

## The Communication Process Quiz (Key)

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1. What is impersonal communication?
  - one-way communication process
  - used to give basic information such as company policies, instructions or facts
2. What is interpersonal communication?
  - occurs when people involved talk and listen (dialogue)
  - for true communication to take place:
    - message must be understood by person receiving information in same way the sender intended
    - feedback is the way to make sure message has been understood
3. List three different nonverbal cues and describe the meanings they could convey to the recipient.

Possible answers:

  - arms crossed – closed to having a discussion
  - leaning forward – interested, care or concern
  - raised eyebrows – questioning your actions or words
  - hands on hips – upset, angry or confrontational
4. Good communication occurs when a(n) \_\_\_\_\_ meaning is reached.
  - a. unresolved
  - b. shared
  - c. prejudice
  - d. nonverbal
5. A single arm crossed over the chest more than likely indicates:
  - a. arrogance
  - b. boredom
  - c. irritation
  - d. apathy
  - e. insecurity
5. List and describe three communication filters that influence our perceptions of others.

Possible answers:

  - semantics
    - words are labels that stand for something, and the meanings of words lie within us
    - many words have less precise meanings than others and are interpreted by different people in different ways (important to be precise and explicit)

- emotions – the most powerful communication filter
  - sender who is emotional or angry is perceived differently
  - emotions can prevent receiver from hearing what speaker has to say
  - emotional state can make listener too susceptible to speaker’s point of view
  - important to detach self from emotional feelings and think of verbal content
  - attitudes – beliefs backed up by emotions; deeply embedded ideas and feelings
  - receiver bias towards accents, ethnicity, mannerisms, dress, demeanor or physical characteristics
  - sender bias towards listener’s ethnicity, mannerisms, dress, demeanor or physical characteristics
  - receiver and/or sender bias towards other’s opinions (religious preference, gender orientation, political viewpoints or social perspectives)
  - when impressed with speaker’s looks, voice or dress, receiver is more likely to be receptive to message
  - role expectations – control how people expect themselves and others to act
  - expect person to stay within confines of particular role and tend not to listen when he or she talks “outside” their expected role (example: your best friend, who has never dated, is telling you how to treat a boy/girlfriend)
  - refuse to allow people to change their roles and take on new ones (example: elections for cheerleaders, homecoming queen, team captain or job promotions)
  - sometimes people use roles to alter the way they relate to others (example: see themselves as brainy, outgoing, macho and so forth)
  - gender bias – tendency to affect messages received from opposite gender
  - a woman’s place/ man’s work
6. Who is responsible for effective communication? Explain your answer.
- both sender and receiver share equal responsibility
  - communication loop is complete when receiver understands, feels or behaves according to message of sender
  - receivers must provide senders with enough feedback to ensure that accurate message has passed through all the filters that might alter it
7. Describe three ways to improve personal communication.
- send clear messages
  - don’t talk too fast
  - don’t be too verbose

- be aware of communication filters
  - ask purposeful questions to make sure you were understood
  - use words carefully
  - use simple and precise language
  - avoid words that might be vague
  - avoid technical language and trendy jargon
  - use repetition
  - studies show that repetition is an important element in ensuring communication accuracy
  - use parallel channels of communication: verbal instructions followed by memo
  - use appropriate timing
  - not wise to communicate when receiver is extremely busy, angry, and so forth
8. Compare and contrast active listening and empathic listening.
- active listening – process of feeding back to speaker what listeners think speaker meant
  - cultivate listening attitude
  - focus full attention
  - take notes
  - ask questions
  - empathic listening
  - practice objective listening
  - accept what is said even if you don't agree
  - take time to hear what the person has to say
9. When an individual averts his/her eyes and increases the rate of blinking, this more than likely indicates:
- that the individual is lying