

## Effective Communication Questions

1. An effective communicator has to consider which of the following?
  - a. The viewpoint and demographics of the audience.
  - b. The delivery of the message, such as tone.
  - c. The use of clear and concise language.
  - d. All the above. (correct answer)
2. If there is a conflict between verbal and non-verbal communication, which type of communication is more likely to be believed?
  - a. Verbal.
  - b. Non-verbal. (correct answer)
  - c. Neither is to be believed.
  - d. Trust digital communication
3. What is a thesis?
  - a. any group of words containing a subject and a predicate
  - b. a word or phrase that signals a progression from one sentence, or part of a sentence, to another
  - c. a statement that indicates the main idea or claim of a piece of writing
  - d. the support for an argument's claim
4. Which of the following is the most effective thesis?
  - a. The importance of writing to one's success in college.
  - b. Labor statistics reveal an association between level of educational attainment, average yearly earnings, and employment rate.
  - c. Rhetoric is defined as the art of effective communication.
  - d. The ability to effectively communicate is arguably the most marketable skill one can possess.
5. When paraphrasing (using an author's ideas, but not their exact words) in your paper, you should *not*:
  - a. give the author credit for his or her ideas in your paper
  - b. use quotation marks around all paraphrased material

- c. cite the source on your Works Cited page
  - d. keep the original meaning of the author's idea
6. Which of the following is *not* an effective listening technique for classroom lecture?
- a. ask questions for clarification
  - b. avoid distractions such as clock watching
  - c. write down every word of the lecture
  - d. choose to find the subject useful
7. Communicators take time to do which of the following?
- a. Include jargon and slang to develop a relationship with the listener.
  - b. Understand what you truly need and want to say.
  - c. Anticipate what the listener will say in response.
  - d. Memorize everything they want to say in advance.
8. Which of the following is true of good communicators?
- a. They will discuss highly emotional content via email or texting.
  - b. They take charge of the situation and dismiss what they feel are invalid arguments.
  - c. They often step back and listen instead of talk.
  - d. They ignore the level of audience interest in order to get their message through.
9. Which of the following is true of communication?
- a. The more you communicate, the better communication will be.
  - b. Group conflict is a reliable sign that the relationship or group is in trouble.
  - c. Good communicators are *not* born; they must study and learn the craft.
  - d. Fear of speaking in public is detrimental and must be eliminated.
10. To reduce apprehension when communicating, one should try which of the following suggestions?
- a. Build commonalities between yourself and your audience by emphasizing common beliefs and attitudes.
  - b. Set larger goals than you are being asked; that way, you'll be prepared to communicate more if you have to.
  - c. Don't view any type of communication as casual. Establish a high level of formality.

d. Try to quote other people (authorities) so you sound knowledgeable about your topic.

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