

Communicating Effectively

Pre-Test

Circle the correct answer

- 1. We spend about 70% of our time doing this:**
a. helping others b. working with others c. communicating with others
- 2. Out of the time we spend communicating with others, we spend 45% of it doing this:**
a. listening b. talking c. reading and writing
- 3. In communication between two people one is the _____ and the other is the _____:**
a. giver and receiver b. sender and giver c. sender and receiver
- 4. One of the communication dilemmas between sender and receiver is that the receiver:**
a. is usually not interested b. can hear at a much faster rate than a person can talk
c. is bombarded with non verbal cues that take energy to understand
- 5. Communicating effectively is more like an _____ than a _____:**
a. abstract idea than a concrete concept b. analytical process than a skill c. art than a science
- 6. There are three levels of communication between two people, these are:**
a. aspirational, expressive, and expletive b. verbal vocabulary, voice inflection, and non verbal behavior
c. non verbal behavior, verbal behavior, and sound
- 7. Voice inflection makes up about _____% of our communication with others:**
a. 13 b. 75 c. 38
- 8. As a listener, you can use all of these as a technique to improve your listening skills, except:**
a. clarifying b. making eye contact c. paraphrasing
- 9. Non verbal cues include both _____ and _____ when you are communicating:**
a. voice inflection and non verbal behavior b. non verbal behavior and vocabulary
c. listening and non verbal behavior
- 10. Non verbal cues that a speaker may give include all of the following, except:**
a. posture, silence, touching b. body position, eye movement, fidgeting c. talking, slow to respond, not listening