

### Questions about the topic 5.2:

1. Why are exercises for effective communication important, especially in multicultural organizations?
  - a. To increase communication incidents among people from different cultural backgrounds.
  - b. To help employees to improve their ability in encoding and decoding messages which increases their performance and productivity.
  - c. To avoid any decreases in performance.
  
2. Which of the following answers refers to one of the main communication challenges in multicultural workplaces?
  - a. Different social backgrounds.
  - b. Different communication styles.
  - c. Lack of self-confidence.
  
3. Effective communication...
  - a. ... means intercultural communication.
  - b. ... plays a key role in helping organizations managing a diverse workforce.
  - c. ... means effective and dynamic speaking, but not effective listening.

Correct answers:

1b

2b

3b