Name: Date:

**Interpersonal Communications Exam**

1. \_\_\_\_Which of the following is not a goal of communication?
	1. Enhanced professionalism
	2. Less personal stress
	3. More complaints
	4. Increased officer safety
2. \_\_\_\_Communication is both intentional and unintentional.
	1. True
	2. False
3. \_\_\_\_What percentage of the suspect’s behavior changes when the message is sent through body language?
	1. 7-10%
	2. 50-60%
	3. 33-40%
	4. 93%
4. \_\_\_\_When the voice and role conflict, people will more often believe the \_\_\_\_\_\_\_\_\_\_\_\_?
	1. Voice
	2. Role
	3. Body language
	4. Content
5. \_\_\_\_What accounts for 80-90% of all police complaints?
	1. Delivery
	2. Pitch
	3. Attitude
	4. Tone
6. \_\_\_\_Transferring information into a form in which it can be communicated is called what?
	1. Decoding
	2. Frame of Reference
	3. Encoding
	4. Code
7. \_\_\_\_A person’s frame of reference can be made up of which of the following?
	1. Education
	2. Sex
	3. Where they grew up
	4. All of the above
8. \_\_\_\_Which is not one of the three types of code used?
	1. Symbols
	2. Language
	3. Paralanguage
	4. Nonverbal
9. \_\_\_\_Facial expressions, eye contact, and gestures fall under which of the three types of code?
	1. Paralanguage
	2. Nonverbal
	3. Language
	4. Symbols
10. \_\_\_\_Under kinetic communication, what percentage does body language make up of human communication?
	1. 7%
	2. 12%
	3. 65%
	4. 16%
11. \_\_\_\_A person is better able to control their nonverbal kinetic signals than their verbal kinetic signals.
	1. True
	2. False
12. \_\_\_\_Feedback helps with all of the following areas, except \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?
	1. Decreasing productivity
	2. Lowering stress
	3. Lowering absenteeism
	4. Lowering turnover
13. \_\_\_\_Noise can be a barrier to communication. Noise may include internal or external noise.
	1. True
	2. False
14. \_\_\_\_Climate refers to an organization social or work environment. Climate is not a factor in communication.
	1. True
	2. False
15. \_\_\_\_What part of the body has the most profound impact on communication?
	1. Face
	2. Hands
	3. Eyes
	4. Mouth
16. \_\_\_\_Which of the four is not a category of movement?
	1. Emblems
	2. Adapters
	3. Regulators
	4. Encoders
17. \_\_\_\_Which of the following is not a barrier to listening?
	1. Semantic barrier
	2. Physical barriers
	3. Gender Barriers
	4. Noise barriers
18. \_\_\_\_Which is the third in the five stages of listening?
	1. Sense
	2. Interpret
	3. Evaluate
	4. Remember
19. \_\_\_\_A report is a brief notation concerning specific events and circumstances.
	1. True
	2. False
20. \_\_\_\_Uses for field notes include report writing and court.
	1. True
	2. False
21. \_\_\_\_A description of a person in an officer’s field notebook should include which of the following?
	1. CYMBALS
	2. Serial numbers
	3. Date and Time
	4. Head-to-toe description
22. \_\_\_\_When writing a vehicle description, you should use CYMBALS.
	1. True
	2. False
23. \_\_\_\_Which of the following should not be included in an officer’s notebook?
	1. Date/time of offense
	2. Names of persons involved
	3. Personal phone numbers
	4. Case number/type of incident
24. \_\_\_\_Questions in field note-taking should include who, what, when, where, why, and how.
	1. True
	2. False
25. \_\_\_\_What information should not be included when dealing with who is involved in the incident?
	1. Correct spelling of names
	2. Address
	3. Phone numbers
	4. Hobbies
26. \_\_\_\_When addressing “what,” you should include which of the following?
	1. Date
	2. Time
	3. Offense committed
	4. Person’s involved
27. \_\_\_\_When addressing “why?” you should include motive.
	1. True
	2. False
28. \_\_\_\_Which is not an advantage of field note-taking?
	1. Not dependent on memory
	2. No preparation for court
	3. Enables officer to separate details
	4. Provides review when preparing for court
29. \_\_\_\_Which is not a characteristic of a good report?
	1. Illegible
	2. Clear
	3. Concise
	4. Grammatically correct
30. \_\_\_\_Which is not a step in organizing a report?
	1. Analyze the facts
	2. Gather information
	3. Categorize the information
	4. Organize the information
31. \_\_\_\_Making sure a report is clear means to make sure it contains facts, not opinion.
	1. True
	2. False
32. \_\_\_\_Which is not a type of report?
	1. Incident report
	2. Field interview card
	3. Arrest report
	4. Suspect interview card