CHAPTER 8

Communicating

Multiple Choice

1. An effective way to improve your ability to communicate is to
   a. realize that most communication is verbal.
   b. talk when you are decoding a message.
   c. be aware of when you are the receiver and when you are the sender.
   d. send and receive at the same time.

2. Improvement of nonverbal listening skills occurs when you
   a. ask the sender to repeat the message.
   b. allow several seconds to pass before responding to someone.
   c. frequently look around the room to avoid staring.
   d. are thinking of your response while the other speaker is finishing his sentence.

3. If you choose to transform a person’s complaints into requests, you can
   a. have a more logical reason to be defensive.
   b. deny responsibility if you are indifferent to the issue at hand.
   c. show the person how things have always been done.
   d. help the person translate his own complaint into an action plan.

4. In any discussion there is always a sender and a(n)
   a. advocate.
   b. replier.
   c. receiver.
   d. uninterested party.

5. Team work presents two issues:
   a. produce a result and find a process.
   b. think as individuals but move forward as a group.
   c. cease thinking as individuals and stifle emotions.
   d. both a and c.

6. Online postings can be available
   a. 6 months from time of posting.
   b. only to those you select.
   c. forever... to everyone.
   d. both a and b.

7. Netiquette includes which of the following points?
   a. Use good grammar.
   b. Do not send texts when you are angry.
   c. Avoid typing in all uppercase letters.
   d. All of these.

8. Exhibiting good text message etiquette means you should
   a. keep the message short.
   b. double check the phone number before pushing send.
c. set your device to vibrate mode before entering a public or work place.
d. make sure you will not be interfering with (or waking) the recipient because of the time.
e. All of these.

9. Our emotions consist of
a. physical sensations.
b. thoughts.
c. actions.
d. All of these.

10. Techniques for avoiding plagiarism include all of the following except
a. identifying direct quotes with quotation marks.
b. avoiding identifying details if your source is a Web page.
c. submitting only your work.
d. citing sources for content created by someone other than you.

11. In a first draft you
a. get words on paper.
b. expand on your outline.
c. don’t worry about the quality of your writing.
d. All of these.

12. In a research paper you do not need to use quotation marks around
a. a paraphrase of a science article as long as you cite the source.
b. a cut and paste article from an entertainment Website.
c. an entire email message from an instructor at your school.
d. the opening lines of a poem read by an author while visiting your school.

13. Which of the following is a suggestion to use when revising your draft?
a. Reading out loud.
b. Having someone else look over it.
c. Taking your time and proofing your work thoroughly.
d. All of these.

14. A strategy for saying no in a respectful way is to
a. use apologies or qualifiers.
b. give into the request before it has actually been made.
c. remember that one no leads to another yes.
d. avoid planning and just come out with it, gasping for words.

15. Which of the following can affect your written messages?
a. Word choice.
b. Sentence construction.
c. Punctuation.
d. All of these.

16. The phases of effective writing include
a. scheduling and listing writing tasks.
b. taking a break to rejuvenate.
c. easing into writing.
d. both a and c.
17. Emotional Intelligence involves
a. being aware of your feelings.
b. acting in thoughtful ways.
c. showing concern for others.
d. resolving conflict and making responsible decisions.
e. All of these.

18. A technique for reducing and managing fear of public speaking is to
a. focus a lot on delivery, not content.
b. research the topic thoroughly.
c. ignore any of the physical sensations commonly associated with stage fright.
d. focus on yourself and not the message.

19. Employing your word means
a. others know you by your commitments.
b. we should avoid speaking out of obligation.
c. we should examine new options.
d. the power of your word comes in promising.

20. In order to have an effective oral presentation you must
a. “know” your audience.
b. prepare and organize your presentation.
c. deliver the presentation while keeping in mind such things as voice level, nonverbal cues, and timing.
d. All of these.

True/False

21. Your communication skills are as important as your technical skills.

22. Etiquette is as important online as it is in face-to-face communication.

23. As foolish as it may sound, there is no delete button for the Internet. Although it is digital, you must be cautious and careful about what you post.

24. For some people compliments are more difficult to accept than criticisms.

25. Difficulties are inherent in human communication.

26. Although a problematic relationship will involve someone else, there are strategies you can employ to help find a resolution.

27. Because you paid for a paper from an Internet resource the work is now yours and submission does not constitute plagiarism.

28. There are acceptable ways to effectively summarize another’s words without being guilty of plagiarism.

Completion

29. Openness and honesty in communication is called __________.
30. __________ refers to any factors that distort meaning while communicating.

31. Restating an author’s words in your own words, usually making the passage shorter and simpler, is called __________.

32. ____________ is short for synthesized energy.

Short Answer

33. Briefly name and describe the contents of a speech and state what is the key to successful public speaking.

34. State some strategies for getting started with a writing project.