

1) Name the three advantages writing gives in business situations:

Answer:

flexibility, power, clarity

2) Give three examples of internal communication systems:

Answer:

email, bulletin boards, meetings

3) Which business size (small, medium, large) usually has fewer layers of communication,

Answer:

small businesses

4) Identify the three directions which the flow of information takes in an organization with good communications:

Answer:

downward, upward, lateral

5) Briefly describe a two-way communication process:

Answer:

The sender encodes a message and transmits it via a channel and a medium. The receiver receives and decodes the message and provides feedback.

6) Give two examples of gestures which have different meanings in different cultures:

Answer:

Nodding the head indicates agreement in Western cultures but suggests disagreement in some African cultures and means “I understand” among Asians. Eye contact is a sign of respect in Western cultures but may suggest disrespect in North American Indian or West Indian cultures.

7) Name three things to avoid when writing in a multicultural context:

Answer:

temptation to sound sophisticated; slang/colloquialisms; complex sentence structure; use of acronyms, contractions, abbreviations

8) Name three things to especially remember when speaking in a multicultural context:

Answer:

watch for signs of confusion; be an active listener; be a sensitive listener; observe gestures and facial expressions to understand listener's response

9) What is one of the reasons that Canada has become a global leader in communications technology?

Answer:

We have always had to communicate across vast distances and distinct cultures.

10) Poor sentence structure or word choice creates what kind of interference in the communication process?

Answer:

semantic

11) List three factors that can produce environmental interference in the communication process:

Answer:

age, sex, physical appearance, cultural attitudes

12) Name two types of nonverbal communication:

Answer:

setting, gesture

13) What is kinesics?

Answer:
science of gestures

14) What is the most underrated of all the communication skills?

Answer:
listening

15) List three mirroring techniques:

Answer:
paraphrasing, clarifying, reflecting feelings, summarizing

16) According to the Mehrabian study, what percentage of communication is nonverbal

Answer:
93%

17) Name three kinds of questions:

Answer:
open, closed, hypothetical, loaded, two-part

18) List three strategies for becoming a good listener.

Answer:
stop talking; pick a spot where neither of you will be distracted; show by your posture and expression that you are attentive; be open rather than judgmental; and be alert to nonverbal cues.

19) Give three guidelines for communicating effectively via email:

Answer:

remember the human; be succinct; avoid emoticons; pay attention to appearance and format

20) Identify two problems with spell checkers:

Answer:

cannot identify commonly confused words; cannot always identify grammar errors