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