

Preparing for Life and Career © 2013
Chapter 4: Developing Communication Skills—Interactive Quiz Questions

- _____ 1. The process of sending and receiving messages is called _____.
A. active listening
B. body language
C. communication
D. feedback
- _____ 2. Communication that is _____ includes any means of sending a message that does *not* use words.
A. verbal
B. nonverbal
C. positive
D. negative
- _____ 3. Which of the following is an example of verbal communication?
A. Body language.
B. E-mail.
C. Eye contact.
D. Manners.
- _____ 4. Restating what the speaker is saying is a form of _____ listening.
A. active
B. passive
C. nonresponsive
D. fundamental
- _____ 5. When people's actions send one message, but their words say something else, they are sending _____ messages.
A. active
B. passive
C. mixed
D. clear
- _____ 6. Expressing thoughts, feelings, and beliefs in an open, honest, and respectful way is _____ communication.
A. nonverbal
B. aggressive
C. nonassertive
D. assertive

- _____ 7. Expressing yourself in a forceful way that may step on the rights of others is _____ communication.
- A. nonverbal
 - B. aggressive
 - C. nonassertive
 - D. assertive
- _____ 8. The following are effective methods to handle criticism *except* _____.
- A. asking yourself who is doing the criticizing
 - B. deciding if you asked for the criticism
 - C. being cautious of people who are too willing to criticize others
 - D. responding with destructive criticism
- _____ 9. Which of the following statements about stereotypes is *not* true?
- A. A stereotype is a fixed belief that all members of a group are the same.
 - B. Stereotypes do not allow for individual differences.
 - C. Stereotype attitudes can be hard to change.
 - D. Stereotypes are not barriers to good communication.
- _____ 10. The first step to resolving a conflict is to _____.
- A. voice your concern
 - B. ignore the concern
 - C. compromise
 - D. suggest all possible solutions