The Communication Process Quiz (Key)

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
  o sender who is emotional or angry is perceived differently
  o emotions can prevent receiver from hearing what speaker has to say
  o emotional state can make listener too susceptible to speaker’s point of view
  o important to detach self from emotional feelings and think of verbal content
• attitudes – beliefs backed up by emotions; deeply embedded ideas and feelings
  o receiver bias towards accents, ethnicity, mannerisms, dress, demeanor or physical characteristics
  o sender bias towards listener’s ethnicity, mannerisms, dress, demeanor or physical characteristics
  o receiver and/or sender bias towards other’s opinions (religious preference, gender orientation, political viewpoints or social perspectives)
  o 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
  o 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)
  o refuse to allow people to change their roles and take on new ones (example: elections for cheerleaders, homecoming queen, team caption or job promotions)
  o 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
  o 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
     o don’t talk too fast
     o don’t be too verbose
o be aware of communication filters
o ask purposeful questions to make sure you were understood
  • use words carefully
o use simple and precise language
o avoid words that might be vague
o avoid technical language and trendy jargon
  • use repetition
o studies show that repetition is an important element in ensuring communication accuracy
o 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
    o cultivate listening attitude
    o focus full attention
    o take notes
    o ask questions
  • empathic listening
    o practice objective listening
    o accept what is said even if you don’t agree
    o 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