



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