



Name: \_\_\_\_\_ BH: \_\_\_\_\_ Programme: \_\_\_\_\_ Section: \_\_\_\_\_ Date: \_\_\_\_\_

**I. Match Column A with Column B. Write the letter of the correct answer on the blanks provided.**

Column A	Column B
____ 1. communication	A. the individual to whom the message is sent
____ 2. message	B. the process of putting thoughts, ideas or feelings into meaningful symbols
____ 3. channel	C. the person's unique view of the world and everything in it
____ 4. receiver	D. the vehicle by which the message is communicated from the source to the receiver
____ 5. context	E. the thought, feeling, or action that is sent from the source to the receiver
____ 6. feedback	F. the person who creates and sends the message
____ 7. frame of reference	G. the conditions surrounding communication with others
____ 8. encoding	H. the interdependent process of sending, receiving and understanding messages.
____ 9. decoding	I. the process of interpreting or attaching meaning to another person's message
____ 10. sender	J. the receiver's response to the sender's message
____ 11. external noise	K. own thoughts or feelings that prevent us from understanding the message
____ 12. internal noise	L. time of the day, degree of privacy, temperature, room size, etc.
____ 13. physical setting	M. integral part of the communication process
____ 14. people	N. intended or unintended stimulus that disrupts the communication process
____ 15. noise	O. sounds or visual stimuli that draw our attention away