting them involved. |
| d. | misleading his audience. |

ANSWER: C

TYPE: MC

22. What is the biggest problem with most oral presentations?

|  |  |
| --- | --- |
| a. | Failure to focus on a few principal ideas |
| b. | Use of too many visuals |
| c. | Poor eye contact |
| d. | Unprofessional attire |

ANSWER: A

TYPE: MC

23. The body of a short, 20-minute presentation should focus on

|  |  |
| --- | --- |
| a. | at least five to eight main points. |
| b. | up to ten main points. |
| c. | approximately two to four main points. |
| d. | as many points as necessary to convey your message. |

ANSWER: C

TYPE: MC

24. Paul is explaining to upper-level management how converting to a four-day workweek can solve their budget woes by decreasing expenses. How will he most likely organize his presentation?

|  |  |
| --- | --- |
| a. | Geography/space |
| b. | Chronological |
| c. | Problem/solution |
| d. | Value/size |

ANSWER: C

TYPE: MC

25. When preparing your speech, you should

|  |  |
| --- | --- |
| a. | aim for 20 percent past the time limit when rehearsing because most speakers speed up during actual delivery |
| b. | eliminate one third of the body to prevent speed talking, a common hazard among novice public speakers. |
| c. | remove about 10 percent of your content because most speakers exceed their time limits. |
| d. | prepare a little more material than you think you will actually need. |

ANSWER: D

TYPE: MC

26. In an effective presentation conclusion, you will strive to accomplish three goals:

|  |  |
| --- | --- |
| a. | state your recommendation, prove your persuasion, and reinforce the purpose. |
| b. | remind the audience of your credibility, review the attention getter, and restate the purpose. |
| c. | summarize the main themes, give the audience a memorable take-away, and include a statement that allows for a graceful exit. |
| d. | promote your primary claim, advance your supporting claims, and elevate the most viable evidence. |

ANSWER: C

TYPE: MC

27. In the conclusion of your speech, you say, *I recommend developing and posting high-quality video podcasts on our Web site to recruit new employees.* You are using the conclusion to

|  |  |
| --- | --- |
| a. | introduce one additional main point of interest to the audience. |
| b. | review the main themes of the presentation. |
| c. | include a statement that allows you to depart gracefully. |
| d. | provide a final action-oriented focus. |

ANSWER: D

TYPE: MC

28. Your speech will be more effective if you have audience rapport. *Rapport* can be defined as

|  |  |
| --- | --- |
| a. | a bond connecting the speaker with the audience. |
| b. | the awareness of topic importance. |
| c. | an understanding of key points. |
| d. | the ability to hear clearly. |

ANSWER: A

TYPE: MC

29. Speakers build audience rapport by

|  |  |
| --- | --- |
| a. | researching thoroughly and organizing the speech effectively. |
| b. | establishing credibility and demonstrating authority. |
| c. | forming a bond with the audience by entertaining as well as informing. |
| d. | speaking loudly, clearly, and rapidly. |

ANSWER: C

TYPE: MC

30. Tyrone has just told his audience that engineering a hostile business takeover is similar to conducting guerilla warfare. He is using what technique?

|  |  |
| --- | --- |
| a. | Personal anecdote |
| b. | Metaphor |
| c. | Personalized statistic |
| d. | Analogy |

ANSWER: D

TYPE: MC

31. To help his listeners keep track of where he is in the presentation, Dominic has just said, *Next I will discuss three plans for reducing waste.* What verbal signpost is Dominic using?

|  |  |
| --- | --- |
| a. | Summarizing |
| b. | Previewing |
| c. | Switching directions |
| d. | Enumeration |

ANSWER: B

TYPE: MC

32. In her presentation on improving employee morale, Jillian makes this statement: *So far, you've heard only about the problems we have with morale; let's move to some solutions.* Jillian has employed the verbal signpost called

|  |  |
| --- | --- |
| a. | summarizing. |
| b. | previewing. |
| c. | switching directions. |
| d. | revealing. |

ANSWER: C

TYPE: MC

33. Like it or not, speakers are judged on their appearance. Which of these is the *best* advice on choosing your attire for a business presentation?

|  |  |
| --- | --- |
| a. | Dress only as well as the best-dressed person in your audience, even if that means shorts and a t-shirt. |
| b. | For everything but small, in-house presentations, dress professionally. |
| c. | Wear formal business attire for all presentations, both internal and external. |
| d. | Clothing makes the man but not the woman; therefore, men must wear a suit and tie for all presentations, but experts indicate women may dress casually for most presentations. |

ANSWER: B

TYPE: MC

34. Effective speakers must be aware of their nonverbal messages. *Nonverbal* means

|  |  |
| --- | --- |
| a. | content delivered by visual aids. |
| b. | information included on the outline, but not in the speech. |
| c. | appearance, movements, and vocal qualities. |
| d. | body language only. |

ANSWER: C

TYPE: MC

35. All of these are good advice for nonverbal messages during a presentation *except*

|  |  |
| --- | --- |
| a. | avoid being planted behind the podium. |
| b. | use a variety of gestures planned and rehearsed in advance. |
| c. | punctuate your words by varying your tone, volume, pitch, and pace. |
| d. | maintain appropriate eye contact to show you are confident and prepared. |

ANSWER: B

TYPE: MC

36. When selecting and preparing your visual aids, keep in mind your goals as a speaker:

|  |  |
| --- | --- |
| a. | to make listeners understand, remember, and act on your ideas. |
| b. | to observe your audience, adjust your delivery, and continue your presentation. |
| c. | to inform, to entertain, and to persuade. |
| d. | to plan and collect information, organize and rehearse, and deliver your presentation. |

ANSWER: A

TYPE: MC

37. During a business presentation, an effective visual aid will

|  |  |
| --- | --- |
| a. | emphasize and clarify main points. |
| b. | increase audience interest. |
| c. | help to jog the memory of a speaker. |
| d. | do all of these. |

ANSWER: D

38. Which of these tips regarding the use of handouts as a visual aid is *most* accurate?

|  |  |
| --- | --- |
| a. | Handouts should be discussed during the presentation, but you should delay distribution of the handouts until your presentation is finished. |
| b. | Savvy speakers no longer distribute handouts because audiences view the lowly handout as outdated and environmentally unfriendly. |
| c. | If you choose to use a handout, the most appropriate information for a handout is the speaker's biography only. |
| d. | Handouts should be included in the registration packet, along with name tags, lunch tickets, and other event materials distributed prior to the presentation. |

ANSWER: A

TYPE: MC

39. Because the presenter can create dynamic, colorful presentations that incorporate Web links, music, and video, one of the most popular visual aids is

|  |  |
| --- | --- |
| a. | overhead transparencies. |
| b. | flipcharts. |
| c. | multimedia slides. |
| d. | handouts. |

ANSWER: C

TYPE: MC

40. Julio is designing a PowerPoint slide show that he will present in a darkened conference room. What should Julio do?

|  |  |
| --- | --- |
| a. | Place the greatest focus on the visual component of his slides because this will be his audience's focus. |
| b. | Use as many special effects (animation, sound effects, and so on) as possible to maintain his audience's interest. |
| c. | Use light text on a dark background. |
| d. | Use at least five different font colors to provide visual impact. |

ANSWER: C

TYPE: MC

41. For effective presentation slides, you should apply the 6-x-6 rule to most slides. The *6-x-6 rule* means that

|  |  |
| --- | --- |
| a. | the entire presentation has no more than six slides. |
| b. | each slide has no more than six words per line and no more than six lines. |
| c. | each main idea has no more than six bullet points. |
| d. | each slide is discussed for six minutes. |

ANSWER: B

TYPE: MC

42. What is the *best* advice for composing a PowerPoint slideshow?

|  |  |
| --- | --- |
| a. | Always design your own template to show your creativity and uniqueness. |
| b. | Occasionally convert bullet points to diagrams, charts, and other images to make your slideshow more interesting. |
| c. | When including numbers, use lists rather than charts or graphs. |
| d. | Make sure that every point has at least one bullet point and one visual. |

ANSWER: B

TYPE: MC

43. Malinda wants to be certain that her audience remains engaged during her PowerPoint presentation at today's business meeting. What should she do?

|  |  |
| --- | --- |
| a. | Keep a careful eye on the computer monitor or screen to make sure she doesn't miss anything. |
| b. | Read the bullet points word for word to make sure her audience understands the information. |
| c. | Use a laser pointer to highlight slide items to discuss. |
| d. | Make the room as dark as she can to make her slides more visible. |

ANSWER: C

TYPE: MC

44. Which of the following is the *best* recommendation for delivering an effective oral presentation?

|  |  |
| --- | --- |
| a. | Memorize the entire oral presentation so that you don't have to use notes. |
| b. | Read the entire oral presentation to the audience so that nothing important will be overlooked. |
| c. | Use the notes method, using note cards or an outline containing key sentences and major ideas. |
| d. | Wing it! |

ANSWER: C

TYPE: MC

45. Niccolo is nervous about his upcoming presentation. Which of these techniques will overcome his case of nerves and allow Niccolo to deliver a good presentation?

|  |  |
| --- | --- |
| a. | Hold his breath as long as he can to clear his head. |
| b. | Tell the audience that he's nervous to get them to empathize with him. |
| c. | Ignore any stumbles and keep going. |
| d. | Have a stiff drink right before presenting |

ANSWER: C

TYPE: MC

46. Nearly every speaker must overcome stage fright; one of the *most* effective techniques to decrease stage fright is

|  |  |
| --- | --- |
| a. | wearing comfortable, relaxed clothing to enhance self-confidence. |
| b. | knowing the subject thoroughly. |
| c. | displaying a fully animated PowerPoint presentation. |
| d. | picturing the audience naked. |

ANSWER: B

TYPE: MC

47. Which of these is the *most* accurate description regarding the use of pauses and silence in a presentation?

|  |  |
| --- | --- |
| a. | Don't pause when you first approach the audience because you will appear unsure. |
| b. | Fill awkward silences with short phrases such as "you know" or "basically." |
| c. | Words always carry more impact than a silent pause. |
| d. | Silence is preferable to meaningless fillers. |

ANSWER: D

TYPE: MC

48. For a smooth start to your presentation, you should prepare thoroughly, rehearse repeatedly, dress professionally, and

|  |  |
| --- | --- |
| a. | practice stress reduction. |
| b. | avoid personal contact with audience members before the presentation. |
| c. | remove barriers (lecterns, podiums, tables, etc.) between you and the audience. |
| d. | pump yourself up to build some tension, pressure, power, and enthusiasm. |

ANSWER: A

TYPE: MC

49. Follow all of these guidelines to deliver your presentation effectively *except*

|  |  |
| --- | --- |
| a. | present your first sentence from memory. |
| b. | begin speaking immediately; that is, speak as soon as you are behind the lectern. |
| c. | control your voice and your vocabulary. |
| d. | show enthusiasm. |

ANSWER: B

TYPE: MC

50. If you will take questions at the end of your presentation, which of these is the *best* advice?

|  |  |
| --- | --- |
| a. | Announce the question-and-answer period in the conclusion of your presentation. |
| b. | If you don't know the answer to a question, you should offer your best guess or make up an answer. |
| c. | Begin each answer with a repetition of the question. |
| d. | Direct your answer just to the person who asked the question. |

ANSWER: C

TYPE: MC

51. Effective speaking skills and career success go hand in hand at every stage of a career.

ANSWER: TRUE

TYPE: TF

52. Business studies indicate that the best predictor of career success is not only whether employees were effective at public speaking but also if they enjoyed public speaking.

ANSWER: TRUE

TYPE: TF

53. For any presentation you can reduce your fears and lay the foundation for a professional performance by focusing on five items: your knowledge, your background/experience, your self-confidence, your breathing, and your inner peace or Zen.

ANSWER: FALSE

TYPE: TF

54. The most important part of preparation for an oral presentation is deciding the purpose.

ANSWER: TRUE

TYPE: TF

55. To effectively adapt a presentation for an unfamiliar audience, you should contact five or six audience members to interview before the presentation to determine typical audience attributes. You should then thank these people in the opening of your presentation.

ANSWER: TRUE

TYPE: TF

56. No matter what kind of audience you will have, you must plan your presentation to focus it on audience benefits.

ANSWER: TRUE

TYPE: TF

57. Good organization and conscious repetition are the two most powerful keys to audience comprehension and retention.

ANSWER: TRUE

TYPE: TF

58. It may be appropriate to begin a speech with a promise, a question, an anecdote, and even a joke.

ANSWER: TRUE

TYPE: TF

59. Prepare extra material for your speech because most speakers go about 25 percent under the allotted time as opposed to their practice runs at home.

ANSWER: FALSE

TYPE: TF

60. You can avoid one of the biggest problems with most oral presentations if you focus your speech on a few key ideas.

ANSWER: TRUE

TYPE: TF

61. Natalia is presenting statistics about the diversity of college students in different parts of the country. She will most likely organize by chronology.

ANSWER: FALSE

TYPE: TF

ANSWER: FALSE

TYPE: TF

62. A professional way to end a presentation is to warn the audience of the conclusion and wrap up the speech with an expression like *That's it*.

ANSWER: FALSE

TYPE: TF

63. Reserve the use of anecdotes and quotations to grab attention in introductions in business presentations because using these devices in the conclusion will weaken their impact.

ANSWER: FALSE

TYPE: TF

64. One of the goals of an effective conclusion in a presentation is to allow the speaker to leave the podium gracefully.

ANSWER: TRUE

TYPE: TF

65. Once you have announced your conclusion, you should proceed to the conclusion immediately.

ANSWER: TRUE

TYPE: TF

66. Build the best connection with your audience members by providing them the hard, dry facts and by avoiding personalized statistics or personal anecdotes that make you appear amateurish and unpolished.

ANSWER: FALSE

TYPE: TF

67. To enliven your presentation and enhance comprehension, try using some exaggeration or distortion in your imagery.

ANSWER: FALSE

TYPE: TF

68. You have just made the statement *This financial bailout is a missed field goal as the clock runs out.* This is an example of a metaphor.

ANSWER: TRUE

TYPE: TF

69. *Next, therefore, on the contrary, moreover,* and *in conclusion* are examples of transitional expressions.

ANSWER: TRUE

TYPE: TF

70. You can create a stronger organization in your presentation through the use of *verbal signposts* that will help your audience recognize your previews, summaries, or changes of direction.

ANSWER: TRUE

TYPE: TF

71. If your audience will be dressed casually, experts recommend that you dress casually for your presentation.

ANSWER: FALSE

TYPE: TF

72. Lindsay plans to give her audience a handout with images of her PowerPoint slides. Lindsay should distribute this handout after her presentation to maintain audience control.

ANSWER: TRUE

TYPE: TF

73. Creating speaker's notes from your PowerPoint slides is helpful because these notes allow you to read your presentation word for word.

ANSWER: FALSE

TYPE: TF

74. Although Microsoft PowerPoint is the business standard for presenting, defending, and selling ideas, overused and abused multimedia presentations have become a common complaint in business.

ANSWER: TRUE

TYPE: TF

75. The most effective multimedia presentations rely heavily on text, use frequent bullet- pointed lists, and employ few graphics or images.

ANSWER: FALSE

TYPE: TF

76. Poorly designed PowerPoint presentations are the fault of the creator and not the software itself.

ANSWER: TRUE

TYPE: TF

77. By preparing a visually appealing multimedia presentation and ensuring that each slide is great looking, you can compensate for thin content.

ANSWER: FALSE

TYPE: TF

78. Roberto is preparing a PowerPoint multimedia presentation for a multicultural audience. He must choose his background colors carefully.

ANSWER: TRUE

TYPE: TF

79. It is acceptable for a speaker to break the 6 x 6 rule for multimedia slides when the users will be reviewing the presentation on their own with no speaker assistance.

ANSWER: TRUE

TYPE: TF

80. Rely on the spell check feature in PowerPoint to catch all spelling and grammar errors appearing on your slides.

ANSWER: FALSE

TYPE: TF

81. Create a slide in your multimedia presentation only if that slide will create interest, help the audience follow your ideas, highlight points you want your audience to remember, introduce or review key points, provide a transition from one idea to the next, or illustrate and simplify complex ideas.

ANSWER: TRUE

TYPE: TF

82. To create a solid multimedia presentation, begin with the text, and then move on to the graphics, animation, and other enhancements.

ANSWER: TRUE

TYPE: TF

83. A blueprint slide is a drawing or visual depiction of an oral presentation that you reveal in the introduction.

ANSWER: FALSE

TYPE: TF

84. The simplest option for moving your multimedia presentation to the Web involves a Web conference or broadcast.

ANSWER: FALSE

TYPE: TF

85. Your best plan to create a convincing presentation is to read your entire presentation from a manuscript so that your audience is confident you have not omitted anything.

ANSWER: FALSE

TYPE: TF

86. It is normal to experience some degree of stage fright when speaking before a group.

ANSWER: TRUE

TYPE: TF

87. The speakers who suffer the worst butterflies and who make the worst presentations are those who try to memorize their speeches.

ANSWER: FALSE

TYPE: TF

88. You should present your first sentence from memory to establish rapport with the audience through eye contact.

ANSWER: TRUE

TYPE: TF

89. If you make an error during your presentation, you will recover more rapidly and reconnect most effectively with your audience if you immediately issue a sincere apology.

ANSWER: FALSE

TYPE: TF

90. When answering audience questions, you should debate the questioner to show that you're right.

ANSWER: FALSE

TYPE: TF

91. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ analysis issues include size, age, gender, experience, and professional background.

ANSWER: Audience

TYPE: FB

92. You should capture listeners' attention, introduce yourself, establish your credibility, and preview your topic in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of your presentation.

ANSWER: introduction

TYPE: FB

93. Develop each of your main points in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of your presentation.

ANSWER: body

TYPE: FB

94. In the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of your presentation, you should summarize your main themes and leave the audience with something memorable.

ANSWER: conclusion

TYPE: FB

95. A comparison of similar traits between dissimilar items, such as *Turning the course of this economic downturn has been like stopping an avalanche; it's possible, but very, very difficult,* is a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

ANSWER: simile

TYPE: FB

96. Help your audience recognize the organization and main points in an oral message with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ signposts that keep listeners on track.

ANSWER: verbal

TYPE: FB

97. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ points in a PowerPoint presentation consist of concise and parallel key phrases.

ANSWER: Bullet

TYPE: FB

98. To ensure professional results for your multimedia presentation, choose a professionally designed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that will combine harmonious colors, borders, bullet styles, and fonts for pleasing visual effects.

ANSWER: template

TYPE: FB

99. After delivering their presentations, businesspeople often post their multimedia shows online because attendees appreciate these \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ handouts.

ANSWER: electronic

TYPE: FB

100. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ delivery means speaking freely, generally without notes, after preparation and rehearsing. This delivery method allows you to freely discuss the ideas you have prepared and rehearsed several times.

ANSWER: Extemporaneous

TYPE: FB