

Lesson 1: Learning to Communicate

A. Define, Describe, or Identify:

1. Communication –
2. Noise –
3. Feedback –
4. Decoding –
5. Sender –
6. Audience demographics –
7. Internal noise –
8. Nonverbal communication –
9. Receiver –
10. Channeling –

Chapter 1, Learning and Communication

B. Matching:

Match the definition in Column A with the word in Column B. You may use each word only once.

Column A

- _____ 1. The receiver's key characteristics—age, race, gender, education level, status or role in the community.
- _____ 2. Putting an encoded message into a medium of delivery.
- _____ 3. Signals that a person sends out in addition to the message that may affect how the receiver interprets the meaning.
- _____ 4. Noise that happens outside a person's own head.
- _____ 5. Turning a message into symbols that will have meaning for the receiver.
- _____ 6. The person who originates and sends a message.
- _____ 7. The unconscious ways in which people communicate their true intentions and meaning.
- _____ 8. Anything that interferes with communication.
- _____ 9. Daydreaming, worrying, hunger, and strong emotions are examples of this.
- _____ 10. The person who receives a message.

Column B

- a. sender
- b. receiver
- c. audience demographics
- d. internal noise
- e. external noise
- f. noise
- g. cues
- h. encoding
- i. nonverbal communication
- k. channeling

C. True/False:

Put a **T** in the blank if the sentence is true and an **F** if it is false.

- ___ 1. Information messages simply tell the receiver something.
- ___ 2. Using complicated words is helpful in communicating.
- ___ 3. If your listener doesn't give you feedback, don't ask for it.
- ___ 4. Communication is the creation and sending of information, thoughts, and feelings from one person to another.
- ___ 5. When you are communicating, it's better if you don't know too much about your audience.
- ___ 6. When seeking feedback, you should ask questions that your receiver can answer Yes or No.
- ___ 7. A truck backfiring, a television program, and a baby crying are all examples of external noise.
- ___ 8. Analogies and comparisons are ways to penetrate barriers to good communication.
- ___ 9. Hearing is automatic; listening is an active effort to receive, understand, and react to a message.
- ___ 10. Action-and-information messages give the receiver information, but don't ask the receiver to do anything.

D. Multiple Choice:

Circle the letter that provides the best answer.

1. Which is *not* a way to break through the noise that interferes with communication?
 - a. Know the purpose of your message.
 - b. Channel your message.
 - c. Use feedback to adjust your message.
 - d. Use simple, concrete words.

2. Which of the answers below is one of the ways to improve communication?
 - a. Focus your message.
 - b. Listen actively.
 - c. Both (a) and (b).
 - d. None of the above.

3. Which of the sentences below is *not* vague?
 - a. It's kind of cold out tonight.
 - b. He drives an old car.
 - c. Our teacher was in the Air Force for a while.
 - d. It was so cold that icicles formed in the man's beard as he walked down the street.

4. Which of the following is not an example of external noise?
 - a. Worrying.
 - b. A siren.
 - c. A ringing telephone.
 - d. A barking dog.

5. Which of the following questions is *not* a good one to ask if you're looking for feedback?
 - a. When do I want you to pick me up?
 - b. What do I want you to do on the way home from school.
 - c. Do you understand?
 - d. Which car did I say I'd be driving?

6. Which of the following best communicates the sender's thought?
 - a. I'm most appreciative of your efforts on my behalf.
 - b. My gratitude for your support is unbounded.
 - c. I shall be eternally grateful for your assistance.
 - d. Thanks for your help.