



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 |