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| 1. Verbal communication involves using speech to exchange information with others.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 2. The average person is exposed to between 500-1000 messages every day.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 2 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 3. If you want to receive an immediate answer, it is recommended that you use written communication.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 3 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 4. If enunciating is difficult for you, try speaking more loudly than normal.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 4 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 5. Don’t use impersonal communication media such as e-mail for sensitive messages.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 12 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 6. Check your messages and return calls within 48 hours.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 13 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 7. Popular Web conferencing software includes WebEx and GoToMeeting.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 18 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/27/2016 12:05 PM | |

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| 8. The event manager usually provides the Web address and access codes to send to participants.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 18 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 9. In \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication, or oral communication, one person sends a message to another person or group using speech.   |  |  | | --- | --- | | *ANSWER:* | verbal | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 2 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 10. In communication, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is how physically close you are to your audience.   |  |  | | --- | --- | | *ANSWER:* | proximity | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 6 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 11. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the ability to act or speak in a way that maintains good relations with others or avoids giving offense.   |  |  | | --- | --- | | *ANSWER:* | Tact | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 10 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 12. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ deals with principles for acceptable conduct, and usually refers to honest, fair behavior and decisions.   |  |  | | --- | --- | | *ANSWER:* | Ethics | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 14 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 13. Web \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ tools are software and services that let you use an Internet-connected computer to meet with others and communicate orally.   |  |  | | --- | --- | | *ANSWER:* | conferencing | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 18 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 14. Meetings, interviews, conferences, speeches, and phone calls are forms of \_\_\_\_ communication.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | ethical | b. | verbal | |  | c. | written | d. | impartial |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 15. In verbal communication, the average adult can best understand language at a \_\_\_\_ reading level.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | fourth-grade | b. | sixth-grade | |  | c. | eighth-grade | d. | tenth-grade |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 2 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 16. Your listener is most likely to remember the \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | first parts of your message | b. | last parts of your message | |  | c. | both a. and b. | d. | neither a. nor b. |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 2 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 17. In professional settings, pitch your voice slightly \_\_\_\_ than your casual speaking voice.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | lower | b. | higher | |  | c. | slower | d. | faster |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 4 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 18. The three P’s of vocal tuning include all of these EXCEPT: \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | proximity | b. | pace | |  | c. | pitch | d. | pauses |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 5 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 19. Signs of discomfort in your listener include \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | turning their body at an angle to you | b. | looking away | |  | c. | folding their arms over their chest | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 6 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 20. It is recommended that feedback include three key qualities which does NOT include \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | positive | b. | objective | |  | c. | descriptive | d. | efficient |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 10 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 21. \_\_\_\_ distractions block or reduce effective communication and include background noise, interruptions, uncomfortable temperatures, and busy environments.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Verbal | b. | Physical | |  | c. | both a. and b. | d. | neither a. nor b. |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 22. In order to ensure ethical communication do NOT \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | use language intended to deceive | b. | present a single point of view | |  | c. | present your opinion as if it were a fact | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 15 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 23. A(n) \_\_\_\_ is an expression that means something other than its literal meaning.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | cliché | b. | idiom | |  | c. | axiom | d. | metaphor |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 16 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 24. When participating in cross-cultural communication you should NOT \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | Keep your message simple, clear, and familiar | |  | b. | Correct the grammar and pronunciation of a nonnative speaker | |  | c. | Speak slowly and clearly | |  | d. | Listen patiently |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 17 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 25. If the Web conferencing host wants to show only software or a presentation on a computer, \_\_\_\_ is not necessary.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | a video camera | b. | Web conferencing software | |  | c. | an Internet connection | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 18 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| **Case 1-1** Darlene is studying Aristotle’s rhetorical triangle in her communication class.  Please answer the questions below. |

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| 26. Aristotle diagrammed the effectiveness of speakers in a triangle, which he called the rhetorical triangle. Rhetor means “\_\_\_\_” in Greek.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | voice | b. | public speaking | |  | c. | words | d. | speaker |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case 1-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 27. Aristotle taught that your speaking ability depends on how well you make three types of appeal to your audience.  The \_\_\_\_ appeal was NOT one of the three types.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | confident | b. | logical | |  | c. | ethical | d. | emotional |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case 1-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 28. Aristotle pointed out that a speaker needs to consider three parts of communication to be successful: the subject, yourself as the speaker, and your ability to \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | empathize with the audience | |  | b. | speak in a confident tone | |  | c. | make a personal connection with the audience | |  | d. | answer audience questions |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case 1-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 29. Voice pace is the frequency of speech. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - pitch | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 4 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 30. Aristotle analyzed effective speakers in ancient Greece, and diagrammed their effectiveness in a diagram that he called the rhetorical square. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - triangle | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 8 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 31. A good rule of thumb is to make two positive statements before offering a critical comment. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 10 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 32. Verbal language includes hand and arm gestures, eye contact and movement, facial expressions, the position of your body, and your overall appearance. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Nonverbal | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 6 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 33. Constructive feedback includes recommendations and alternatives that build on your listener’s strengths. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 10 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 34. Verbal media include face-to-face meetings, telephone calls, voice mail, and video conferences. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 12 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 35. Be sure to record a personal greeting on your voice mail; don’t rely on the standard mechanical greeting that was prerecorded on your phone. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 13 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 36. Introduce a(n) fact with statements such as “I think,” “I believe,” or “it seems to me.” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - opinion | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 14 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 37. Maintain physical contact when conversing with a nonnative speaker. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - eye | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 16 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 38. A(n) idiom is an expression that has been so overused, it communicates little information. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - cliché | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 16 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 39. Tone, language, tact, and setting are elements used to give effective feedback. Please give at least 2 examples each of how to use language and tact; and at least 1 example each of how to use tone and setting.   |  |  | | --- | --- | | *ANSWER:* | Tone: - Express enthusiasm and appreciation - Praise efforts  Language: - Identify your objective criteria - Conclude with a positive message - Focus on solutions and options, not personal qualities - Use “I” language  Tact - Consider how your listener will receive the message - Listen actively and completely - Show understanding by asking questions and paraphrasing - Accept feedback from your listener  Setting - Choose a private location - Look for a convenient time | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 11 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 40. Please define vocal elements, including a list of the elements that are referred to when using this term.  What is voice pitch? What is communicated by raising or lowering the pitch of your voice?   |  |  | | --- | --- | | *ANSWER:* | People not only listen to the words you say, but the way you say them—the vocal elements of your speech. Vocal elements include voice inflections, rate of speech, volume, and tone, and can add interest and meaning to your messages.  Voice pitch is the frequency of speech. Both high and low pitches are useful at times, though you should not take either to an extreme.  Raising the pitch of your voice signals uncertainty or suggests a question.  Lowering the pitch gives your voice a more authoritative tone. | | *POINTS:* | 1 | | *REFERENCES:* | Verbal Communication 4 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| Please identify the letter of the choice that best matches the situation described below.   |  |  | | --- | --- | | a. | spoken communication | | b. | written communication |  |  |  | | --- | --- | | *REFERENCES:* | Verbal Communication 3 | | *QUESTION TYPE:* | Matching | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 41. Promote a close or friendly working relationship   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 42. Deliver a formal message   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |

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| 43. Congratulate a colleague   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 44. Minimize misunderstandings when providing information   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 45. Avoid interrupting your colleague   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |