

Chapter 1 Questions

According to Debra Fair (Insider Perspective in Chapter 1), thinking about _____ should be performed after thinking about the other issues.

- your objective

All of the following statements about communication are true except:

- Establishing goals is a prerequisite to communication practices.

Ideally the communication process ends with the

- feedback.

According to the text, we interpret stimuli based on all of the following except

- one's age.

Which of the following creates the need for someone to initiate communication?

- stimulus

Which is an example of an internal stimulus?

- You dream about an idea for a new commercial to promote your company's product.

Which of the following could be a stimulus in business?

- all of these (a letter from a customer, a phone call, an invoice from a supplier, a presentation in a meeting)

An example of a stimulus for communicating in business might be

- all of these responses (others were: a message from a supplier, your awareness of the temperature in the office, an absence of an employee, a rumor about a potential wage freeze)

All of the following are examples of filters except

- communication medium (others were: personality, culture, recipient's mood, individual experience)

A person's unique perception of reality acts as a _____ when interpreting a stimulus.

- filter

Interpretation of a stimulus takes place in or at the

- filter.

Which of the following is an example of the message component of communication?

- a telephone call is placed

The extent to which a communication effort reaches its desired goal depends directly on how well you construct

- the message.

The information that is communicated is called the

- message

Identify an example of an oral medium.

- press conference

If you look puzzled as a coworker tries to explain the company's new sick-leave policy, you are

- simultaneously sending and receiving a message.

Which component is not required for communication to take place?

- feedback

Which of these statements about the destination component of communication is not correct?

- Once the message enters the receiver's sensory environment, it becomes a filter for that person.

When a message you transmit reaches its destination, it becomes

- a stimulus for the receiver.

What statement about the destination component of communication is not correct?

- Communication occurs once the message enters the reader's sensory environment.

Why might oral communication be more advantageous than written communication?

- all of these (Oral communication provides more ways to relay your ideas to others; You can use nonverbal cues, especially during presentations and staff meetings; The audience can ask questions and receive immediate feedback; You can use pauses, accents, and voice tone to stress or subordinate particular points).

By definition, an orderly and objective presentation of information that assists in decision making and problem solving is

- a report.

What causes most oral communication problems in business?

- poor listening

Which of the following can oral communication not help you accomplish?

- provide a permanent record of the message you are conveying

Which of the following is the first verbal barrier that can occur in the communication process?

- inadequate knowledge or vocabulary

The literal meaning of a word is

- the denotative meaning.

Which of the following is a verbal barrier to communication?

- A recipient's interpretation of a message is not the same as the sender's interpretation.

As if (meaning in your dreams) is an example of

- slang.

Your supervisor requests a report recommending which computer to install in your offices. What barrier arises if you use abbreviations like "RAM" and "GB" that the supervisor does not understand?

- inappropriate use of expressions

You will not be able to communicate effectively if

- your message contains words that the receiver cannot understand.

Which of the following best describes jargon?

- efficient terminology when communicating within specialized groups

An example of a slang expression is

- stoked — happy or excited

Which statement about jargon is correct?

- Pros' prose is another name for jargon.

Which sentence does not contain slang or jargon?

- The actor read his lines from idiot cards during the play.

_____ is an inoffensive expression used in place of an expression that may offend or suggest something unpleasant.

- A euphemism

Identify the statement that contains a euphemism.

- The research assistant was asked to submit his resignation.

An example of a euphemism expression is

- nonwinner.

Which of the following is an abstract word?

- transportation

Which statement contains abstract or ambiguous language?

- The customer service department received an enormous number of complaints today.

Which of the following is a concrete word?