

PROFESSIONAL COMMUNICATION CBE PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which term describes conversations between two or more people with mutual respect?**
 - A. Dialogue
 - B. Interpersonal communication
 - C. Symbol
 - D. Motivation
- 2. In the material, proximal cues are described as directed toward which direction?**
 - A. Away from self
 - B. Toward self
 - C. Toward others
 - D. Not directional
- 3. Part of a speech that provides content + analysis that prove the thesis statement.**
 - A. Body
 - B. Outline
 - C. Introduction
 - D. Conclusion
- 4. Oral (verbal) communication is defined as which of the following?**
 - A. Nonverbal communication
 - B. Written communication
 - C. Feedback
 - D. Oral (verbal) communication
- 5. Which term refers to the art or study of public speaking?**
 - A. Symbol
 - B. Motivation
 - C. Dialogue
 - D. Oratory/Rhetoric

- 6. What is the etiquette for using the Internet?**
- A. download
 - B. status report
 - C. netiquette
 - D. briefing
- 7. Which term is the brief speech given by the recipient?**
- A. After-Dinner Speech
 - B. Speech of Acceptance
 - C. Commemorative Speech
 - D. Testimonial Speech
- 8. Which term is described as the biological process by which animals secure the necessary energy to perform a needed task?**
- A. Phobia
 - B. Confidence
 - C. Stage Fright
 - D. Fear
- 9. What term describes a diagram that reveals inner workings of an object?**
- A. Graph
 - B. Handout
 - C. Overhead projector
 - D. Cutaway
- 10. Which negotiation strategy focuses on defeating the other person rather than solving the problem (win-lose)?**
- A. Avoidance
 - B. I-message
 - C. Competition
 - D. Collaboration

Answers

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1. A
2. B
3. A
4. D
5. D
6. C
7. B
8. D
9. D
10. C

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Explanations

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1. Which term describes conversations between two or more people with mutual respect?

- A. Dialogue**
- B. Interpersonal communication
- C. Symbol
- D. Motivation

Dialogue captures a two-way exchange where people listen to and respond to one another with consideration, aiming to understand each other. This back-and-forth, respectful interaction is what makes dialogue the best fit for conversations conducted with mutual respect, where participants collaborate to share ideas and reach common ground. Interpersonal communication is a broader term for any exchange between people and can be two-way or one-way and may not always emphasize respect or collaborative understanding. A symbol is simply a sign that represents something else, unrelated to conversational dynamics. Motivation is about the reasons behind actions, not about how people converse.

2. In the material, proximal cues are described as directed toward which direction?

- A. Away from self
- B. Toward self**
- C. Toward others
- D. Not directional

Proximal cues are cues that operate close to the person and influence self-relevant processing. They are directed toward the self because they pull attention, motivation, and behavior inward, toward one's own goals, feelings, and self-concept. In other words, they prime self-focused thoughts and actions. This distinguishes them from cues that point outward toward others or the external environment, or from cues that aren't directional at all. So the material describes proximal cues as directed toward self. For example, a reminder of your personal goal tends to steer your choices and actions to align with that goal, illustrating inward, self-directed influence.

3. Part of a speech that provides content + analysis that prove the thesis statement.

- A. Body**
- B. Outline
- C. Introduction
- D. Conclusion

The main idea here is that the body of a speech is where you present your arguments along with the analysis that shows how they support the thesis. In this part, you move beyond simply listing points—you develop each point with evidence, explanations, and reasoning that link back to the central claim. You might include facts, statistics, examples, anecdotes, or expert input, and you explicitly show how each piece of evidence proves or strengthens the thesis. This is where your logic is laid out clearly: you state a point, present the support, and then explain why that support matters in proving the overall argument. The introduction serves to grab attention and set up the topic and thesis, while the conclusion wraps things up and reinforces the main message. An outline is a planning tool that organizes the order of ideas, not the substantive content you present. So the part that provides content plus analysis to prove the thesis is the body.

4. Oral (verbal) communication is defined as which of the following?

- A. Nonverbal communication
- B. Written communication
- C. Feedback
- D. Oral (verbal) communication**

Oral (verbal) communication means sending messages using spoken words. It relies on speech, voice, tone, pace, and clarity to convey meaning, and it allows for immediate questions and responses that help ensure understanding. This distinguishes it from nonverbal communication, which uses body language and facial expressions; from written communication, which uses written symbols; and from feedback, which is the receiver's response in the communication process rather than a type of communication itself.

5. Which term refers to the art or study of public speaking?

- A. Symbol
- B. Motivation
- C. Dialogue
- D. Oratory/Rhetoric**

The main idea here is understanding terms that describe how people speak in public and study that craft. Oratory refers to the art of delivering speeches with skill and effectiveness. Rhetoric is the study and practice of persuasive communication, including techniques for influencing an audience and the analysis of how speech works. Since the prompt asks for the term that covers both the craft and the study of public speaking, oratory and rhetoric together fit best. The other options don't target public speaking: a symbol is simply a sign that stands for something else, motivation is the drive to act rather than a speaking discipline, and dialogue is a two-way conversation rather than the specialized study or art of public speaking.

6. What is the etiquette for using the Internet?

- A. download
- B. status report
- C. netiquette**
- D. briefing

Online behavior is guided by netiquette, the term that combines network and etiquette. Netiquette covers how we communicate in emails, forums, and social platforms: being courteous, using clear language, respecting others' privacy, avoiding spam and flame wars, giving proper credit for others' ideas, and thinking about how your words come across in text. This makes it the best fit because it precisely names the norms for online conduct. The other terms describe actions or documents rather than online norms—downloading is an action, a status report is a progress update, and a briefing is a concise information summary for decision-makers.

7. Which term is the brief speech given by the recipient?

- A. After-Dinner Speech
- B. Speech of Acceptance**
- C. Commemorative Speech
- D. Testimonial Speech

A speech of acceptance is the brief address given by the recipient of an award or honor. Its purpose is to express gratitude to the organizers and supporters and acknowledge those who helped along the way. This makes it the best fit because the speaker is the recipient, focusing on thanks and the meaning of the recognition. In contrast, an after-dinner speech is typically meant to entertain at a banquet, a commemorative speech honors a person or event, and a testimonial speech is delivered by someone praising another person.

8. Which term is described as the biological process by which animals secure the necessary energy to perform a needed task?

- A. Phobia
- B. Confidence
- C. Stage Fright
- D. Fear**

Fear acts as the body's energy mobilizer. When an animal needs to act, the fight-or-flight response kicks in, flooding the system with adrenaline and other signals that raise heart rate, breathing, glucose availability, and muscle readiness. This physiological surge provides the energy and arousal necessary to perform the task. The other options describe related states but don't capture this energy-mobilizing mechanism: a phobia is an irrational fear, stage fright is a specific form of performance anxiety, and confidence is belief in one's ability rather than the bodily energy boost that fear triggers.

9. What term describes a diagram that reveals inner workings of an object?

- A. Graph
- B. Handout
- C. Overhead projector
- D. Cutaway**

A cutaway diagram shows interior details by removing or "cutting away" part of the exterior, so the inside components and how they fit together are visible. This lets you see inner workings without disassembling the object, which is exactly what the question describes. This differs from a graph, which presents data relationships; a handout, which is simply a document; and an overhead projector, which is a device used to display material. The cutaway approach is specifically about revealing inner structure, making it the best fit for describing a diagram that exposes the inside workings.

10. Which negotiation strategy focuses on defeating the other person rather than solving the problem (win-lose)?

- A. Avoidance
- B. I-message
- C. Competition**
- D. Collaboration

The approach being tested is a competitive stance in negotiation, where the goal is to win at the other person's expense rather than solving the problem together. This mindset treats the negotiation as a zero-sum contest: one side's gains come at the other side's loss. Tactics often include hard bargaining, insisting on positions, leveraging power, threats, and excluding interests from consideration. The emphasis is on defeating the opponent and proving you can prevail, rather than collaborating to find a mutually beneficial solution. In contrast, avoidance means dodging the issue, which avoids solving the problem but also avoids confrontation. An I-message is a way to communicate about feelings without blaming the other person, not a strategy for winning or losing. Collaboration, by contrast, aims for a win-win outcome by uncovering underlying interests and jointly generating options that satisfy both sides. So the best match for a strategy focused on defeating the other person rather than solving the problem is the competitive approach.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://professionalcommcbe.examzify.com>

We wish you the very best on your exam journey. You've got this!

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