

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Chapter 3 Review

### Test Your Knowledge

#### Part 1: True or False

#### Instructions

Read each statement below, then select True or False.

1. Identifying regional, international, and cultural differences prior to making a professional telephone call is considered a best practice.  
True  False
2. The feedback loop is a communication process in which the sender repeats back to the receiver what he or she heard.  
True  False
3. Interpersonal skills are skills that help people relate and communicate with one another.  
True  False
4. An effective nonverbal communicator strategically uses the types of nonverbal communication effectively and understands the effects of body language, eye contact, and facial gestures.  
True  False
5. Decoding happens when the encoded message that was transmitted is received.  
True  False
6. In the communication process, the sender is the individual accepting the message.  
True  False
7. The communication process is a set of steps in which a message is sent and received from one person to another.  
True  False
8. A verbal communicator effectively uses phonological, semantic, syntactic, and pragmatic oral language components.  
True  False
9. An active—not passive—listener employs the listening process, makes sense of a message, and responds appropriately.  
True  False
10. Transmitting occurs when the information the sender encoded is sent to the receiver.  
True  False

