



Insert the letter in the box that represents the correct answer.

1. The exchange of information by means of speech, writing, or signal is called?
  - a. Decoding
  - b. Coding
  - c. Conversation
  - d. Communication
  
2. The method used to send a message is called
  - a. Channel
  - b. Feedback
  - c. Receiver
  - d. Sender
  
3. Responding to a message through actions or words is
  - a. Communicating
  - b. Feedback
  - c. Speaking
  - d. Distraction
  
4. The process of determining the meaning of a message is called
  - a. Decoding
  - b. Coding
  - c. Encoding
  - d. Feedback
  
5. One way to send verbal messages is by
  - a. Decoding
  - b. Listening
  - c. Writing
  - d. Gesturing
  
6. Terrell telephoned Mrs. Thompson asking her to postpone the quiz. Mrs. Thompson responded No! What element in the communication process is Terrell?
  - a. Receiver
  - b. Sender
  - c. Feedback

d. Channel

e. Message

7. Terrell telephoned Mrs. Bastian asking her to postpone the quiz. Mrs. Thompson responded No!

What element in the communication process is Mrs. Thompson?

a. Receiver

b. Sender

c. Feedback

d. Channel

e. Message

8. Terrell telephoned Mrs. Bastian asking her to postpone the quiz. Mrs. Thompson responded No!

What element in the communication process is "No"?

a. Receiver

b. Sender

c. Feedback

d. Channel

e. Message

9. Terrell telephoned Mrs. Bastian asking her to postpone the quiz. Mrs. Thompson responded No!

What element in the communication process is "Telephone"?

a. Receiver

b. Sender

c. Feedback

d. Channel

e. Message

10. Terrell telephoned Mrs. Thompson asking her to postpone the quiz. Mrs. Bastian responded No!

What element in the communication process is "Postpone the quiz"?

a. Receiver

b. Sender

c. Feedback

d. Channel

e. Message

11. Any communication that conveys a message consisting of speech is called

a. Non-verbal communication

b. Verbal communication

c. Written communication

d. Oral communication

12. Any communication that conveys a message consisting of typed words is called

- a. Non-verbal communication
- b. Verbal communication
- c. Written communication\*
- d. Oral communication

13. Any communication that conveys a message consisting of a gesture is called

- a. Non-verbal communication
- b. Verbal communication
- c. Written communication
- d. Oral communication

14. Which of the following is not a method of communication?

- a. Oral
- b. Visual
- c. Written
- d. Feedback

All of the following are barriers to effective communication except:

- a. Improper timing
- b. Communication overloads
- c. Distortion of information
- d. Eliminate noise

15. Convert a message into groups of words, symbols, gestures, or sounds that represent ideas or concepts.

- a. Decoding
- b. Encoding
- c. Feedback
- d. Communicating

16. The content of the communication is called:

- a. A message
- b. Noise
- c. Media richness
- d. Jargon

When a person receives a message, it is their responsibility to provide the sender:

- a. Self-concept
- b. Nonverbal clues
- c. Perception
- d. Feedback