

Communicating Effectively

Post-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