

Professional Communications Semester Exam Review – Spring 2018

I. COMMUNICATION MODEL

Read the situation below, then describe what each part of the communication process could be for that situation.

A student going in after school to ask a teacher for extra credit to boost their grade.

1) Message - _____

2) Sender - _____

3) Receiver - _____

Give an example of 3 different Channels that could be used to convey the message:

4) _____

5) _____

6) _____

7) Noise - _____

8) Barrier - _____

9) Feedback - _____

II. INTRAPERSONAL COMMUNICATION

10) It is the communication that occurs within _____.

11) Research has shown that _____ self-talk increases focus, concentration, and performance.

First Impressions:

12) You have _____ seconds to make a first impression.

13) However, it takes an additional _____ meetings to undo that impression.

Tips for Making a Good First Impression:

14) _____ - This is a simple way of making a person feel welcome.

15) _____ - This is usually seen as a sign of confidence.

16) _____ - Use this both when saying hello and goodbye.

17) _____ - Doing this makes people feel more comfortable.

18) _____ - Doing this from time to time helps you to remember them.

III. LISTENING

Match the Kind of Listening to its description.

- 19) _____ critical A) listening to your mom being excited about a promotion at work
20) _____ deliberative B) going to a poetry reading
21) _____ empathetic C) listening to a politician try to get your vote
22) _____ appreciative D) listening to a lecture in class

IV. VERBAL

Match the Kind of Listening to its description.

For each example listed below, write which register of language is being used.

- | <i>Casual</i> | <i>Formal</i> | <i>Frozen</i> | <i>Informal</i> | <i>Intimate</i> |
|---------------|---------------|---------------|-----------------|--|
| 23) _____ | | | | Reciting a club motto before a meeting. |
| 24) _____ | | | | Hanging out with your buddies at a football game. |
| 25) _____ | | | | Discussing when the homework is due with your teacher. |
| 26) _____ | | | | Having a private discussion with your counselor. |
| 27) _____ | | | | Saying the Pledge of Allegiance in class. |
| 28) _____ | | | | Giving a speech in front of your class. |
| 29) _____ | | | | Privately asking your mom something about your sister. |
| 30) _____ | | | | Comparing scores with your friends on the latest iPhone games. |
| 31) _____ | | | | Getting directions to a meeting from a receptionist. |
| 32) _____ | | | | A preacher giving a sermon to his congregation. |

Identify the Troublesome Language types below to their examples.

- 33) _____ sexist A) using terms such as “always, never, every”
34) _____ racist B) using terms such as “worthless, stupid, dumb”
35) _____ profane C) using terms such as “babe, chick, stud”
36) _____ judgmental D) using vulgar or abusive curse words
37) _____ absolute E) using slurs about someone’s ethnicity

Identify the Characteristics of Sounds below.

- 38) _____ Clearly and distinctly saying the vowel sounds is known as _____.
a) articulation b) enunciation c) dialect d) coding
- 39) _____ Clearly and distinctly saying the consonant sounds is known as _____.
a) articulation b) enunciation c) dialect d) coding
- 40) _____ Saying “warsh” instead of “wash” is a mistake of _____.
a) omission b) addition c) substitution d) slurring
- 41) _____ Saying “libary” instead of “library” is a mistake of _____.
a) omission b) addition c) substitution d) slurring
- 42) _____ Saying “liddle” instead of “little” is a mistake of _____.
a) omission b) addition c) substitution d) slurring

V. NONVERBAL

Characteristics of Nonverbal Communication

- 43) Which of these is **NOT** a form of nonverbal communication?
a) sound effects b) words c) gestures d) posture
- 44) Between ___ and ___ % of your message is communicated through nonverbal messages.
a) 5 and 15 % b) 25 and 45 % c) 65 and 95 % d) 105 and 255 %
- 45) If your roommate slams the door shut and tells you “I’m fine!” when you ask what’s wrong, their nonverbal message _____ their verbal message.
a) reinforced b) contradicted c) substituted d) erased
- 46) If someone smiles, rubs their stomach, and says, “That meal was awesome!” their nonverbal message _____ their verbal message.
a) reinforced b) contradicted c) substituted d) erased
- 47) If your nonverbal and verbal messages don’t match, which one will be believed?
a) verbal b) nonverbal c) first one heard d) last one heard
- 48) Someone that is scared, excited, or using sarcasm will use which pitch in their voice?
a) high b) medium c) low d) silence
- 49) How fast or how slow we speak is known as our what?
a) tone b) volume c) rate d) vocalizations

Nonverbal Codes

For each example given, mark the appropriate nonverbal code in the blank. Some codes will be used more than once, but all codes will be used at least once.

1 – Personal Appearance	4 – Haptics	7 – Olfactics
2 – Kinesics	5 – Chronemics	8 - Vocalics
3 – Proxemics	6 – Artifacts/Environment	

- 50) _____ You think the guy with spiked hair must like punk rock.
- 51) _____ You notice your friend in the cafeteria, and you wave to say hello.
- 52) _____ A couple holds hands as they walk down the hall.
- 53) _____ You know someone loves sports because of the posters in their room.
- 54) _____ You avoid your boss all day because you can't stand their perfume.
- 55) _____ Your boss is mad because you're late for the third time this week.
- 56) _____ A person's voice gets deeper when telling you they lost a loved one.
- 57) _____ A person stands on the other side of the elevator from you because they don't know you.
- 58) _____ Your sister twirls her hair when she is lying.
- 59) _____ A friend gives you a hug because you are upset.
- 60) _____ In the cafeteria, a seat was saved for you with your friend's coat and backpack on chairs.

VI. SHORT ANSWER QUESTIONS RELATED TO COMMUNICATION IN GENERAL:

Practicing the Principles of Communication

For each question, give a full and thorough response.

1) What significance does knowing about your personality profile/temperament play in developing personal and professional relationships? Based on your personality/temperament, share your thoughts about the kind of role you will play in the small business project this semester.

2) The written word can have a strong impact on the reader. What impact does personal bias by the media have on today's American citizens? Give reasons and use examples to support your main ideas.

3) Hearing is not listening. Discuss the impact of poor listening skills within a professional/business communication context. Give reasons and use examples to support your main ideas.

4) It is often said that actions speak louder than words. Discuss the types of nonverbal communication, and their role in our school or workplace. Give reasons and examples to support your main ideas.
