

Mrs. Leslie Holland

1. Name: _____, _____

This test covers information pertaining to Chapter 1, 2 and handouts provided in class. Be certain to not share your answers or talk during this test. You will have 45 minutes to complete this test. If you finish before the 45 min time limit, you are allowed to sit quietly or wait outside the classroom until time has expired for all. We will correct the test together in class. GOOD LUCK

2. All are forms of Nonverbal communication except:

- a. Body position
- b. Hand gestures
- c. Tone of voice
- d. Eye movement

3. Nonverbal communication is found in all cultures

- a. True
- b. False

4. Nonverbal communication can be both positive and negative

- a. True
- b. False

5. Many times people use only one form of communication during a conversation

- a. True
- b. False

6. Communication is described as being effective or _____

a. _____

Name the three ways we send a message to another person. Three forms of communication:

7. _____

8. _____

9. _____

- 10.** Communication is described as information that is either communicated to you or from you.
- a. True
 - b. False
- 11.** Nonverbal communication can be either negative or positive
- a. True
 - b. False
- 12.** You learned that from the lecture of telephone etiquette discussion that the company phone should be answered by a certain number of rings. Please indicate the correct number
- a. 5- 6 rings
 - b. 4- 5 rings
 - c. 3- 4 rings
 - d. 1- 2 rings
- 13.** You learned that studies conducted have shown that customers begin to get annoyed when having to hold on line for longer than:
- a. 60 seconds
 - b. 17 seconds
 - c. 1 minute
 - d. 30 seconds
- 14.** When unsure about the phone use policy at any employer it is best to:
- a. Ask Human Resources
 - b. Ask a coworker
 - c. Assume it is ok to use the phone at any time
 - d. Always use your phone
- 15.** It is always best to end your text message to your boss with a smiley face emoji
- a. True
 - b. False
- 16.** To cut down on the time it takes to type a message, it is best to use abbreviations and slang expressions such as "LOL, TTYL, BRB, OMG" when sending a message to your supervisor.
- a. True
 - b. False

17. It has been suggested that before you push send after typing a message, it is best to do a quick once over to ensure your message reads as you wish

- a. True
- b. False

18. It is always a good idea to reply to text messages during meetings or class lecture only if it is to someone you personally know

- a. True
- b. False

19. Provide an example of how you would start your email or text to a superior at work or your instructor.

- a. _____

20. Please provide one example of positive nonverbal communication

- a. _____

21. Please provide one example of negative nonverbal communication

- a. _____

22. To ensure you present professional when attending a meeting what should you do with your cell phone?

- a. Put it on vibrate mode
- b. Leave it at home
- c. Place it under the chair face down
- d. Put it on silent mode

Which three central elements are present within any communication process?

23. _____

24. _____

25. _____

Matching- write in your matched letter next to select numbered term

26. _____ Eye contact a) valuable practices for maintaining quality of life and wellness
27. _____ Geriatrician b) a means of showing effective communication
28. _____ "Silver tsunami" or "Age wave" c) currently a critical shortage exist for this group
29. _____ Preventive health d) a physician who specializes in issues that concern older adults
30. _____ Geriatric prepared professional e) reference relating to the aging population

Extra Credit option – This is an optional question which is not a required portion is the test. Correct answer is worth 1 point toward this test.

1. Active listening is all except:
- a. Ensures complete understanding
 - b. Helps establish a positive relationship
 - c. Utilizes the brain as well as the ears
 - d. Is not worth the time and hassle