Solutions to Chapter 14 Checkpoint Questions

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1. What is the difference between hearing and listening?
   
   **Answer:**
   Hearing is a physical process. When sound waves reach your ears, which send signals to your brain, you are hearing. Listening is an intellectual process. Listening combines hearing with evaluating.

2. What is the difference between passive listening and active listening?
   
   **Answer:**
   Passive listening is casually listening to the speaker. Active listening is fully participating as you process what other people say.

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1. What is bias?
   
   **Answer:**
   A bias is a prejudice—a personal or unreasoned distortion of judgment.

2. How can skepticism be useful to the listening process?
   
   **Answer:**
   A listener’s skepticism can sometimes benefit the speaker, especially if the speaker’s statements seem exaggerated.

3. What can be used in addition to the words to understand the meaning of a message?
   
   **Answer:**
   Body language and other nonverbal cues can help you understand the speaker’s message.

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1. In face-to-face communication, how can you indicate you are paying attention without saying anything?
   
   **Answer:**
   Show attention and take notes.

2. When taking notes, which points should you write down?
   
   **Answer:**
   Jot down the speaker’s points that are meaningful to your purpose for listening.

3. What are the two best ways of providing feedback?
   
   **Answer:**
   The two best ways of providing feedback are to ask questions and make comments.

4. What are the two ways to classify barriers to listening?
   
   **Answer:**
   Barriers to listening can be classified as internal or external.