



The Art of Effective Communication Assessment Answer Key

Name: _____

Date: _____

1. Why is it important to maintain eye contact when speaking with someone?

(Responses similar to the following)

It shows that you are interested and attentive.

It enables you to establish good rapport.

It allows you to observe body language.

It shows that you value what the other person is saying.

It shows your wish to communicate.

2. Match the body language with the message.

3. A. Folded arms

1. Impatience

5. B. Wagging finger

2. Anxious or nervous

1. C. Tapping foot

3. Defensiveness

2. D. Wringing hands

4. Unacceptable or negative response

6. E. Nodding head up and down

5. Scolding

4. F. Shaking head back and forth

6. Affirmation or positive response

3. Questions that are used to obtain more information from someone are called

A. Open or "open-ended" questions.

B. Closed or "closed-ended" questions.



4. The information we use to form perceptions of others is made up of three things. These are tone of voice, body language and the words we use. Which of the three accounts for over half of the information used to form perceptions?
 - A. Words (verbal)
 - B. Tone of voice (verbal)
 - C. *Body Language (non-verbal)*
5. Why is it important for the listener to reflect his or her understanding of what the speaker has said?

To check for understanding and improve retention of what the speaker is saying.
6. Effective communication occurs when the
 - A. the receiver thinks he/she understands the sender.
 - B. *understanding of the receiver matches the meaning intended by the sender.*
 - C. both parties have a chance to speak.
 - D. the sender has completed all of their points they wanted to make.
7. When communicating over the phone, which means of communication conveys most of the message?
 - A. Words
 - B. *Tone of voice*
8. Immediately after listening, the average person remembers only 50% of what is said.
 - A. *True*
 - B. False



9. “Advancing” is one of the five strategies for active listening. Advancing is used to:
- A. Make sure you get “your” point across.
 - B. Move on to the next important point of the conversation.
 - C. *Encourage the other person to continue talking.*
10. Barriers to communication are those things going on in our own minds or around us that distract us from what someone is saying.
- A. *True*
 - B. False