

Fundamentals of Business Communication © 2012
Chapter 14: Listening with a Purpose—Interactive Quiz Questions

- _____ 1. Which of the following situations does *not* show the importance of listening in the workplace?
- A. Showing attention and understanding at meetings.
 - B. Being able to carry out directions from your boss.
 - C. Being able to create a professional presentation.
 - D. Knowing what your customers want.
- _____ 2. Passive listeners are more interested in _____ and less interested in _____.
- A. hearing; listening
 - B. hearing; mediating
 - C. interacting; listening
 - D. listening; hearing
- _____ 3. When _____, your first decision is whether or not you can do what is being asked.
- A. participating in discussions
 - B. talking with customers
 - C. giving a presentation
 - D. receiving a request
- _____ 4. When receiving directions, be a(n) _____ listener.
- A. active
 - B. responsive
 - C. non-attentive
 - D. passive
- _____ 5. You should provide feedback by _____.
- A. asking questions and making comments
 - B. nodding your head and smiling
 - C. raising your hand and taking notes
 - D. appearing confident and prepared
- _____ 6. Which of the following questions is *not* used to identify if a speaker is attempting to persuade?
- A. Whom does the speaker represent?
 - B. Is the speaker being literal or inferential?
 - C. What is in it for the speaker?
 - D. What does the speaker want me to do or believe?
- _____ 7. Research shows that people remember information better when they can _____ it.
- A. memorize
 - B. understand
 - C. personalize
 - D. None of the above.

- _____ 8. There are three general benefits for evaluating messages based on prior knowledge. Which of the following is *not* one of them?
- A. Improved accuracy.
 - B. Improved focus.
 - C. Improved memory.
 - D. Improved understanding.
- _____ 9. In face-to-face communication, body language is an important way to show the speaker you are listening actively. Which of the following will show a speaker that you are paying attention?
- A. Respond appropriately by smiling or frowning.
 - B. Raising your hand.
 - C. Letting your eyes scan the room.
 - D. Sit or stand with a relaxed posture.
- _____ 10. In addition to hearing what is said, the listener must also comprehend, summarize, and _____ the information.
- A. debate
 - B. discuss
 - C. evaluate
 - D. relate