

Chapter 02

Interpreting Communication

True / False Questions

1. During her boss's presentation at a work conference, Patricia is bored and cannot help yawning and looking at her watch. Her behavior is an example of nonverbal communication.

True False

2. When nonverbal cues contradict verbal cues, people tend to trust their perception of the verbal cues over the nonverbal cues.

True False

3. Posture and physical appearance contribute to the kinesics category of nonverbal communication.

True False

4. With regard to nonverbal communication, a limp handshake can communicate nervousness or a feeling of inferiority.

True False

5. Haptic communication is not status-driven.

True False

6. The difference between passive and active listening is the level of the listener's involvement.

True False

7. External noise includes sounds from conversations, radios, televisions, CD players, machinery, and so on.

True False

8. Having preconceived thoughts and opinions when listening to a talk is an example of a listening barrier.

True False

9. One reason listeners stop paying attention is that they hear faster than most speakers can speak.

True False

10. Paraphrasing refers to the organization of paragraphs in a textbook.

True False

11. While listening to a lecture, highlighting major points in your notes defeats the purpose of taking notes.

True False

12. Typing and printing your notes will make them easier to read, but this process will not help you learn the material.

True False

13. The ability to read quickly is important in our productivity-oriented business world.

True False

14. When reading technical material filled with new concepts and vocabulary, it may be necessary to read the material two or more times to fully comprehend it.

True False

15. One way to organize your reading notes is to make an outline.

True False

Multiple Choice Questions

16. Which of the following is NOT an example of nonverbal communication?

- A. Maintaining eye contact
- B. Facial expressions
- C. Asking questions
- D. Taking notes

17. ____ is nonverbal communication through factors such as tone, pitch, quality, rate of speech, laughter, tears, belches, and even hesitation or sighs.

- A. Environment
- B. Kinesics
- C. Paralanguage
- D. Haptic communication

18. Body language is also known as ____.

- A. verbal communication
- B. paraphrasing
- C. haptic communication
- D. kinesics

19. Andrea has been finding it difficult to perform at work recently. Deborah, her boss, is concerned and calls her in for a one-on-one meeting. In the meeting, Andrea admits that she is going through a tough time because she is in the middle of a divorce. While talking, Andrea gets emotional. To demonstrate her understanding, Deborah reaches out and pats Andrea's hand. This action from Deborah is an example of:

- A. verbal communication.
- B. paralanguage.
- C. kinesics.
- D. haptic communication.

20. In the context of space, as it relates to nonverbal communication, the distance of 3 feet to 7 feet, used in the workplace for business-related conversations and small meetings, is known as:

- A. social distance.
- B. intimate distance.
- C. personal distance.
- D. public distance.

21. Which of the following is true of passive listening?

- A. It is appropriate only when you listen for pleasure.
- B. It requires a high level of concentration.
- C. It is most appropriate in school or in the workplace.
- D. It enhances the ability of a listener to retain vital information and signals.

22. In the listening model, interpreting is the act of:

- A. filtering out distractions to allow you to comprehend the meaning of sounds.
- B. using retained and analyzed sounds.
- C. remembering analyzed sounds for later use.
- D. analyzing the sounds that you comprehended.

23. Dan had been nominated for a seminar on how to be a better manager. The night before the seminar, he had to stay up all night because his daughter was unwell. During the seminar, he was unable to listen attentively to the speaker due to concerns about his daughter's health. In this scenario, Dan's listening was affected by:

- A. internal noise.
- B. external noise.
- C. red noise.
- D. flicker noise.

24. Which of the following is considered to be a listening barrier?

- A. Using filters while listening
- B. Interrupting the speaker
- C. Making eye contact with the speaker
- D. Paraphrasing the content presented to you by the speaker

25. Which of the following helps you retain the content of a speaker's message?

- A. Sit facing away from the speaker.
- B. Take minimal notes.
- C. Ensure that the speaker knows whether you agree or disagree with him or her at every step of the speech.
- D. Identify the speaker's ideas and the connections among the ideas.

26. Paraphrasing _____.

- A. involves putting the speaker's ideas into the simplest, clearest, and most direct words possible without changing the intended meaning
- B. refers to the way paragraphs are organized and the mandatory rules of punctuation followed while writing an essay
- C. involves converting what the speaker says into what the listener wants to say
- D. refers to inconsistent indentation styles that are usually seen in an informal written document

27. Imagine that your manager wants to talk to you about a project. Identify the nonverbal cue that you can use to let your manager know that you are listening to him or her.

- A. Stand or sit facing away from your manager to help him or her feel more comfortable.
- B. Do not take notes while talking to your manager because it gives the impression that you are distracted.
- C. Give the manager your undivided attention so that he or she is comfortable.
- D. Ensure minimum eye contact with your manager while he or she is talking.

28. Rick is attending a training session on communication skills at work. The session is being conducted by a famous life-skills coach from another country. Rick is distracted by the speaker's accent and style of speaking because it is so different. In this situation, which of the following actions should Rick take to ensure that his listening is maximized?

- A. He should maintain his mental focus on the speaker's message.
- B. He should turn away from the speaker so that he can listen more carefully.
- C. He should leave the training session.
- D. He should maintain less eye contact so that he can listen more actively.

29. Which of the following is a useful tip on taking lecture or meeting notes?
- A. Do not write notes directly on handouts.
 - B. Try and take down everything the speaker says.
 - C. Ask questions if permitted.
 - D. Do not leave any margins or empty spaces in your notes.
30. Fergie is attending a training session conducted by a senior executive at work. The room that the session is being conducted in is very large and brightly lit. To ensure that she gains the most from the session, Fergie should choose a seat:
- A. at the front and center of the room.
 - B. in a location amidst distracting sights and sounds.
 - C. in a dark area if the room has inconsistent lighting.
 - D. at the back of the room.
31. Which of the following is NOT a tip on taking lecture or meeting notes?
- A. Listen for cues that something is important.
 - B. Leave a wide left-hand margin in your notes.
 - C. Use complete sentences, not phrases.
 - D. Begin a new page for each meeting or session.

32. Which of the following is a strategy for previewing reading material?
- A. Do not get distracted by the table of contents, headings, and other features.
 - B. Read each sentence carefully and make notes while doing so.
 - C. Read the first paragraph of the chapter, section, or article.
 - D. Do not get distracted by illustrations.
33. Where is the main idea of a written paragraph usually found?
- A. In the third line of the paragraph
 - B. In the footer
 - C. In the topic sentence
 - D. In the header
34. Which of the following is a tip to follow when taking reading notes?
- A. Use complete sentences.
 - B. Always take verbatim notes.
 - C. Do not use abbreviations.
 - D. Use pen rather than pencil.
35. ____ is a way of delivering education or training anytime and anyplace.
- A. Distance learning
 - B. Classroom training
 - C. Vestibule training
 - D. Close-to-the-job learning

Fill in the Blank Questions

36. Sharon's boss is giving her some feedbacks about her missed deadlines over the past few months. Sharon is not open to feedbacks and sighs at repeated intervals because she is resistant to what her boss is saying. Sharon's nonverbal communication is an example of ____.

37. ____, as it relates to nonverbal communication, is the physical distance maintained with others.

38. For North Americans, the distance of 18 inches to 3 feet, used for casual and friendly conversations, is known as ____.

39. A handshake is an example of ____ communication.

40. ____ is hearing something with thoughtful attention.

41. The physical function of detecting sound is called ____.

42. In the listening model, ____ is the act of using retained and interpreted sounds.

43. A(n) ____ is a meeting held by means of advanced telephone and sometimes computer technology that enables people from several locations to participate simultaneously.

44. ____ refers to understanding the content of the reading material.

45. ____ refers to remembering the content of the reading material.

Essay Questions

46. List and describe the five categories of nonverbal communication.

47. Explain with an example how you might convey conflicting signals while communicating with another person.

48. Differentiate between hearing and listening with examples.

49. Explain the difference between passive and active listening. When is each type of listening appropriate?

50. Discuss any five barriers to listening and how you could overcome them.

51. Lenny is attending a training session on how to achieve work-life balance. Discuss the steps he can follow to ensure that he has retained the content of the speaker's message.

52. Discuss the ways in which you can prepare yourself physically and mentally to listen attentively to a speaker at a training session.

53. List and discuss, with examples, five ways in which you can use nonverbal cues to show speakers that you are listening to them.

54. List the five steps you should follow when previewing material before taking notes.

55. Describe the points to remember when you are rereading and reviewing your work.

Chapter 02 Interpreting Communication **Answer Key**

True / False Questions

1. During her boss's presentation at a work conference, Patricia is bored and cannot help yawning and looking at her watch. Her behavior is an example of nonverbal communication.

TRUE

Patricia looking at her watch is an example of nonverbal communication. Nonverbal communication is communication without words.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Apply

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 2 Medium

Topic: Essential Principles

2. When nonverbal cues contradict verbal cues, people tend to trust their perception of the verbal cues over the nonverbal cues.

FALSE

When nonverbal cues contradict verbal cues, people tend to trust their perception of the nonverbal cues. Therefore, even from the first impressions people form about you, through personal and professional relationships as they grow, the nonverbal information you broadcast will weigh heavily on your influence and impact on people.

AACSB: Communication

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Blooms: Understand

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 2 Medium

Topic: The Importance of Nonverbal Communication

3. Posture and physical appearance contribute to the kinesics category of nonverbal communication.

TRUE

Physical attributes such as appearance, facial expressions, eye contact, and posture all contribute to kinesics, or body language. Body language, or kinesics, is the gestures, movements, and mannerisms by which a person communicates with others.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Categories of Nonverbal Communication

4. With regard to nonverbal communication, a limp handshake can communicate nervousness or a feeling of inferiority.

TRUE

A limp handshake can communicate nervousness or a feeling of inferiority; a firm handshake communicates confidence. Touch, or haptic communication, is a primary method for achieving connection with people, indicating intention, or expressing emotion.

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Blooms: Understand

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 2 Medium

Topic: Categories of Nonverbal Communication

5. Haptic communication is not status-driven.

FALSE

Haptic communication is status-driven. That is, a manager may give an employee an encouraging pat on the back, but not vice versa.

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Accessibility: Keyboard Navigation

Blooms: Understand

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Categories of Nonverbal Communication

6. The difference between passive and active listening is the level of the listener's involvement.

TRUE

There are two types of listening: passive and active. The difference between them is the level of the listener's involvement.

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Blooms: Remember

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Types of Listening

7. External noise includes sounds from conversations, radios, televisions, CD players, machinery, and so on.

TRUE

External noise includes sounds from conversations, radios, televisions, CD players, machinery, and so on. Noise can affect your ability to listen.

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Blooms: Remember

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Overcoming Listening Barriers

8. Having preconceived thoughts and opinions when listening to a talk is an example of a listening barrier.

TRUE

One of the barriers to listening is having preconceived thoughts and opinions. Listening barriers are any distractions that interfere with listening.

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Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Overcoming Listening Barriers

9. One reason listeners stop paying attention is that they hear faster than most speakers can speak.

TRUE

One reason we as listeners stop paying attention is that we hear faster than most speakers can speak. The average person can speak 125 to 150 words a minute, but a good listener processes 300 or more words a minute.

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Blooms: Remember

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Overcoming Listening Barriers

10. Paraphrasing refers to the organization of paragraphs in a textbook.

FALSE

One powerful and effective way of "owning" the content presented to you by a speaker is to paraphrase the message. In doing so, the listener crystallizes her or his understanding of the content, and the speaker has the opportunity to correct any discrepancies from the core of her or his intended message.

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Blooms: Remember

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Overcoming Listening Barriers

11. While listening to a lecture, highlighting major points in your notes defeats the purpose of taking notes.

FALSE

While listening to a lecture, use highlighting or underscoring to emphasize major points in your notes. Some people have a tendency to color virtually the entire page with a highlighter. This practice defeats the purpose of highlighting. Highlight only the major points. Some listeners may use highlighter pens as they take notes; others will highlight after they take notes.

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Blooms: Understand

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 1 Easy

Topic: Listening in Traditional and Teleconference Situations

12. Typing and printing your notes will make them easier to read, but this process will not help you learn the material.

FALSE

If the material is unusually hard to master, you may choose to key your notes and possibly expand on them while the information is still fresh in your mind. Keying the information helps you learn it, and having a neat printout makes your notes easier to read, study, and share with others.

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Accessibility: Keyboard Navigation

Blooms: Understand

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 1 Easy

Topic: Listening in Traditional and Teleconference Situations

13. The ability to read quickly is important in our productivity-oriented business world.

TRUE

The ability to read quickly is important in our productivity-oriented business world. But even more important than reading speed are comprehension and retention.

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Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 1 Easy

Topic: Strategies for Comprehending and Retaining Content

14. When reading technical material filled with new concepts and vocabulary, it may be necessary to read the material two or more times to fully comprehend it.

TRUE

If the material is technical and filled with new concepts and specific subject-matter jargon, including new vocabulary, it may be necessary to read the text a second or third time to fully comprehend the material. Quick scanning or rereading of your notes will be adequate for review if the first reading was done carefully.

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Blooms: Remember

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 1 Easy

Topic: Strategies for Comprehending and Retaining Content

15. One way to organize your reading notes is to make an outline.

TRUE

One way to organize your reading notes is to make an outline. In an outline, list the main ideas on separate lines, with supporting points listed underneath.

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Blooms: Remember

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 1 Easy

Topic: Strategies for Comprehending and Retaining Content

Multiple Choice Questions

16. Which of the following is NOT an example of nonverbal communication?

- A. Maintaining eye contact
- B. Facial expressions
- C. Asking questions
- D. Taking notes

Asking questions is not an example of nonverbal communication. Nonverbal communication is communication without words.

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Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Essential Principles

17. ____ is nonverbal communication through factors such as tone, pitch, quality, rate of speech, laughter, tears, belches, and even hesitation or sighs.

- A. Environment
- B. Kinesics
- C. Paralanguage
- D. Haptic communication

Paralanguage is nonverbal communication through factors such as tone, pitch, quality, rate of speech, laughter, tears, belches, and even hesitation or sighs. Paralanguage can help reinforce a verbal message.

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Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Categories of Nonverbal Communication

18. Body language is also known as ____.

- A. verbal communication
- B. paraphrasing
- C. haptic communication
- D. kinesics

Body language is also known as kinesics. It consists of the gestures, movements, and mannerisms by which a person communicates with others.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Categories of Nonverbal Communication

19. Andrea has been finding it difficult to perform at work recently. Deborah, her boss, is concerned and calls her in for a one-on-one meeting. In the meeting, Andrea admits that she is going through a tough time because she is in the middle of a divorce. While talking, Andrea gets emotional. To demonstrate her understanding, Deborah reaches out and pats Andrea's hand. This action from Deborah is an example of:
- A. verbal communication.
 - B. paralanguage.
 - C. kinesics.
 - D. haptic communication.

Deborah's action is an example of haptic communication. Touch, or haptic communication, is a primary method for achieving connection with people, indicating intention, or expressing emotion.

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Accessibility: Keyboard Navigation

Blooms: Apply

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 3 Hard

Topic: Categories of Nonverbal Communication

20. In the context of space, as it relates to nonverbal communication, the distance of 3 feet to 7 feet, used in the workplace for business-related conversations and small meetings, is known as:

- A. social distance.
- B. intimate distance.
- C. personal distance.
- D. public distance.

Social distance is the distance from 3 feet to 7 feet. This distance is used in the workplace for business-related conversations, small meetings, and social functions. It is also used for other conversations that are not personal in nature.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Categories of Nonverbal Communication

21. Which of the following is true of passive listening?

- A. It is appropriate only when you listen for pleasure.
- B. It requires a high level of concentration.
- C. It is most appropriate in school or in the workplace.
- D. It enhances the ability of a listener to retain vital information and signals.

Passive listening is appropriate only when you listen for pleasure and when it doesn't matter whether or not you retain what you hear. Imagine yourself in a comfortable chair reading a magazine while listening to music.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Types of Listening

22. In the listening model, interpreting is the act of:

- A. filtering out distractions to allow you to comprehend the meaning of sounds.
- B. using retained and analyzed sounds.
- C. remembering analyzed sounds for later use.
- D.** analyzing the sounds that you comprehended.

The listening model involves five elements: hearing, interpreting, retaining, recalling, and listening. Interpreting is analyzing the sounds that you comprehended.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Types of Listening

23. Dan had been nominated for a seminar on how to be a better manager. The night before the seminar, he had to stay up all night because his daughter was unwell. During the seminar, he was unable to listen attentively to the speaker due to concerns about his daughter's health. In this scenario, Dan's listening was affected by:

- A. internal noise.
- B. external noise.
- C. red noise.
- D. flicker noise.

In the scenario, Dan's listening was affected by internal noise. Internal noise includes distractions such as pain, fatigue, preoccupation with other thoughts, hunger, worry, or a personality conflict with the speaker.

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Accessibility: Keyboard Navigation

Blooms: Apply

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 3 Hard

Topic: Overcoming Listening Barriers

24. Which of the following is considered to be a listening barrier?

- A. Using filters while listening
- B. Interrupting the speaker**
- C. Making eye contact with the speaker
- D. Paraphrasing the content presented to you by the speaker

As a listener, you may be tempted to interrupt the speaker in order to make a point or to share information you feel is important. However, a listener should resist the urge to interrupt. Wait until the speaker has finished making a point and then respond with an appropriate comment.

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Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Overcoming Listening Barriers

25. Which of the following helps you retain the content of a speaker's message?
- A. Sit facing away from the speaker.
 - B. Take minimal notes.
 - C. Ensure that the speaker knows whether you agree or disagree with him or her at every step of the speech.
 - D. Identify the speaker's ideas and the connections among the ideas.

One method to help you retain the content of a speaker's message is to think of the strategies represented by the letters in the phrase "IS A FACT." The first step is to identify the speaker's ideas and the connections among the ideas. As you begin to grasp the speaker's ideas, look for relationships among them.

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Blooms: Remember

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Overcoming Listening Barriers

26. Paraphrasing ____.

- A. involves putting the speaker's ideas into the simplest, clearest, and most direct words possible without changing the intended meaning
- B. refers to the way paragraphs are organized and the mandatory rules of punctuation followed while writing an essay
- C. involves converting what the speaker says into what the listener wants to say
- D. refers to inconsistent indentation styles that are usually seen in an informal written document

Paraphrasing involves putting the speaker's ideas into the simplest, clearest, and most direct words possible without changing the intended meaning. By reducing the speaker's message to its most basic terms, the listener will be able to understand and remember the message better.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Overcoming Listening Barriers

27. Imagine that your manager wants to talk to you about a project. Identify the nonverbal cue that you can use to let your manager know that you are listening to him or her.
- A. Stand or sit facing away from your manager to help him or her feel more comfortable.
 - B. Do not take notes while talking to your manager because it gives the impression that you are distracted.
 - C. Give the manager your undivided attention so that he or she is comfortable.
 - D. Ensure minimum eye contact with your manager while he or she is talking.

One of the nonverbal cues that lets a speaker know you are listening to him or her is giving the speaker your undivided attention. In other words, don't continue reading a report or working on your computer during the conversation. Also, don't look at your watch frequently. Doing so signals a preoccupation with other matters and possible conflicting time commitments.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Understand

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 2 Medium

Topic: Listening in Casual Conversations

28. Rick is attending a training session on communication skills at work. The session is being conducted by a famous life-skills coach from another country. Rick is distracted by the speaker's accent and style of speaking because it is so different. In this situation, which of the following actions should Rick take to ensure that his listening is maximized?

- A. He should maintain his mental focus on the speaker's message.
- B. He should turn away from the speaker so that he can listen more carefully.
- C. He should leave the training session.
- D. He should maintain less eye contact so that he can listen more actively.

You will sometimes encounter speakers with unusual voices or accents. In these instances, very active and focused listening is required to adapt to the challenging characteristics of the speaker's voice. In situations like these, maintaining your mental focus on the speaker's message is your main priority.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Apply

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 3 Hard

Topic: Listening in Traditional and Teleconference Situations

29. Which of the following is a useful tip on taking lecture or meeting notes?

- A. Do not write notes directly on handouts.
- B. Try and take down everything the speaker says.
- C. Ask questions if permitted.
- D. Do not leave any margins or empty spaces in your notes.

One of the tips on taking lecture or meeting notes is to ask questions if permitted. Most speakers indicate a specific time for questions.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Understand

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 2 Medium

Topic: Listening in Traditional and Teleconference Situations

30. Fergie is attending a training session conducted by a senior executive at work. The room that the session is being conducted in is very large and brightly lit. To ensure that she gains the most from the session, Fergie should choose a seat:

- A. at the front and center of the room.
- B. in a location amidst distracting sights and sounds.
- C. in a dark area if the room has inconsistent lighting.
- D. at the back of the room.

During a traditional training session, arrive early and, if possible, choose a seat at the front and center of the room. Select a location that limits distracting sights and sounds. Choose a seat away from the windows if you think that the sun glare might be a distraction.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Apply

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 2 Medium

Topic: Listening in Traditional and Teleconference Situations

31. Which of the following is NOT a tip on taking lecture or meeting notes?
- A. Listen for cues that something is important.
 - B. Leave a wide left-hand margin in your notes.
 - C. Use complete sentences, not phrases.
 - D. Begin a new page for each meeting or session.

While taking lecture or meeting notes, it is important to use phrases, not complete sentences, to save time. Abbreviations should be used when possible.

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Accessibility: Keyboard Navigation

Blooms: Understand

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 2 Medium

Topic: Take Useful Notes

32. Which of the following is a strategy for previewing reading material?

- A. Do not get distracted by the table of contents, headings, and other features.
- B. Read each sentence carefully and make notes while doing so.
- C. Read the first paragraph of the chapter, section, or article.
- D. Do not get distracted by illustrations.

Previewing includes reading headings, reading the first paragraph of a section, reading the first sentence of each of the remaining paragraphs, reading the last paragraph of the chapter, section, or article, and reviewing any illustrations. By previewing material, you can anticipate what information will be presented.

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Blooms: Understand

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 2 Medium

Topic: Strategies for Comprehending and Retaining Content

33. Where is the main idea of a written paragraph usually found?

- A. In the third line of the paragraph
- B. In the footer
- C. In the topic sentence
- D. In the header

Usually, writers deal with only one main idea per paragraph, and they often place the main idea in a topic sentence, often the first sentence in the paragraph. In addition to the main idea, you should also note the facts, examples, and supporting points that explain, support, or develop each main idea.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 1 Easy

Topic: Strategies for Comprehending and Retaining Content

34. Which of the following is a tip to follow when taking reading notes?

- A. Use complete sentences.
- B. Always take verbatim notes.
- C. Do not use abbreviations.
- D. Use pen rather than pencil.

One of the tips to follow when taking reading notes is to use pen rather than pencil. Use underlines and asterisks to indicate important points.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 1 Easy

Topic: Take Useful Notes

35. ____ is a way of delivering education or training anytime and anyplace.

- A. Distance learning
- B. Classroom training
- C. Vestibule training
- D. Close-to-the-job learning

Distance learning is a way of delivering education or training anytime and anyplace. It is also called distance education or e-learning.

AACSB: Communication

Accessibility: Keyboard Navigation

Blooms: Remember

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 1 Easy

Topic: Take Useful Notes

Fill in the Blank Questions

36. Sharon's boss is giving her some feedbacks about her missed deadlines over the past few months. Sharon is not open to feedbacks and sighs at repeated intervals because she is resistant to what her boss is saying. Sharon's nonverbal communication is an example of ____.

paralanguage

Sharon's nonverbal communication is an example of paralanguage. Paralanguage is nonverbal communication through factors such as tone, pitch, quality, rate of speech, laughter, tears, belches, and even hesitation or sighs. Paralanguage can help reinforce a verbal message.

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Blooms: Apply

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 3 Hard

Topic: The Importance of Nonverbal Communication

37. _____, as it relates to nonverbal communication, is the physical distance maintained with others.

Space

Space, as it relates to nonverbal communication, is the physical distance maintained with others. Intimate distance is the distance from physical contact to 18 inches. This distance is reserved for personal expression with those we know well.

AACSB: Communication

Blooms: Remember

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Categories of Nonverbal Communication

38. For North Americans, the distance of 18 inches to 3 feet, used for casual and friendly conversations, is known as _____.

personal distance

Personal distance is the distance from 18 inches to 3 feet. This distance is used for casual and friendly conversations.

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Blooms: Remember

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Categories of Nonverbal Communication

39. A handshake is an example of _____ communication.

haptic or touch

A handshake is an example of haptic or touch communication. Haptic communication is a primary method for achieving connection with people, indicating intention, or expressing emotion.

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Blooms: Remember

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 1 Easy

Topic: Categories of Nonverbal Communication

40. ____ is hearing something with thoughtful attention.

Listening

Listening is hearing something with thoughtful attention. Hearing is the physical function of detecting sound.

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Blooms: Remember

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Essential Principles

41. The physical function of detecting sound is called ____.

hearing

Hearing is the physical function of detecting sound. Listening is to hear something with thoughtful attention.

AACSB: Communication

Blooms: Remember

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Essential Principles

42. In the listening model, ____ is the act of using retained and interpreted sounds.

recalling

Recalling is the act of using retained and interpreted sounds.

AACSB: Communication

Blooms: Remember

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 1 Easy

Topic: Types of Listening

43. A(n) ____ is a meeting held by means of advanced telephone and sometimes computer technology that enables people from several locations to participate simultaneously.

teleconference

A teleconference is a meeting held by means of advanced telephone and sometimes computer technology that enables people from several locations to participate simultaneously. Depending on the parameters of the conference and the technology available at various locations, the conference may be one-way, without interaction between the speaker and the listeners, or two-way, which allows interaction between the speaker and the listeners.

AACSB: Communication

Blooms: Remember

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 1 Easy

Topic: Listening in Traditional and Teleconference Situations

44. ____ refers to understanding the content of the reading material.

Comprehension

Even more important than reading speed are comprehension (understanding) and retention (remembering). The ability to read quickly is important in our productivity-oriented business world.

AACSB: Communication

Blooms: Remember

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 1 Easy

Topic: Strategies for Comprehending and Retaining Content

45. ____ refers to remembering the content of the reading material.

Retention

But even more important than reading speed are comprehension (understanding) and retention (remembering). Many of the suggestions made for increasing reading speed also contribute to greater comprehension.

AACSB: Communication

Blooms: Remember

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 1 Easy

Topic: Strategies for Comprehending and Retaining Content

Essay Questions

46. List and describe the five categories of nonverbal communication.

Student responses will vary. The five categories of nonverbal communication are:

a) Paralanguage - It is nonverbal communications through factors such as tone, pitch, quality, rate of speech, laughing, crying, belching, and even hesitating or sighing. Paralanguage can help reinforce a verbal message.

b) Body language, or kinesics - It is the gestures, movements, and mannerisms by which a person communicates with others. Physical attributes such as appearance, facial expressions, eye contact, and posture all contribute to kinesics or body language.

c) Environment - Environmental factors of nonverbal communication include objects in our surroundings or the surroundings themselves.

Touch or haptic communication - It is a primary method for achieving connection with people, indicating intention, or expressing emotion. Like other factors of nonverbal communication, the use of touch is culturally bound.

d) Space - It is the physical distance maintained with others. How you use space to communicate depends upon cultural norms, your relationship with the receivers of your communication, and the activities involved.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 2 Medium

Topic: Categories of Nonverbal Communication

47. Explain with an example how you might convey conflicting signals while communicating with another person.

Student responses will vary. Messages are made stronger when both the verbal and the nonverbal communications convey the same thing. Sometimes, subconsciously, we send two distinctly different messages. For example, when discussions become emotionally driven, one participant may say to the other, "You're angry." Immediately, the other emotionally charged participant shouts, "I'm not angry!" Here there is a conflict between what is actually said and the volume and tone of the voices. Another common example is that of a quiet, preoccupied, and withdrawn person. When asked if anything is wrong, the person insists he or she is fine. Depending on the circumstances, most questioners would either leave the person alone or ask more questions. The person who answers the question by saying, "I am fine," however, does nothing to alter the questioner's view that something is wrong.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-01 Discuss the basics of nonverbal communication and their importance in all interactions.

Level of Difficulty: 2 Medium

Topic: Conflicting Signals

48. Differentiate between hearing and listening with examples.

Student responses will vary. Often, we think just because we have ears, we can listen. Listening, however, is to hear something with thoughtful attention. Hearing, on the other hand, is the physical function of detecting sound. Those who are hearing-impaired "listen" to sign language. That is, they receive the sign language and use their perception to analyze and give meaning to the communication just received.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Essential Principles

49. Explain the difference between passive and active listening. When is each type of listening appropriate?

With passive listening, listeners concentrate at a low level and absorb just enough of what they are hearing to stay involved in the message. With active listening, listeners concentrate at a high level on what is being said and participate mentally in the conversation. Passive listening is appropriate when you are listening for pleasure or when it does not matter whether or not you retain what you are hearing. Active listening is appropriate when you must remember what you are hearing, such as in school or in the workplace.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Types of Listening

50. Discuss any five barriers to listening and how you could overcome them.

Students' answers will vary. Becoming an effective listener requires conscious effort. Overcoming listening barriers takes continued practice. Listening barriers are any distractions that interfere with listening. Some examples are:

- a) Not concentrating on what is being said.
- b) Becoming distracted by noise.
- c) Talking, texting, or tweeting instead of listening.
- d) Having preconceived thoughts and opinions.
- e) Not being interested in what is being said.

You could overcome them by concentrating on the speaker's message, using filters to manage and control noise, resisting the urge to talk instead of listening, focusing on the message, listening with a positive attitude, turning good listening skills into effective communication, improving your listening skills, paraphrasing, evaluating your skills, and preparing yourself physically and mentally.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Overcoming Listening Barriers

51. Lenny is attending a training session on how to achieve work-life balance. Discuss the steps he can follow to ensure that he has retained the content of the speaker's message.

To ensure that he has retained the speaker's message, Lenny should:

- a) Identify ideas and relationships. As he begins to grasp the speaker's ideas, he should look for relationships among them.
- b) Summarize main points. As he listens, he should summarize the speaker's words by paraphrasing them in his own words. By reducing the speaker's message to its most basic terms, he will be able to understand and remember the message better.
- c) Assess the message. As he summarizes the speaker's message and sees the organization and the relationship structure of the speaker's ideas, he will probably find himself beginning to agree or disagree with the speaker. When this happens, he can try to trace his response to the speaker's reasons or arguments. He should ask himself if the arguments and ideas of the speaker really lead to his or her conclusions. Also, he should determine if the speaker is trying to convince him with reason or to persuade him by pleading, coaxing, or insisting. He should make sure that he is in favor of the speaker's views for substantive and tangible reasons, not just because they are presented with humor, enthusiasm, or charm.
- d) Formulate questions. Formulating questions will help him stay focused on what the speaker is saying. He might ask questions of the speaker to clarify a point that is unclear or to determine if he has interpreted the material correctly.
- e) Associate ideas with familiar concepts. As he listens to the speaker's ideas, he should relate this information to what he already knows about the topic or related topics. Doing so allows him to quickly grasp the information presented by the speaker.
- f) Consider ways to use the information. One of the best ways to personally integrate the speaker's message is to determine how he can best use the information in the message.
- g) Take notes. He is most likely to take notes in meetings or in a lecture or conference setting. Notes, however, should be more than just aids to memory.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Overcoming Listening Barriers

52. Discuss the ways in which you can prepare yourself physically and mentally to listen attentively to a speaker at a training session.

Listening is a combination of physical and mental activities. Although the mental part of listening is more complex, you must also remember to take responsibility for the physical part of listening as well. If you are experiencing any hearing difficulties, schedule a hearing examination with a medical professional. The most important factor in effective listening is being mentally prepared. Mental preparation involves a receptive frame of mind and certain communication tools, such as an extensive vocabulary. Good listeners clear their minds of extraneous thoughts so that their minds are open to receive the speaker's message. If your professional goals include progressing through positions of added responsibility and reward, then the general vocabulary you acquired in high school and college may not be adequate for effective listening in the workplace. Almost every field has its own lexicon or specialized vocabulary, and the listener must master this vocabulary to understand the material under discussion. When you communicate with co-workers and supervisors, follow the same procedure of collecting and learning new and useful words so that they become part of your own vocabulary.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-02 Explain the mental and physical processes in listening.

Level of Difficulty: 2 Medium

Topic: Overcoming Listening Barriers

53. List and discuss, with examples, five ways in which you can use nonverbal cues to show speakers that you are listening to them.

Student responses will vary. As a listener, you can employ body language to convey to a speaker or speakers your interest in what they are saying. Here are a few nonverbal cues that let people know you are listening to them:

- a) Stand or sit facing the speaker.
- b) Give the speaker your undivided attention.
- c) Use facial expressions to convey you are listening intently to the conversation. Nodding affirmatively encourages a person to continue the conversation.
- d) Take notes about the conversation if it is appropriate.
- e) Follow the listening customs of different countries.

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Blooms: Understand

Learning Objective: 02-03 Discuss and contrast listening in casual and business settings.

Level of Difficulty: 3 Hard

Topic: Listening in Casual Conversations

54. List the five steps you should follow when previewing material before taking notes.

To preview material, follow these steps:

- a) Read headings.
- b) Read the first paragraph of the chapter, section, or article.
- c) Read the first sentence of each of the remaining paragraphs.
- d) Read the last paragraph of the chapter, section, or article.
- e) Review any illustrations.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 2 Medium

Topic: Strategies for Comprehending and Retaining Content

55. Describe the points to remember when you are rereading and reviewing your work.

How often you reread or review material will depend on its difficulty and how you plan to use the information. Often, quick scanning or rereading of your notes will be adequate for review if the first reading was done carefully. However, if the material is technical and filled with new concepts and specific subject-matter jargon, including new vocabulary, it may be necessary to read the text a second or third time to fully comprehend the material.

AACSB: Communication

Blooms: Understand

Learning Objective: 02-04 List suggestions for improving your reading skills.

Level of Difficulty: 2 Medium

Topic: Strategies for Comprehending and Retaining Content