

## The Communication Process Quiz

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1. What is impersonal communication?
  
  
  
  
  
  
2. What is interpersonal communication?
  
  
  
  
  
  
3. List three different nonverbal cues and describe the meanings they could convey to the recipient.
  
  
  
  
  
  
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

d. apathy

b. boredom

e. insecurity

c. irritation

6. List and describe three communication filters that influence our perceptions of others.

7. Who is responsible for effective communication? Explain your answer.

8. Describe three ways to improve personal communication.

9. Compare and contrast active listening and empathic listening.

10. When an individual averts his/her eyes and increases the rate of blinking, this more than likely indicates: