

### Communication True or False

*Indicate whether each statement is true or false by selecting the appropriate letter.*

1. Another aspect of effective communication is to think carefully about feelings involved, both your own and the other person's.
  - a. True
  - b. False
2. Written communication can take a variety of forms from a formal business letter to giving a speech.
  - a. True
  - b. False
3. Verbal Communication is 38 percent of what others understand when you communicate.
  - a. True
  - b. False
4. Verbal and nonverbal actions typically do not match to send the same message.
  - a. True
  - b. False
5. Good use of body language includes choosing a friendly tone and pitch when speaking with a guest.
  - a. True
  - b. False