

## Chapter 1 Communicating in Your Life

### True/False

Indicate whether the sentence or statement is true or false.

- \_\_\_ 1. The communication process has five components: the sender, the message, the receiver, the feedback, and the channel.
- \_\_\_ 2. Gestures, facial expressions, and posture are examples of nonverbal symbols.
- \_\_\_ 3. Factors such as education, opinions, and emotional states do not affect how a receiver interprets a message.
- \_\_\_ 4. Speaking is an example of a communication channel.
- \_\_\_ 5. Feedback is not important in helping a sender determine whether a message was understood.
- \_\_\_ 6. Goodwill is a positive feeling or attitude toward others.
- \_\_\_ 7. Poor lighting and uncomfortable seating are examples of internal communication barriers.
- \_\_\_ 8. Knowing factors about the receiver helps the sender create a message the receiver will understand.
- \_\_\_ 9. The social setting is not a factor of the message environment.
- \_\_\_ 10. Restating the main points is a good way to check your understanding of a message.
- \_\_\_ 11. Some jobs require more paperwork and reading than others.
- \_\_\_ 12. Filling orders correctly is not important for keeping customers satisfied and ensuring future orders.
- \_\_\_ 13. One of the most important purposes of reading in the workplace is to gain information for making decisions or solving problems.
- \_\_\_ 14. The same reading speed should be used for scanning and for careful reading.
- \_\_\_ 15. Building your vocabulary will help improve your reading speed and comprehension.

### Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question.

- \_\_\_ 16. Words used in spoken or written messages are
  - a. verbal symbols
  - b. nonverbal symbols
  - c. gestures
  - d. senders
- \_\_\_ 17. Which of the following is an element of the communication process?
  - a. sender
  - b. receiver
  - c. message
  - d. all the above
- \_\_\_ 18. The mode used to send a message is the
  - a. sender
  - b. receiver
  - c. channel
  - d. feedback

- \_\_\_ 19. Sending and interpreting messages related to products, services, or activities of a company or an organization is
- feedback
  - business communication
  - goodwill
  - none of the above
- \_\_\_ 20. Which of the following may be a goal of communication?
- to obtain or share information
  - to build goodwill
  - to persuade
  - all the above
- \_\_\_ 21. Communication among peers is called
- upward communication
  - horizontal communication
  - lateral communication
  - both b and c
- \_\_\_ 22. Lack of motivation or interest on the part of the receiver is a type of
- internal communication barrier
  - external communication barrier
  - informal communication barrier
  - lateral communication barrier
- \_\_\_ 23. In the communication process, the sender
- does not select the channel for the message
  - selects verbal symbols
  - does not select nonverbal symbols
  - should not use audience analysis
- \_\_\_ 24. In the communication process, the receiver
- should try to overcome communication barriers
  - has one duty: listening
  - should be open to new ideas
  - both a and c
- \_\_\_ 25. When preparing an audience profile, you should
- not consider the listeners' education
  - consider the listeners' ages
  - not be concerned about the listeners' interests
  - none of the above
- \_\_\_ 26. Attempting to get a basic understanding of the objectives and the important points of material that you are going to read is called
- careful reading
  - skimming
  - scanning
  - none of the above
- \_\_\_ 27. Information in digital form
- is decreasing
  - is in an electronic format
  - cannot be read by a computer
  - none of the above

- \_\_\_ 28. During a job search, an applicant
  - a. will need to read job descriptions
  - b. cannot apply for a job online
  - c. does not need reading skills
  - d. none of the above
- \_\_\_ 29. Once on the job, a worker may need to read
  - a. for background information
  - b. to locate specific data
  - c. to learn new procedures
  - d. all the above
- \_\_\_ 30. To improve reading speed and comprehension
  - a. find the main idea in every paragraph
  - b. do not skim or scan material before doing careful reading
  - c. disregard the order of events in a situation
  - d. do not take notes on the material

**Matching**

*Match the terms to their definitions below.*

- |                             |              |
|-----------------------------|--------------|
| a. audience analysis        | f. listening |
| b. channel                  | g. message   |
| c. communication            | h. reading   |
| d. confidential information | i. receiver  |
| e. feedback                 | j. sender    |

- \_\_\_ 31. The process used to send and interpret messages so they are understood
- \_\_\_ 32. An idea expressed by a set of symbols
- \_\_\_ 33. Creating a profile of intended receivers of a message
- \_\_\_ 34. Data that should be kept private or secret
- \_\_\_ 35. The response of a receiver to a message
- \_\_\_ 36. A person who hears, sees, or reads symbols and interprets a message
- \_\_\_ 37. The process of hearing and focusing attention to understand an oral message
- \_\_\_ 38. The process of seeing and interpreting written words and other symbols
- \_\_\_ 39. The mode by which a message is sent
- \_\_\_ 40. A person who creates and shares a message

**Chapter 1 Communicating in Your Life  
Answer Section**

**TRUE/FALSE**

1. ANS: T
2. ANS: T
3. ANS: F
4. ANS: T
5. ANS: F
6. ANS: T
7. ANS: F
8. ANS: T
9. ANS: F
10. ANS: T
11. ANS: T
12. ANS: F
13. ANS: T
14. ANS: F
15. ANS: T

**MULTIPLE CHOICE**

16. ANS: A
17. ANS: D
18. ANS: C
19. ANS: B
20. ANS: D
21. ANS: D
22. ANS: A
23. ANS: B
24. ANS: D
25. ANS: B
26. ANS: C
27. ANS: B
28. ANS: A
29. ANS: D
30. ANS: A

**MATCHING**

31. ANS: C
32. ANS: G
33. ANS: A
34. ANS: D

- 35. ANS: E
- 36. ANS: I
- 37. ANS: F
- 38. ANS: H
- 39. ANS: B
- 40. ANS: J