

Solutions to Chapter 1 Checkpoint Questions

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1. What is communication?

Answer: Communication is the process of sending and receiving messages that convey information, ideas, feelings, and beliefs.

2. How has technology changed communication over the past decade?

Answer: Technology has changed to allow real-time communication.

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1. What are the six parts of the communication process?

Answer: The six parts of the process are the sender, message, channel, receiver, translation, and feedback.

2. What is the difference between encoding and decoding?

Answer: Encoding is putting the message into the format in which it will be sent to the receiver. Decoding is translating the message received by the receiver to see if the contents are understood.

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1. What is the difference between formal and informal business communication?

Answer: Informal communication is the casual sharing of information with no customs or rules of etiquette involved. Formal communication involves following the protocol for certain interactions.

2. What is a protocol?

Answer: A protocol is a custom or rule of etiquette.

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1. What is written communication?

Answer: Written communication means recording words through writing or keying to communicate.

2. What is verbal communication?

Answer: Verbal communication means speaking words to communicate.

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1. What is nonverbal communication?

Answer: Nonverbal communication refers to actions, as opposed to words, that send messages.

2. Why is paralanguage considered nonverbal communication?

Answer: Paralanguage reflects the speaker's true attitude by the tone and pitch of the speaker's voice.

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1. What is a sending barrier?

Answer: A sending barrier can occur when the sender says or does something that causes the receiver to tune out.

2. What is a receiving barrier?

Answer: A receiving barrier can occur when the receiver says or does something that causes the sender's message not to be received.