Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Period:\_\_\_\_\_\_\_\_\_\_

**PROSTART CHAPTER SEVEN**

1. What is communication? (413)

2. What is verbal communication? (413)

 What is non-verbal communication? (413)

3. What should you think about before sending a message? (415)

 1.

 2.

 3.

 4.

4. Define historical information and action-required information. (415)

|  |  |
| --- | --- |
| Historical |  |
| ActionRequired |  |

5. What are some barriers to communication? (416)

6. List the possible obstacles to communication: (417-420)

 1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 11. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 12. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Summarize the steps to effective listening: (426-427)

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| --- |
| 1 |
| 2 |
| 3 |
| 4 |
| 5 |
| 6 |
| 7 |
| 8 |

8. What are the qualities of an effective speaker? (429)

 1.

 2.

 3.

 4.

 5.

9. List the skills needed for effective telephone use (430-431)

|  |
| --- |
| 1 |
| 2 |
| 3 |
| 4 |
| 5 |
| 6 |
| 7 |
| 8 |
| 9 |
| 10 |

10. What are some appropriate forms of written communication at work? (432)

11. What are the pointers to make writing easier? (433-434)

 1.

 2.

 3.

 4.

 5.

 6.

 7.

 8.

12. What is Organizational Communication? (443)

13. Define: (443-444)

 Mission Statement:

 Vision Statement:

14. What is Interpersonal Communication? (445)

15. What is empathy? Why is it important when communicating? (448)

16. What are some ways to offer appropriate feedback to employees? (449-450)

 1.

 2.

 3.

 4.

 5.

 6.

17. Exam Prep Questions

 1. \_\_\_\_\_ 6. \_\_\_\_\_

 2. \_\_\_\_\_ 7. \_\_\_\_\_

 3. \_\_\_\_\_ 8. \_\_\_\_\_

 4. \_\_\_\_\_ 9. \_\_\_\_\_

 5. \_\_\_\_\_ 10. \_\_\_\_\_