Solutions to Chapter 11 Checkpoint Questions

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1. Why should you take notes when receiving a request?
   \textit{Answer:} Even if you have a great memory, trying to keep the facts of a request straight in your head can be challenging.
2. What are the six rules for making requests?
   \textit{Answer:} Be polite, direct, specific, informative, reasonable, and grateful.

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1. What does it mean to direct others?
   \textit{Answer:} To direct others is to give instruction or guidance.
2. Why should you listen to those you are directing?
   \textit{Answer:} Your audience will appreciate the fact that you are an active listener and asking for feedback.

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1. What does it mean to persuade someone?
   \textit{Answer:} To persuade someone is to convince that person to take a course of action you propose.
2. Why are good interpersonal skills required for persuasive speaking?
   \textit{Answer:} If a person likes and respects you, it is much easier to persuade him or her to do what you want.